Online Work Request System Guide
This system can be reached by any computer with access to the Internet, including our University computer labs.

**To submit a new work request,** go to the website: http://physicalplant.missouristate.edu and complete the instructions listed.

These instructions include:
1. Select “Submit Work Request” on the left side of the screen.
2. Select your campus and click the button.
3. Select your building and click the button.
4. Fill out the remainder of the form and click the “Submit” button.
5. Print or copy down the request number for future reference and exit the website.
6. You will receive email confirmation indicating your work request has been submitted successfully.

To ensure your request is accepted, please remember the following points when submitting a request:
1. Use a MSU email address only.
2. Be as specific as possible when describing the request, including exact details and locations within the area or room.
3. Please include ONLY ONE service request per work order.

**Other important notes:**
1. If there is an emergency (e.g., major water leak, AC or heating problems, door locks, etc.) call MSU-WP Physical Plant at x57268 Monday through Friday from 8:00 a.m. to 5:00 p.m. For after-hours emergencies, contact the Superintendent of Physical Plant at (417) 372-2138 or (417) 284-7194.
2. In addition to your area or room, you may use this system to submit a non-emergency request for the following items: elevator lights, washers/dryers, vending machines, cable jacks/reception, telephone jacks/service, custodial assistance, keys and locks, and pest control.

To check the status of a previously submitted work request, go to http://physicalplant.missouristate.edu and do the following:
1. Go to the left side of the screen, under “Search By Number”
2. Select “Work Request” from the pull-down menu.
3. Enter your work request number on the next line and press the button.
4. You will now see your original work request. If it has been assigned a “work order number” it will be shown in the lower right-hand side of the screen.
5. Click on the work order number and the status of your request will be displayed.

For other searching functions, select an option on the left side of the screen entitled “Search by Request/WO#”

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**Our Maintenance and Custodial Staff is working hard for you!**

If you have any questions, please contact the MSU-WP Physical Plant located at Broadway Hall (x57268).