

UNIVERSITY OF LOUISIANA AT MONROE (ULM)

Reporting Workplace Hazards and Requesting Routine Maintenance

The University is committed to maintaining a safe campus and eliminating hazardous conditions as soon as they are identified. Everyone's help is needed to identify and report all hazardous conditions. A hazardous condition can be anything that could potentially cause an accident or incident. There could be many different hazardous conditions around campus, such as smelling natural gas, seeing a crack in a sidewalk that could cause someone to trip and fall, a large pothole in a parking lot, a breaker box missing an electrical cover, a loose hand rail in a stair case, an exterior door that won't close properly, electrical power outage, etc.

Hazardous conditions should be fixed as quickly as possible. In lieu of maintaining Building Hazard Control Logs used by ULM in the past, report a hazard by contacting the Physical Plant's FIXX hotline. The phone number is 342-FIXX (3499). After normal business hours, please contact the University Police Department at 342-5350. And in an emergency, always contact the University Police Department by dialing 1-911 or 342-1911.

For hazards that do not require immediate attention, submit a request for maintenance work online through the Physical Plant's FIXX system. The link for a FIXX request is:

<http://fixx.ulm.edu/>.

Detailed instructions follow on the next page for submitting a work order online.

Requests for routine building maintenance can be submitted in the same manner, by calling FIXX at 342-FIXX (3499) or reporting online at the FIXX website, <http://fixx.ulm.edu/>.

HOW TO ENTER AN ONLINE SERVICE REQUEST USING THE ULM FIXX WEB SITE

Access Internet Explorer and go to the ULM Home page (www.ulm.edu). Find the dropdown box next to the “**Quickly Link To...**” scroll down to “**fixx online**” and click on it. Choose the “click here” link on the second option - **ULM Campus Facilities**. This link will take you to **WebTMA**, the web site the Physical Plant uses to handle online Service Requests.

How to login:

Step 1 Enter “**ulm**” into the **Client** field

Step 2 Click the **Log In** button

This will take you to a **TMA Requestor Page**. The fields in **RED** are required and must be completed to submit an online request.

How to enter a WebTMA Request:

- **Personal Information:**
Request Date & Time will automatically be entered. Enter your Phone Number and Name.
- **E-mail Address & Account Number:**
Enter your E-mail Address & your department account number.
- **Action Requested:**
Use this section to describe in detail the work you would like to have done or problem to be corrected. Enter any information you feel would be helpful to the technician (room number, “see John Doe for details”, a specific location if not provided in the next step, etc.)
- **Request Information:**
 - **Request Type:** Choose “WEB-Web request” if not already selected.
 - **Department:** Use the drop-down box to make selection.
 - **Repair Center:** Use the drop-down box to select “PP-Physical Plant”.
 - **Location ID:** Use the drop-down box to Select University of Louisiana...(last option) in the left of the window. This will expand to a list of ULM Buildings. Select the building, and then double-click the room or area in the right hand pane.
- **Submit Request** - Click on the Submit Request button. A message will appear in the Personal Information box indicating your request has been submitted. You will receive an email confirmation of your request and email updates on the progress of your request.

Please retain a copy of the work order that is emailed to you as a reference and follow up. It is important that you track the progress of your request.