

## 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](http://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 Plants 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.