Bloomington Facility Operations
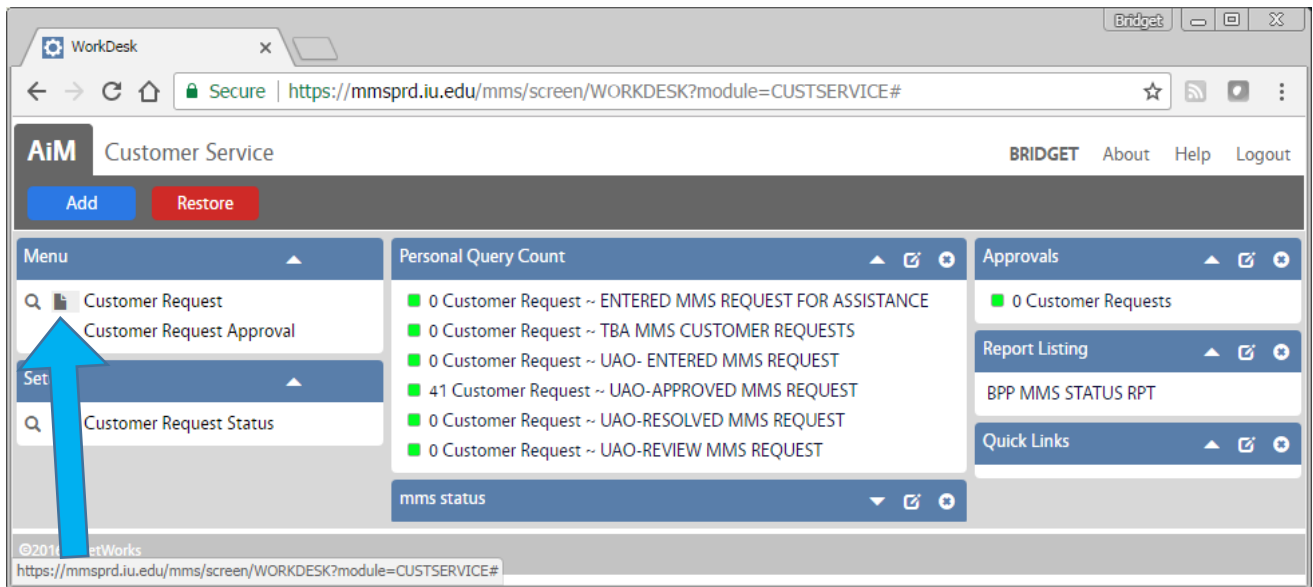# Creating a request for MMS Admin assistance

To request MMS Admin assistance, you will need to create a customer request and the designated person in your department will approve the request which creates a work order for Scott Knapp, Bridget Gentry and Chris Anderson.

Start by going to **Customer Service** on your menu.
If you do not see Customer Service on your menu, please contact the MMS Admins for access at mmsadmin@Indiana.edu

Next you should see an icon next to the words Customer Request that looks like a piece of paper. Click on that to create a new Customer Request.
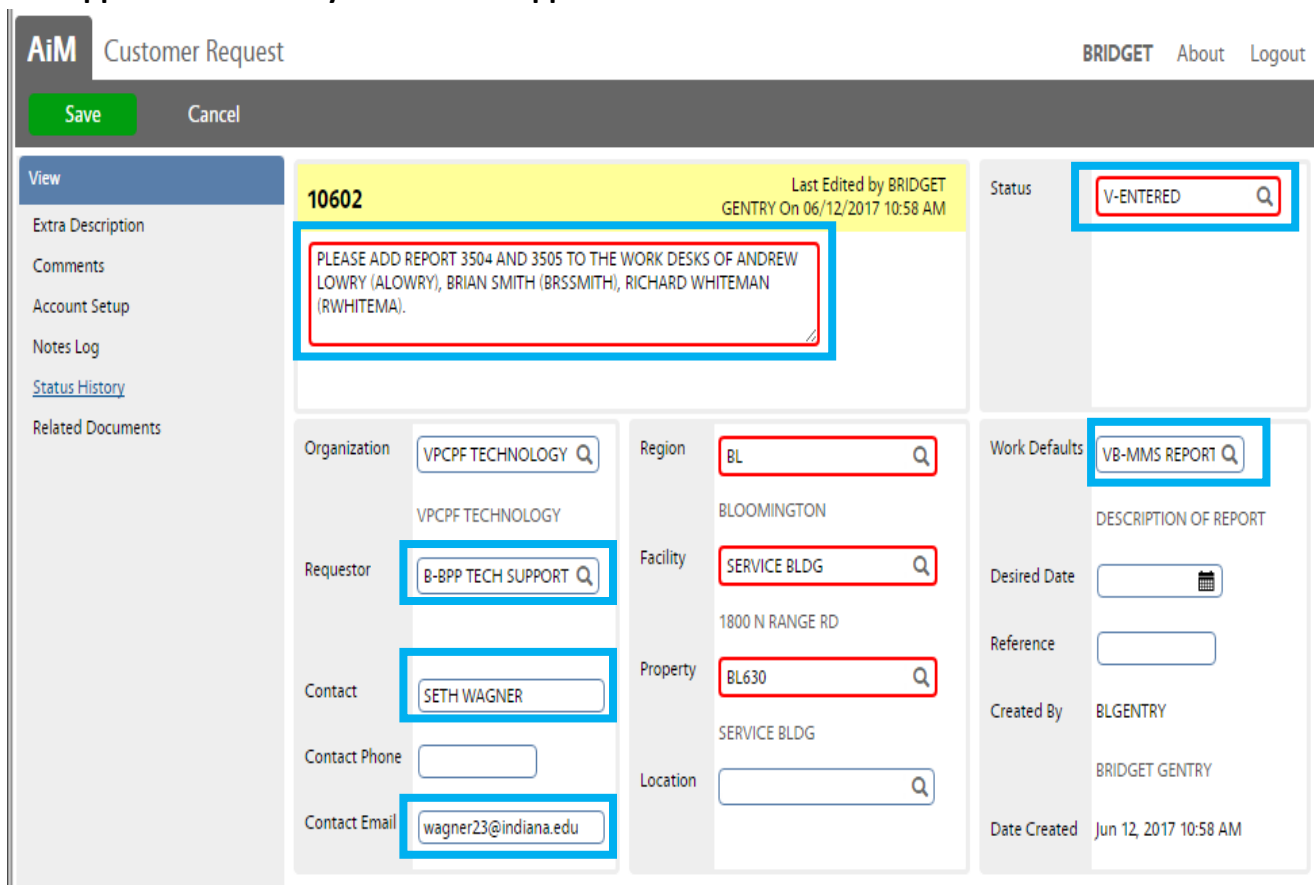

You should now see the screen below

If you fill in the blue box areas in the following order, it will make the process much faster.

1. **Requestor:** use B-BPP Tech Support click magnifying glass (this fills in the property info.)
2. **Work Default:** Make sure it starts with VB-
(Some Work defaults add information prompts in the description box so that you know what kind of information we need for the task you chose)
3. **Description:** If there is something in the Description box, that is just a prompt so that you know what kind of data we need in MMS for that task. You may delete what is there if it does not really apply but if you do that please give us as much detail as possible as to what you need done.
4. **Contact Name** – Your name (so we know who is requesting the work)
5. **Contact Email** - Your email (so you can receive an email when we finish the task)
6. **Status:** Make sure the status is V-ENTERED
7. **Optional Fields you may fill in:**
   • **Desired date** (if you have a specific date you need your request completed by),
   • **Reference:** If you have your own reference number,
   • **Extra Description:** For more details.
   • **Related Documents**: If you have a picture of an error to show us.
   • **Note Log:** Any other notes send us.
8. **SAVE** (you are finished and will receive an email when it is approved and again when completed)

NOTE: If you do not fill in the Requestor, Work Default or Status correctly, your request may not be approved in a timely manner. An approval filter is based on those items.