



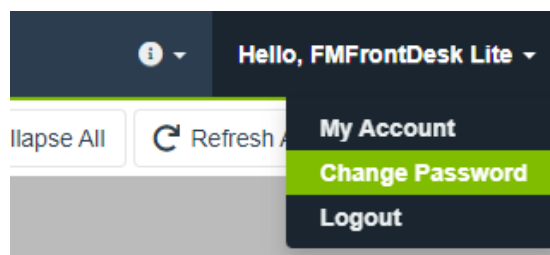
Facilities Management

Instructions for submitting a work order/maintenance service request:

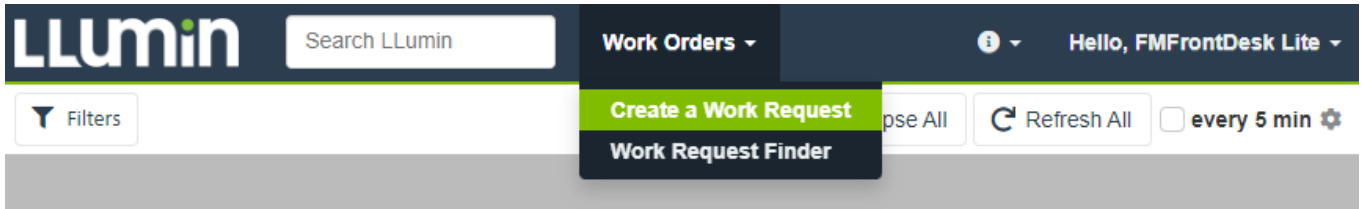
- Each department has a representative that has been provided a LLumin account, allowing them to submit work order requests for their department.
 - *If you would like to request an account, or need your password reset for your existing account, please email facmgtinfo@ccsu.edu with your name, department, Blue Chip ID number, and phone extension.*
- You can access the LLumin Work Order System at: <https://erportal.ccsu.edu/LLumin>
- LLumin should be used only with the Chrome browser and can be bookmarked for your convenience. For off campus access, please go to apps.ccsu.edu and click the erportal work orders icon.

Log into the LLumin system using your Blue Chip ID# for your username and the password that has been assigned to you by Facilities Management.

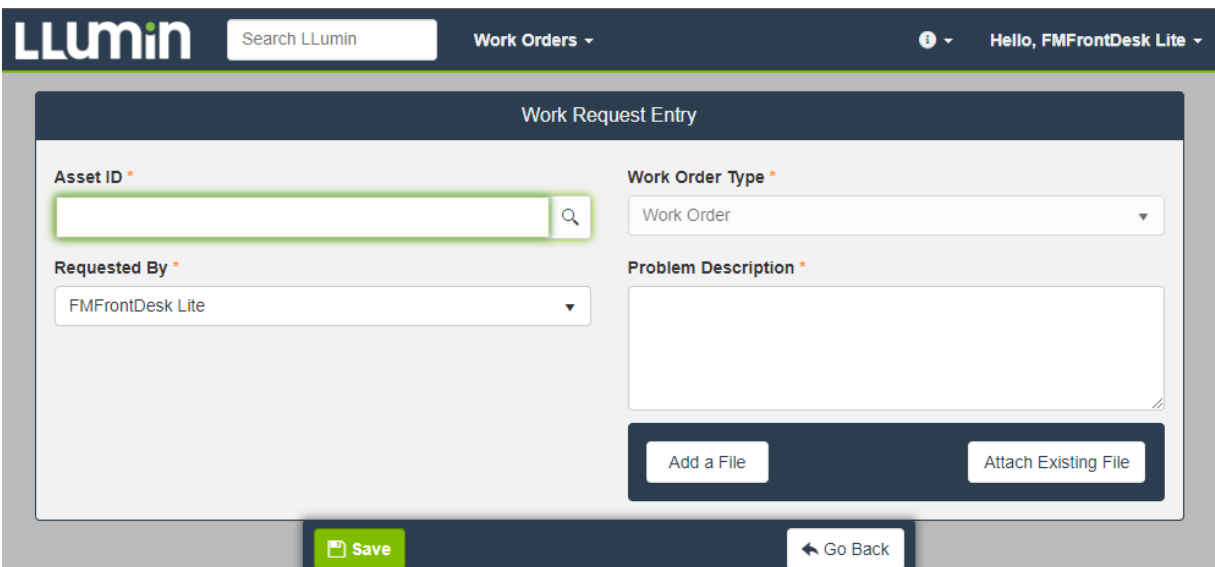
Once you are logged into the system, you can change your password by choosing "Change Password" in the drop-down menu next to the greeting "Hello, (your name)" in top right corner of the screen.



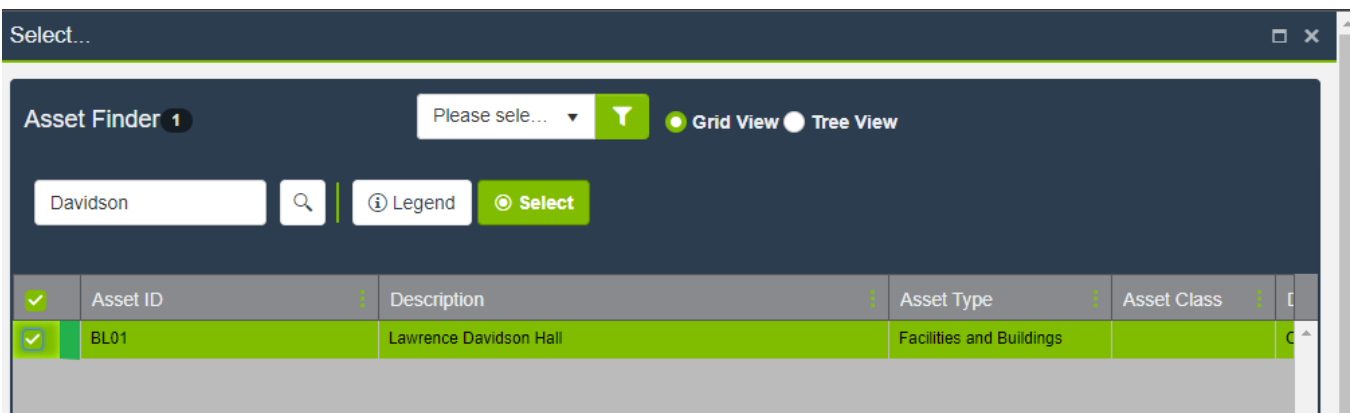
Click on the Work Orders tab at the top of the screen and then select Create a Work Request from the drop-down menu.



This will bring you to the Work Request Entry screen. Here you will need to submit the Asset ID (the code assigned for each building/room number) and the Problem Description (area where you can type all necessary information to describe your request).

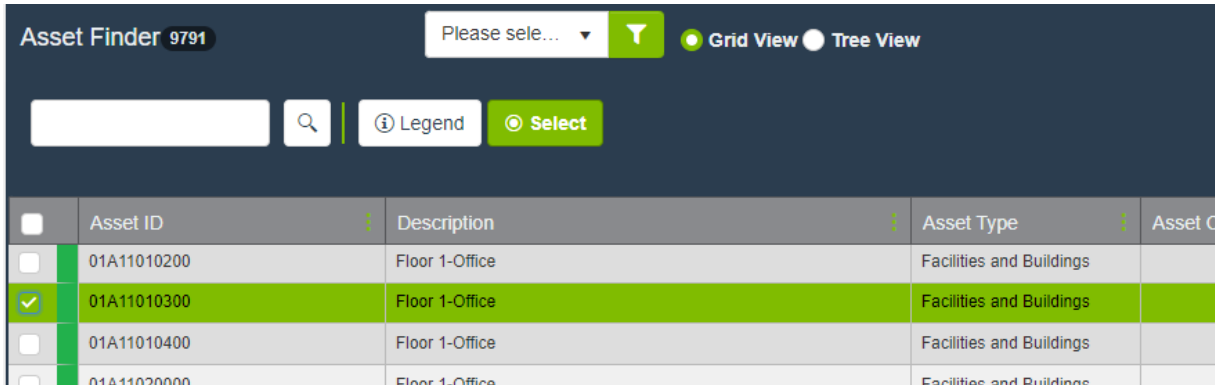


You can search for a building Asset ID or for the Asset ID assigned to a specific room by clicking on the magnifying glass next to the Asset ID box and entering your search criteria (for example: if you are reporting an issue in Davidson Hall, you can type Davidson into the search box and click on the magnifying glass to search for Davidson Hall's Asset ID)



Here you can select the building code for Davidson Hall (BL01) or can select the Asset ID code assigned to a specific room. Simply click the box next to Asset ID and once a check mark appears, click on the green Select button at the top of the screen.

(If you select the building Asset ID code (Davidson Hall would be BL01), please make sure to include the room number(s) for the specific locations in the Problem Description box.)

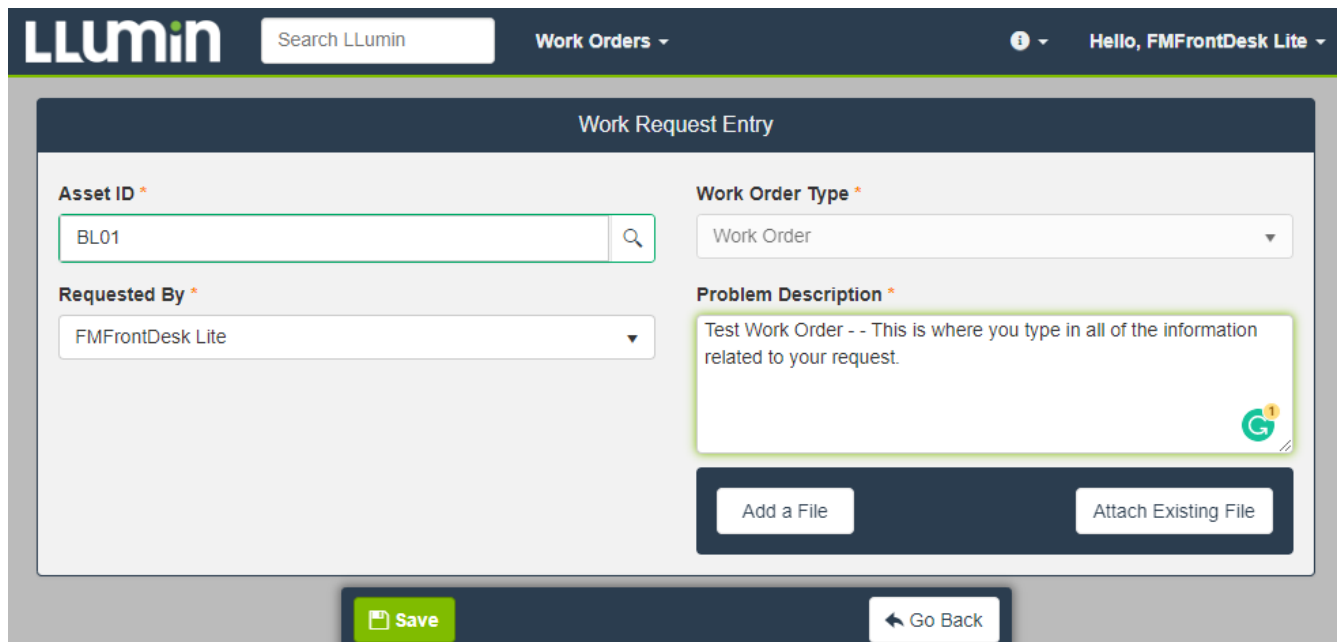


The screenshot shows the 'Asset Finder' interface. At the top, there is a search bar with the text '9791' and a dropdown menu with 'Please sele...'. To the right are 'Grid View' and 'Tree View' radio buttons. Below the search bar are 'Legend' and 'Select' buttons. The main area is a table with the following columns: Asset ID, Description, Asset Type, and Asset C. The table contains four rows of data, with the second row highlighted in green and having a checkmark in the first column.

<input type="checkbox"/>	Asset ID	Description	Asset Type	Asset C
<input type="checkbox"/>	01A11010200	Floor 1-Office	Facilities and Buildings	
<input checked="" type="checkbox"/>	01A11010300	Floor 1-Office	Facilities and Buildings	
<input type="checkbox"/>	01A11010400	Floor 1-Office	Facilities and Buildings	
<input type="checkbox"/>	01A11020000	Floor 1-Office	Facilities and Buildings	

In the Problem Description box, please enter all necessary information regarding your request or the issue you are reporting. If you have a document that you would like to attach to your request to provide additional information, you can click on the Add a File button under the Problem Description box to attach a file.

Please make sure to review your request before you save it to ensure your request is described clearly and accurately.



The screenshot shows the 'Lumin' logo and 'Search Lumin' bar at the top. Below that is 'Work Orders' and 'Hello, FMFrontDesk Lite'. The main form is titled 'Work Request Entry' and contains the following fields: 'Asset ID *' with the value 'BL01', 'Work Order Type *' with the value 'Work Order', 'Requested By *' with the value 'FMFrontDesk Lite', and 'Problem Description *' with the text 'Test Work Order - - This is where you type in all of the information related to your request.' Below the form are 'Add a File' and 'Attach Existing File' buttons. At the bottom of the screen are 'Save' and 'Go Back' buttons.

Once you have entered in all the necessary information, hit the green Save button at the bottom of the screen to submit your request.

Please contact us at facmginfo@ccsu.edu or at 860-832-2301 with any questions.