TMA – Service Request Entry

TMA is a web-based work order system. Please read the instructions below and then click here to have access to the new system.

Once you have accessed the web-based TMA - Service Request page, you will be presented with a form like the one pictured in Figure 1. You can just type your name in the “Requestor Name” field – clicking the down-arrow next to the field will not bring up any choices. Please note that all of the yellow fields with red titles are required fields.

Next, fill in your Nyack phone number (including punctuation and spaces) and Nyack email address as shown in Figure 2. These fields are very important. The phone number will be printed on the Work Order that the Technician will take with him into the field. If the Tech has any questions, he will have a phone number at which to reach you. This can help to expedite completion of your request.

The email field should be filled out with your complete Nyack College email address. The system does not understand partial addresses. This address is used to notify you during each step of the Work Order.
process. You will receive an email when you submit your request with a request number, which verifies that the request was successfully entered. Once Facilities accepts your request, you will receive an email telling you that your request has been accepted and the Work Order number. Thereafter, every time the status of your Work Order changes, you will be emailed a notification of that status change.

Select a building from the drop-down list. It's important that you select one from the list rather than typing the name in as this field will be used for sorting and it pulls up all of the rooms in the next field. Again, it is important that you select a room number from the drop-down as opposed to typing one in. The "Department" field is optional, but it has not been set up yet. The "Request Type Desc" field MUST be left as "Web Request." If you change it, we might not receive your request.

The last field to fill in is the "Action Requested" field. Type in your request with the necessary details. See Figure 3.

Now all of the necessary information has been entered. The "Notify Me" checkbox (see Figure 4) is checked by default, and should be left checked if you wish to receive the email notifications.

The work request can be submitted for action by clicking on the "Submit" button (see Figure 5). You should receive an acknowledgement email within a few minutes of submitting your request. You will then receive additional emails informing you of the progress of your request through the system.
If you decide not to submit your request, or if you made some errors, you can click on the "Clear" button. This will clear all of the fields without submitting the request.

Once the Request is submitted, you will see a window similar to the one shown in Figure 6 that displays your Request Number. You should receive a verification email shortly.

Just click "OK" and close the browser – you're done! You can click the “Create Bookmark” at this point to save your information for next time or, you can highlight the URL address and drag it to your desktop so you have easy access to submit service requests.

If you have any questions or concerns please contact the Facilities Office at extension 4595.