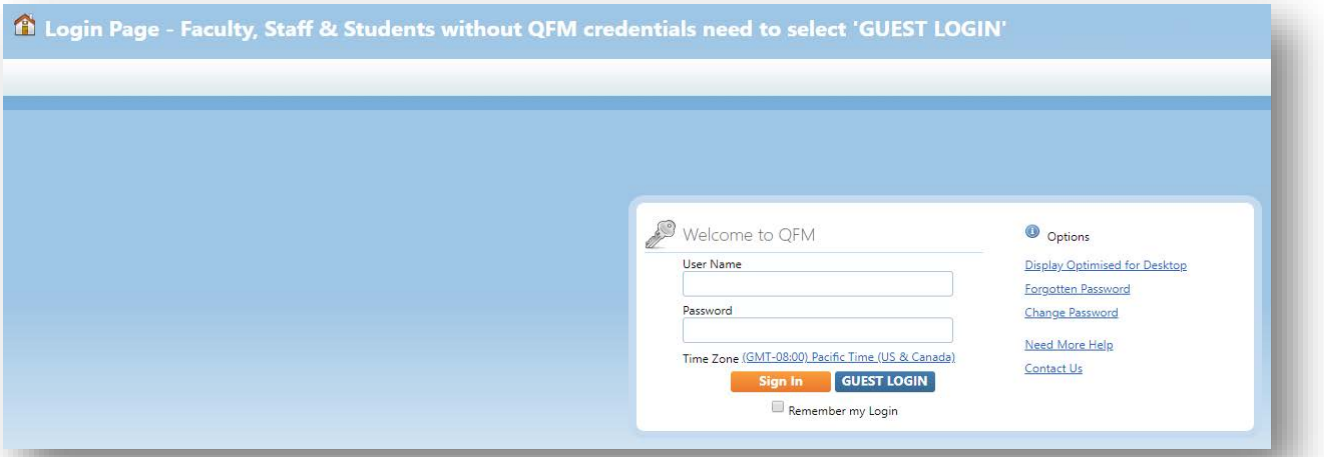
QFM User Guide – Submitting a New Request

For UC Merced general users

Step 1: Go to facilities.ucmerced.edu and click on the **Submit a Work Request** button; you will be directed to the QFM login screen.

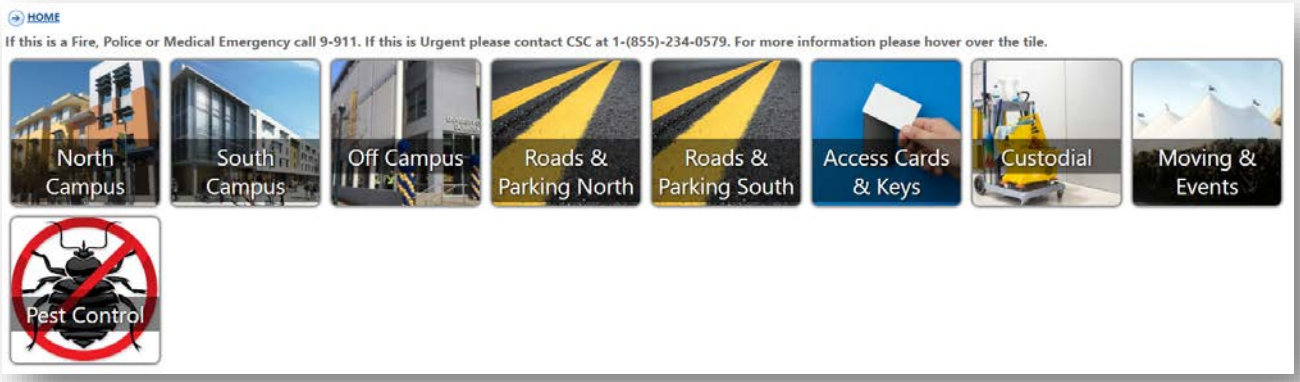


Step 2: Click the GUEST LOGIN button.

- First time logging in - select the Pacific Time Zone. *This is a one-time selection, unless browser history is cleared*.

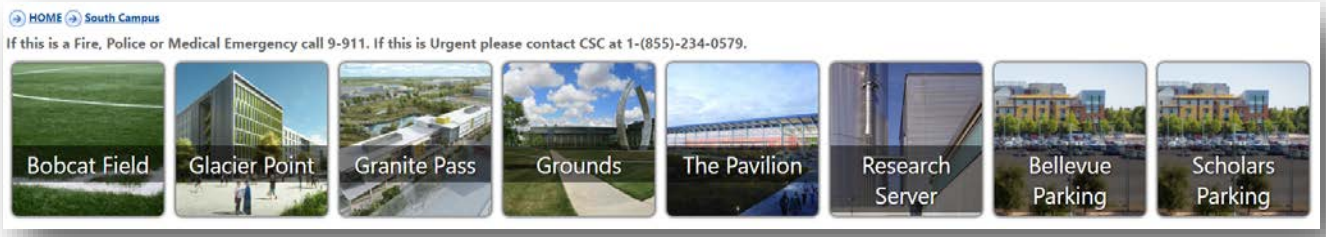
Step 3: Select the tile that most closely represents the location or description of the request being created.

- *Tip*: Hover your curser over each geographical tile for a list of locations.



- North Campus, Off Campus, Roads & Parking North, Access Cards & Keys, Custodial, Moving & Events and Pest Control will all direct you to the WebTMA iServiceDesk portal to finish submitting your request.

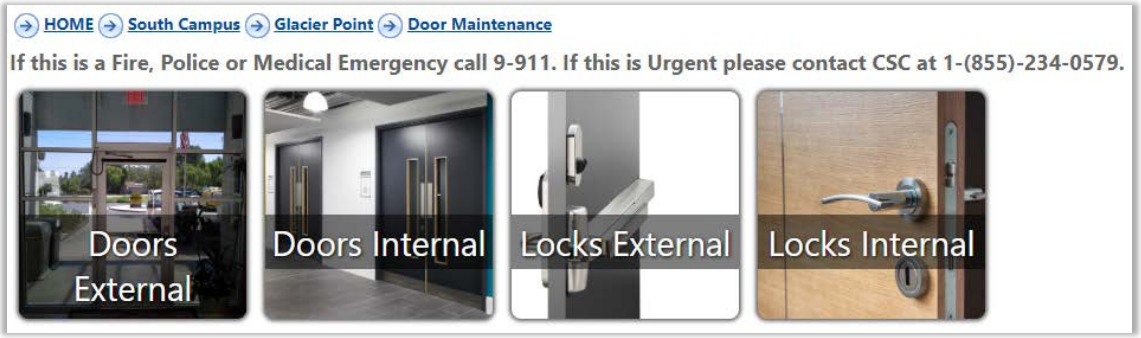
Step 4: Your selection in Step 3, South Campus or Roads & Parking South, will bring you to a selection of locations. Select the tile that represents the location of the issue you are reporting.



Step 5: The QFM website will filter down to the most common types of requests based on the location chosen.

Step 6: The tile chosen is Step 5 will direct you to either:

a) An additional tile selection common for that category
   a. For example: Door Maintenance

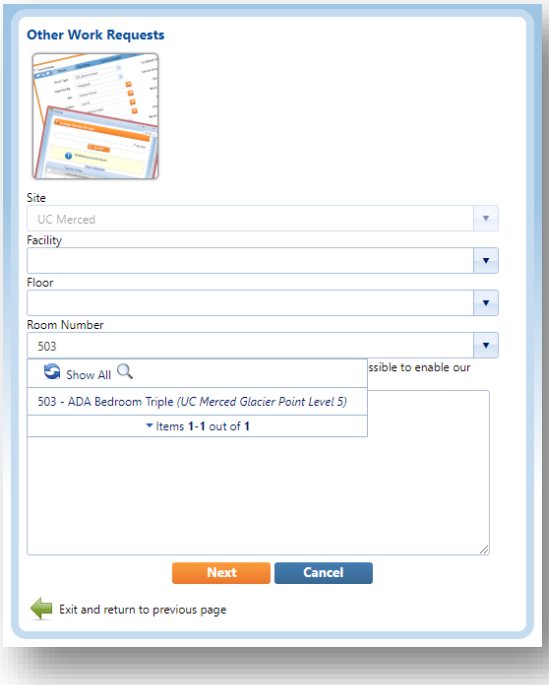


b) WebTMA iServiceDesk portal to finish submitting your request
c) The final steps to log your request; see Step 7

- *Tip*: These tile selections are essential for QFM to categorize work requests accurately and allow the technicians to respond in a timely manner.

Step 7: Fill in the request details. If you are unable to find a location to best fit the request, choose a location to the best of your ability and add a detailed description of the location along with a detailed description of the issue in the text box.

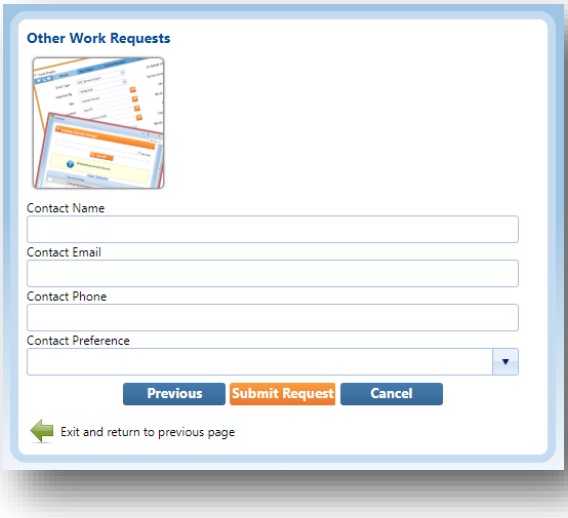
- Tip: Drop downs can be used with your curser to scroll, or by typing in text.



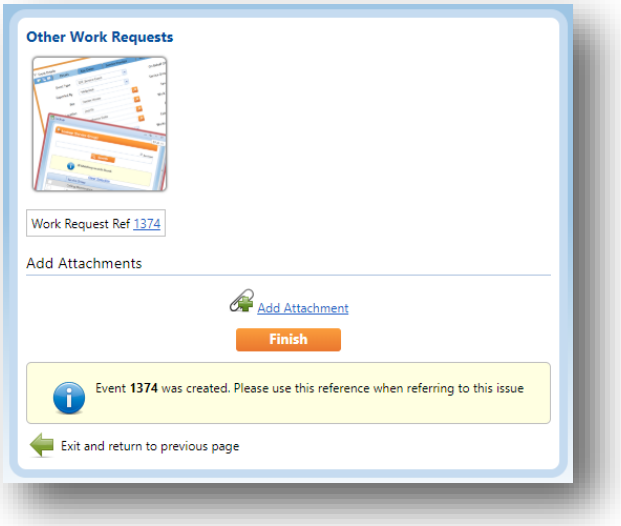
- Click the Next button once all details of the issue have been listed.

Step 8: Provide your contact information, including the best phone # to reach you at in case there are any questions from the staff or technicians. The email address you provide will be used to send email notifications regarding your request.

- Click the Submit Request button.



Step 9: The final page will provide your Work Request # and an opportunity to attach pictures or other supporting documentation.



Step 10: Click the Finish button. You will receive an email confirmation to the address provided in Step 8.

- Please feel free to contact us at Merced-HelpDesk@jci.com with any questions.