WORQS Updates

What’s New in WORQS?

New WORQS Release Coming on 4/12/18

Improved Home Page
The WORQS home page has been redesigned to provide more clarity about the available forms and to improve navigation.

Revised Approval Process
The approval routing process is now more robust. Forms that require an account number will now require between 1-3 approvals. View the process map for the WORQS Approval Routing.

1. **First step**: Building Manager approval
   - Notification optional
   - Approval step optional
   - Requestors should review their department’s policies to determine whether this step is required. Only the notified building manager will be authorized to approve the request. If no building manager is notified, the step will be skipped.

2. **Second step**: Account Signer approval
   - Notification optional
   - Approval step required
   - This is the step that is currently available in WORQS. All listed approvers will have the ability to approve the request.

3. **Third step**: Final Approval
   - Notification optional
   - Approval step optional
   - This step will only display if the college or school’s business/financial officer has selected to opt in. Contact the Facilities Service Center for more information about opting in. All listed approvers will have the ability to approve the request.

Subject Lines on Service Requests
Requestors are now required to include a subject line on Service Requests. This will be used as the email subject on notifications sent to the requestor and notified approvers.

Improved Email Notifications
Emails now include details about the request to enable requestors and approvers to easily search for a request in their email.

Copy Previous Service or CRIB Performance Requests
Requestors now have the ability to easily copy previous requests.

Move Request now in WORQS
The Move Request form is now in WORQS and will follow the WORQS approval routing process. Move Requests that have been saved but not completed will appear in the new ‘My Drafts’ section.

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EID Search Capability
Users can now search for an EID and it will automatically populate the form. To see the details tied to the EID, simply tab to the next field.
**Primary Contact Switch**
Users may choose to swap the Primary and Alternate contacts when submitting the form. Simply check the box below the Alternate Contact details and the Alternate Contact will become the Primary Contact.

**Multiple Attachments**
Users may now attach up to five images or PDFs to a request.

**Edit or Cancel Requests Awaiting Approval**
Service or CRIB Performance requests that have been submitted, but not yet approved, may be edited or cancelled.

**Preauthorize Overtime**
When submitting Service or CRIB Performance requests, the user may choose to preauthorize overtime charges.

**Updated Capital Projects Search**
When searching for Capital Projects, users may now select ‘All Active Statuses’.

**Improved Work Order Details Page**
Charge details start collapsed, allowing users to click through to see the details they need.