

WORK ORDER SUBMISSION

For any maintenance or repair requests, please submit a written work order to Facilities Management. To submit a request, open the 'Quick Links' dropdown on the left hand side of My Bentley's homepage and select the link for 'Work Orders'. You can also navigate directly to the work order portal using the following link: <https://infor.bentley.edu/web/base/callerlogindisp?tenant=PRD>.

The screenshot displays the My Bentley homepage interface. At the top, there is a navigation bar with three tabs: 'Welcome', 'Course Listings', and 'Dining and Retail Hours'. Below the navigation bar is a large banner image of a brick building on a campus. On the left side, a 'Quick Links' dropdown menu is open, listing various services. The 'Work Orders' link is highlighted with a red rectangular box. On the right side, there is a 'Welcome!' section featuring a smaller image of a campus walkway and a text box that reads: 'Welcome to MyBentley. MyBentley provides convenient access to Bentley University's on-line information and resources. Students, Faculty, Staff and Applicants can login to MyBentley for access to personalized information.'

Welcome Course Listings Dining and Retail Hours

Blackboard
Outlook
BentleyLink →
Falcon FindIt
Library

Academic Departments →
Academic Resources →
Administrative Departments and Resources →
Faculty/Staff Directory
Quick Links ↓
Academic Advising
Athletics, Intramural Sports & Dana Center
Bentley Newsroom
Bentley Observer
Bentley Television
Calendars
Campus Bookstore
Cognos
Dining Services
e-Portfolio
e-Print
Library Hours
Inclement Weather Cancellation Policy
IT Client Services
Request Meeting/Event Space
Student Financial Services
Sustainability
Vanguard
WBTY
Work Orders
Shuttle Schedule
University Policies →

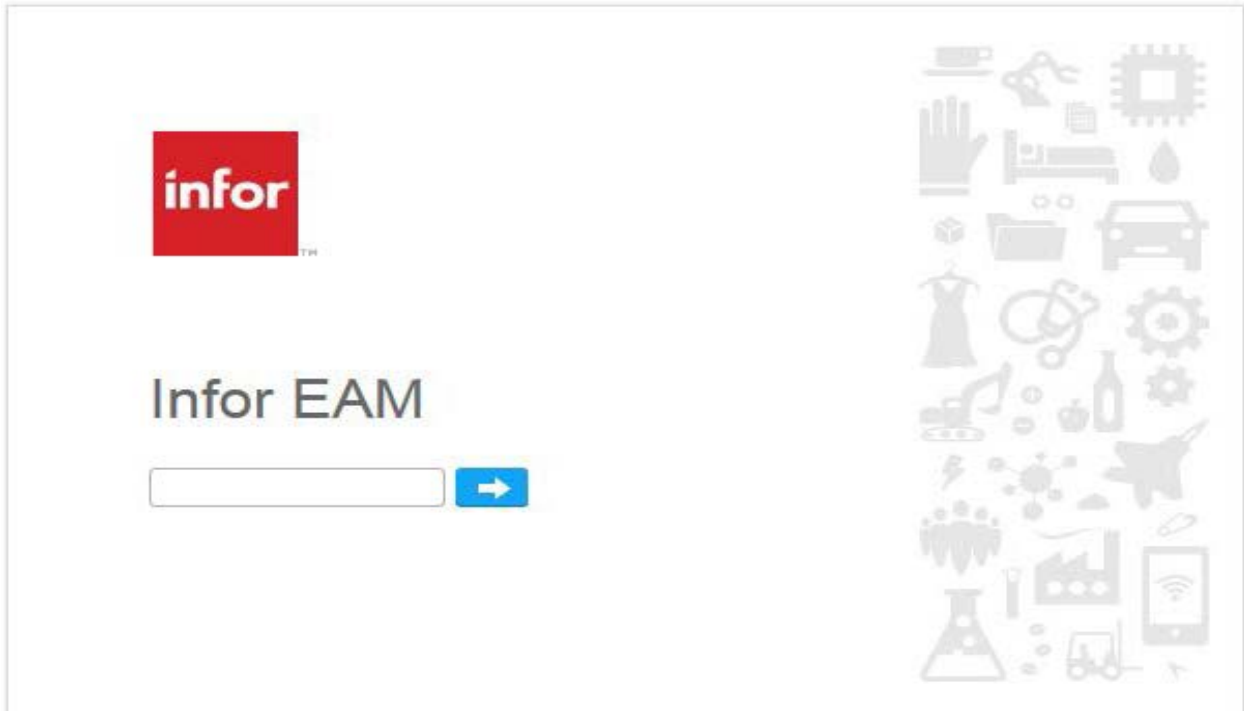
Welcome!

Welcome to MyBentley

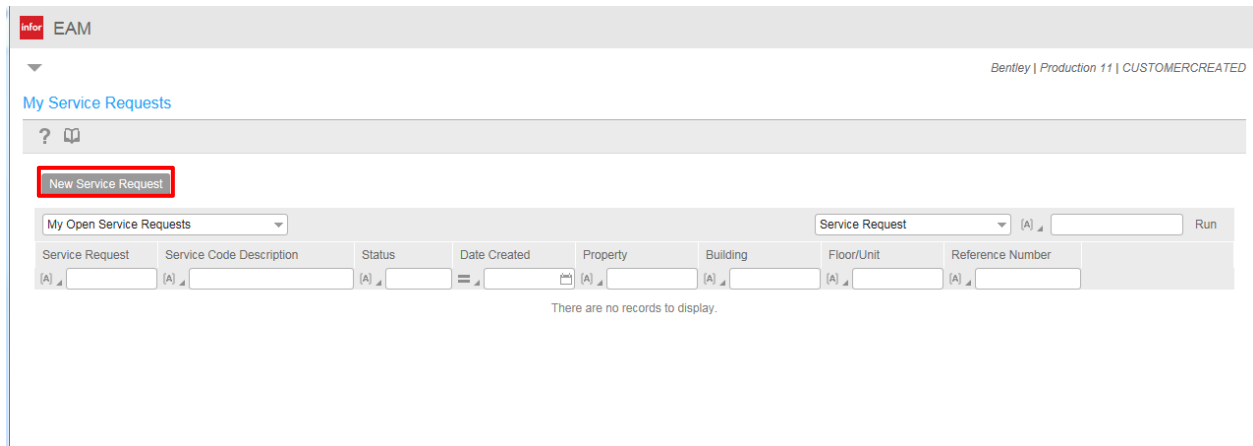
MyBentley provides convenient access to Bentley University's on-line information and resources.

Students, Faculty, Staff and Applicants can login to MyBentley for access to personalized information.

The link will bring you to a login screen; please login using your Bentley ID without the @ sign.



Once logged in, click **New Service Request** at the top of the screen to create your work order.



Using the drop down next to **I am having trouble with**, select the problem that most directly relates to your issue and add comments to elaborate on your request.

Your contact and location information will automatically populate. If you are entering a work order for a location other than what is prompted, please note that in the comments section.

Once all the information has been entered, please click the **Submit** button at the bottom of the screen.

The screenshot shows the 'Create Service Request' interface in Infor EAM. At the top, there is a header with the Infor EAM logo and the text 'Bentley | Production 11 | CUSTOMERCREATED'. Below the header, there is a navigation bar with a question mark icon and a 'Create Service Request' link. The main form is divided into several sections: 'My Problem' with a dropdown menu for 'I am having trouble with' (indicated by a red arrow) and a rich text editor for 'Comments'; 'Contact Details' with input fields for 'My Name', 'Alternate Contact', 'My E-mail', 'Contact E-mail', 'My Phone', 'Contact Phone', 'My Company', and 'Reference Number'; 'Location Details' with dropdown menus for 'Building', 'Floor', and 'Unit', and a 'More Details' text field; and 'WO User Defined Fields' with a 'Submit' button (highlighted with a red box) and other buttons like 'Submit and Add Another', 'Reset', and 'Back'.

You will receive e-mails notifying you when your work order is both assigned and closed.

For emergency repairs or requests, please contact Work Order Control directly by calling 781-891-2208 or 781-891-2436.

Thank you,
Facilities Management

