# How to Submit an Engineering ReqForm with Infor EAM

For a more detailed walkthrough, see the "How to submit an engineering ReqForm using Infor EAM" training on Staffnet.

1. **Log in**.
   - Access the ReqForm through the [Staffnet ReqForm page](#) or by going to http://cmms.sfdpw.org in any web browser.
   - If you do not remember your username and/or password, ask your supervisor or call Cody Zeger in the Facilities Office at phone number (415) 557-4259 or (415) 557-4245.
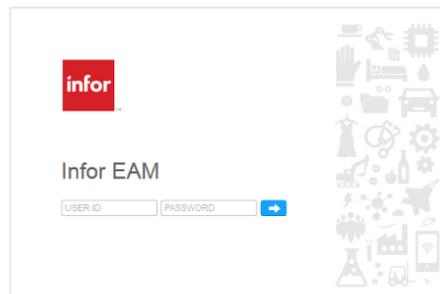
2. Create a **new service order** by clicking the "New Record" button.
   - When you log in you will automatically see a list of your branch/floor's past service orders.
   - Click on the "New Record" button to create a new service order. It looks like this:
   - Once you click the button your new service order will have blank fields and will look like the image below:

3. Write a **description** of your request in the "Description" field.
   - Please be descriptive, yet brief in describing your request.
   - If you have more information than can fit in the Description field, you may add a comment (see instruction below).

4. Choose the **location** in which your request takes place in the "Asset" field.
   - Click the lookup button in the right corner of the field and choose the location that best fits your request.
   - If there is not an option for your exact request you can choose your generic branch location (e.g. "North Beach Branch Library").

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5. Choose the **problem code** to describe your request in the "Problem Code" field.
   - Click the lookup button in the right corner of the field and choose the problem code that best fits your request.
   - It is very important that if the request is an *ADA issue* or has to do with *vandalism*, that you choose the ADA or Vandalism problem codes, respectively, to identify that. For instance, this example could be a furniture problem, but because it is also a potential ADA compliance issue you would mark ADA in the problem code.

6. Identify who is making the request by filling in the "Requested By" field.
   - Click the lookup button in the right corner of the field, type your name into the search bar under the "Name" column, and choose your own name.
   - Once you know your username (typically first initial followed by your last name, with no spaces) you can also just type it into the "Requested By" field without the lookup.

7. Press **save**!
   - The save button is in the top left corner of the Menu Bar and looks like this:

Notes:

   - To add a **comment** click the "Add/Edit Comments" button at the bottom of your request page. A window will pop up in which you can choose to add, draft, and save your comment. For more information see the "How to submit an engineering ReqForm using Infor EAM" training.
   - If your request involves a **trip/fall hazard**, please mark the checkbox that says "Safety". It looks like this:

   - If your request is for **preventative maintenance** or is regarding an upcoming event, please change the "Type" field from "Corrective" to "Event".

Thank you!

If you have any questions please call Cody Zeger at 415-557-4259.