

### 03.05 How to Change Status and Reassign Work Order

#### HOW TO CHANGE STATUS:

Navigate to the work order using the “My Requests” tab under the left sidebar Logbook module, click on the work order request ID.

Refer to the list of status field options below. All new work orders are created with a status of “Open”

- **Open:** automatically assigned when work request is submitted
- **Acknowledge (for SRWOs only):** entered to acknowledge receipt of all service request work orders
- **In-Progress (for SRWOs only):** entered to confirm the work order is being worked on.
- **Work Completed (for SRWOs only):** entered when done with the work. Be sure to also reassign the WO to work control center.
- **Closed (when closing SRWOs):** only entered by the work control center when work is completed, and the WO record has been reviewed for completeness and accuracy.
- **Closed (when closing PMs):** entered by the person doing PM work when done with the PM work
- **Cancelled (for SRWOs only):** entered only by work control center if WO is a duplicate
- **Tech not able to complete (for PMs only):** entered when unable to complete PM before SLA deadline and will not do work before next PM is generated (note: good data for management to see need for more resources)

1. To change the status, click on the status drop down box then make the most appropriate selection. The requester will be notified automatically when changes are made.
2. Make a comment in the “General Comments” field and click update.

The screenshot shows the 'UPDATE REQUEST' form. At the top, there is a 'General Comments' field with a yellow highlight and a blue circle containing the number '2'. Below this, the 'Assigned To' field is set to 'Admin Report'. To its right, the 'Status' dropdown menu is highlighted in yellow and has a blue circle with the number '1' next to it; the dropdown is currently set to 'Open'. There are also checkboxes for 'Notify Lead Assignee' and 'Notify Requestor'. Below these are fields for 'Closed By', 'Billable?' (set to 'No'), and 'Billing Status' (set to 'Not Billed'). There is also an 'Asset' field set to 'Not Selected' and a 'Failure Code' dropdown. The 'Statement of Work' field contains the text 'Water Meter Reading, Section 311 - Testing'. At the bottom, there is a 'Re-schedule for' field with a calendar icon, a time field set to '9:00 AM', and a 'Re-Notify?' checkbox. An 'UPDATE' button is located in the bottom right corner.

## HOW TO REASSIGN WORK ORDER:

There will be times when it is appropriate to reassign a work order to someone else. To do so, the individual you are assigning to needs to have a FAMIS user account.

Reminder: all SRWOs need to be reassigned to the work control center when work is completed.

1. Under update request, search for who you want to assign the work order to by clicking on the “Select” link to the right of the “Assigned To” field.
2. Click on the “Notify Assigned To” box so they receive an email.
3. Change the status to “Work Complete”.
4. Make a comment in the “General Comments” field and click update.

### UPDATE REQUEST

**4** General Comments:

**1** Assigned To: Admin, Report

**3** Status: Open

**2**  Notify Lead Assignee  Notify Requestor

Closed By:

Billable?: No      Billing Status: Not Billed

Asset: Not Selected [Select](#) [Clear](#)      Failure Code:

Statement of Work:  
Water Meter Reading, Section 3:11 - Testing