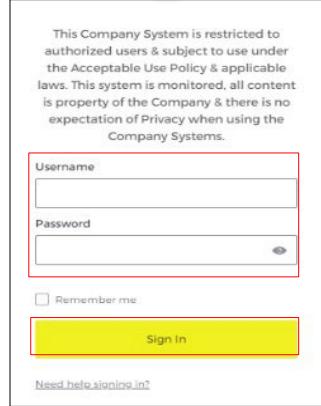


# Facilities Management – New Request QRG

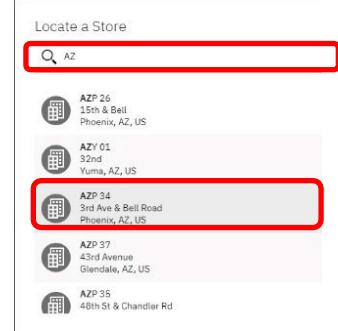
## Purpose and Overview

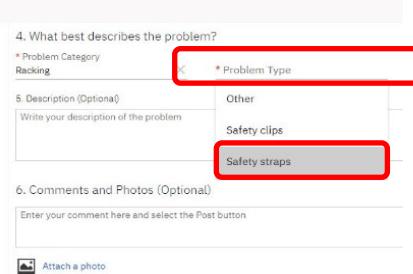
This document contains the steps for submitting a new maintenance request using the Tririga ticket system.

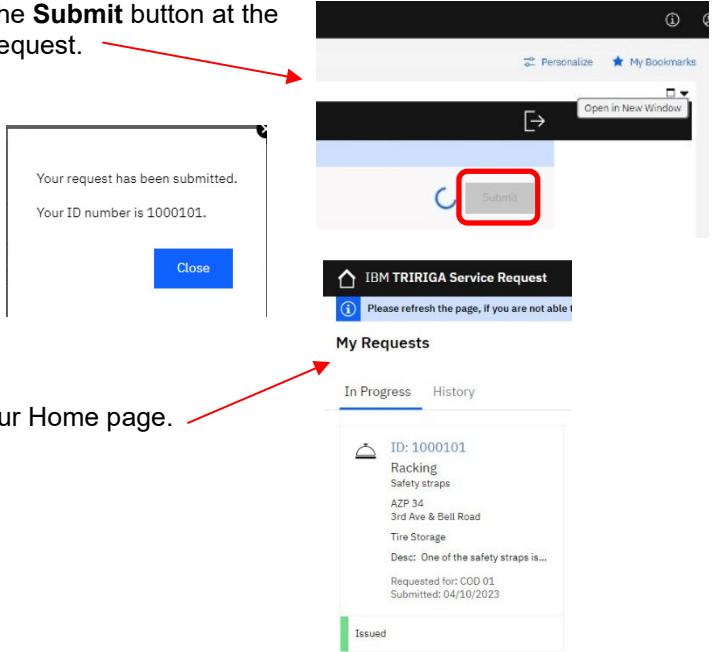
## Steps

Step	Action
1	<p>On your Desktop, double-click (or Click + Press the <b>Enter</b> Key) the <b>TRIRIGA Facilities Service Request</b> shortcut.</p> <p>Alternatively, you can access the page directly in your Internet browser at:  <a href="https://discounttire.okta.com/login/login.htm?fromURL=%2Fapp%2FUserHome">https://discounttire.okta.com/login/login.htm?fromURL=%2Fapp%2FUserHome</a>.</p>
2	<p>To login, enter your <i>Store_ID</i> and your store's <i>OKTA password</i>, and then click <b>Sign In</b>.</p> 

## Required Information

3	<p>Type your name as the 'Name of the person submitting the request.'</p> <p><b>Note:</b> This is a free form text box.</p>	<p>* 1. Name of person submitting the request</p> <p>Submitted by <input type="text"/></p>
4	<p>Your default Location/Store information will already be populated in the form.</p> <ol style="list-style-type: none"> <li>If it is correct, proceed to Step 5: 'Where is the Problem?'</li> <li>If it is incorrect, search for and select the correct <b>Location/Store</b></li> </ol>	

Step	Action
5	<p>Click the <b>Where is the problem?</b> field and select the appropriate area.</p> <p><b>Note:</b> Your selection of the problem location will determine what selections are available in Part 4: 'What Best Describes the Problem' fields.</p> 
6	<p>Click the <b>Problem Category</b> field and select the appropriate category.</p> <p><b>Note:</b> Upon selection, the secondary field 'Problem Type' appears.</p> 
7	<p>Click the <b>Problem Type</b> field and select the appropriate type.</p> 
<b>Optional Information</b>	
8	<p>Click the <b>Description (Optional)</b> field and enter any additional information you consider relevant.</p> 

Step	Action
<b>9</b>	<p>Each comment has two items that may be included, both are optional:</p> <ul style="list-style-type: none"> <li>Text comments</li> <li>Attached Photo</li> </ul> <p>To leave a comment:</p> <ol style="list-style-type: none"> <li>Click the <b>Comments and Photos (Optional)</b> field and enter a text comment</li> <li>Click the <b>Attach a photo</b> icon to upload a photo in the comment.</li> <li>When your comment is ready, click the <b>Post</b> button to record your comment/photo.</li> </ol> <p>6. Comments and Photos (Optional)</p>  <p><b>Note:</b> The Post function DOES NOT submit the Maintenance request, it only attaches the comment to the request.</p>
<b>Submit the Request</b>	
<b>10</b>	<p>When your request is ready, click the <b>Submit</b> button at the top right of the form to submit the request.</p> <p>After the request is processed, an information box will show successful recording and the ID Number assigned to the request.</p> <p>Click <b>Close</b>.</p> <p>The request is now viewable on your Home page.</p> 

## Contact

If you have questions or issues, please contact IT Corporate Systems – Tririga Support, via email: [Tririga\\_Support@discounttire.com](mailto:Tririga_Support@discounttire.com).