
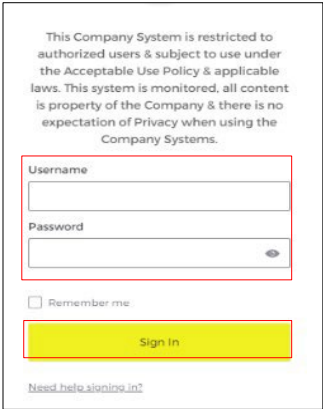

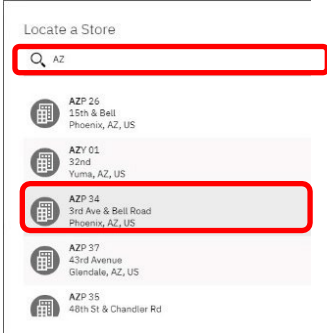


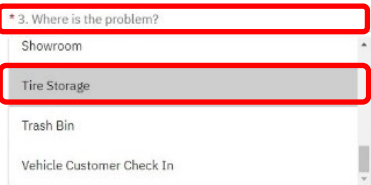
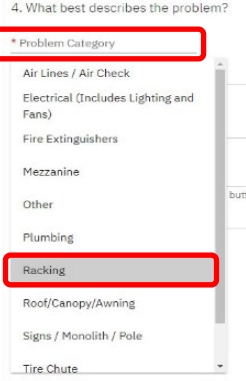
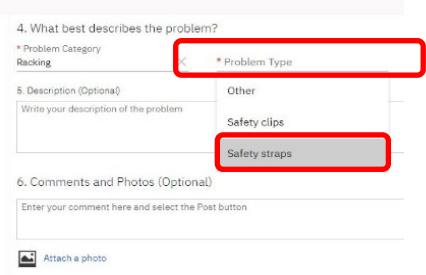

Facilities Management – New Request QRG


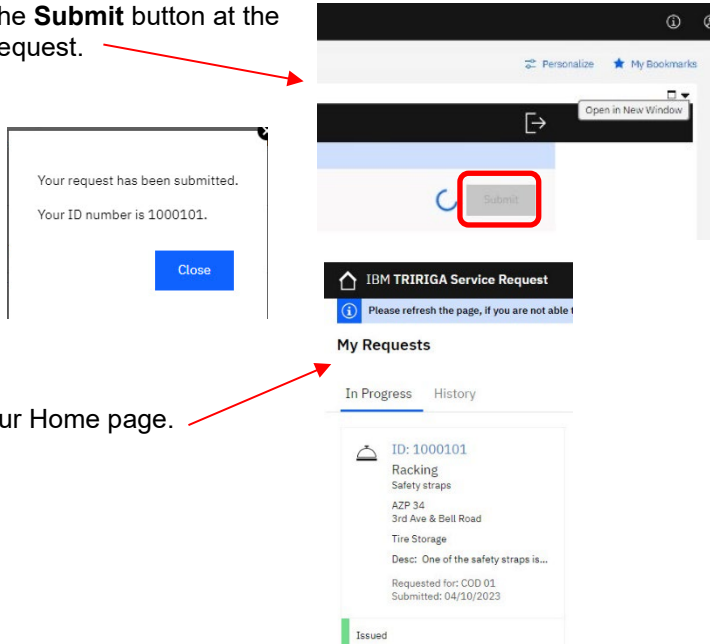
Purpose and Overview

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 Enter Key) the TRIRIGA Facilities Service Request shortcut.</p> <p>Alternatively, you can access the page directly in your Internet browser at: https://discounttire.okta.com/login/login.htm?fromURI=%2Fapp%2FUserHome.</p> 
2	<p>To login, enter your <i>Store_ID</i> and your store's <i>OKTA password</i>, and then click Sign In.</p> 
Required Information	
3	<p>Type your name as the 'Name of the person submitting the request.'</p> <p>Note: This is a free form text box.</p> <p style="text-align: right;">* 1. Name of person submitting the request</p> 
4	<p>Your default Location/Store information will already be populated in the form.</p> <p>A. If it is correct, proceed to Step 5: 'Where is the Problem?'</p> <p>B. If it is incorrect, search for and select the correct Location/Store</p> 

Step	Action
5	<p>Click the Where is the problem? field and select the appropriate area.</p> <p>Note: 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 Problem Category field and select the appropriate category.</p> <p>Note: Upon selection, the secondary field 'Problem Type' appears.</p> 
7	<p>Click the Problem Type field and select the appropriate type.</p> 
Optional Information	
8	<p>Click the Description (Optional) field and enter any additional information you consider relevant.</p> 

Step	Action
9	<p>Each comment has two items that may be included, both are optional:</p> <ul style="list-style-type: none"> Text comments Attached Photo <p>To leave a comment:</p> <ol style="list-style-type: none"> Click the Comments and Photos (Optional) field and enter a text comment Click the Attach a photo icon to upload a photo in the comment. When your comment is ready, click the Post button to record your comment/photo.  <p>6. Comments and Photos (Optional)</p> <p>Enter your comment here and select the Post button</p> <p>Note: The Post function DOES NOT submit the Maintenance request, it only attaches the comment to the request.</p>
Submit the Request	
10	<p>When your request is ready, click the Submit 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 Close.</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.