

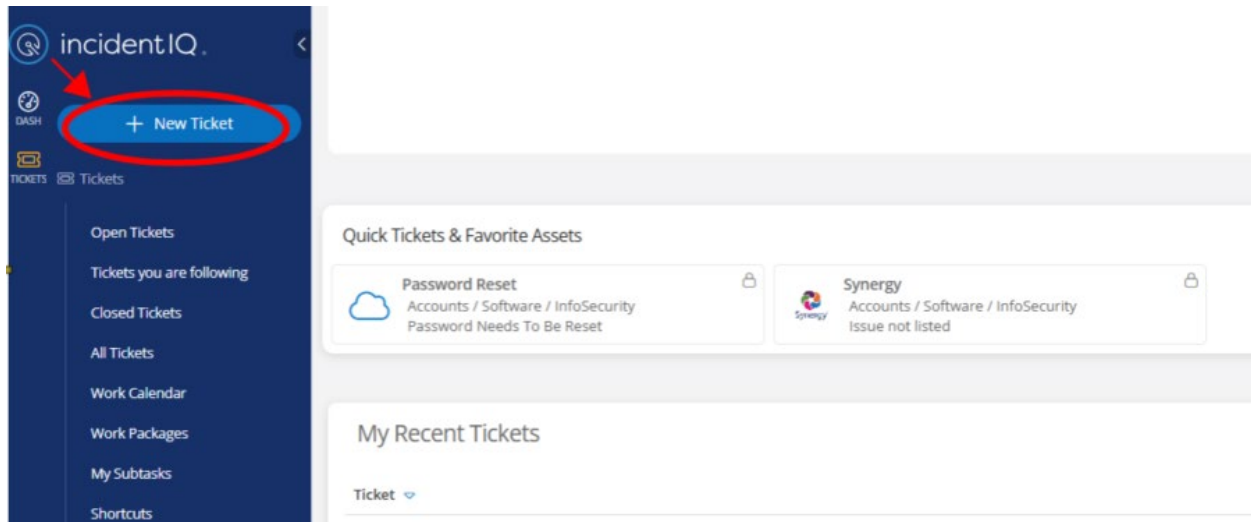
Entering A Construction Project Request

All requests are entered through the PPS Support Portal

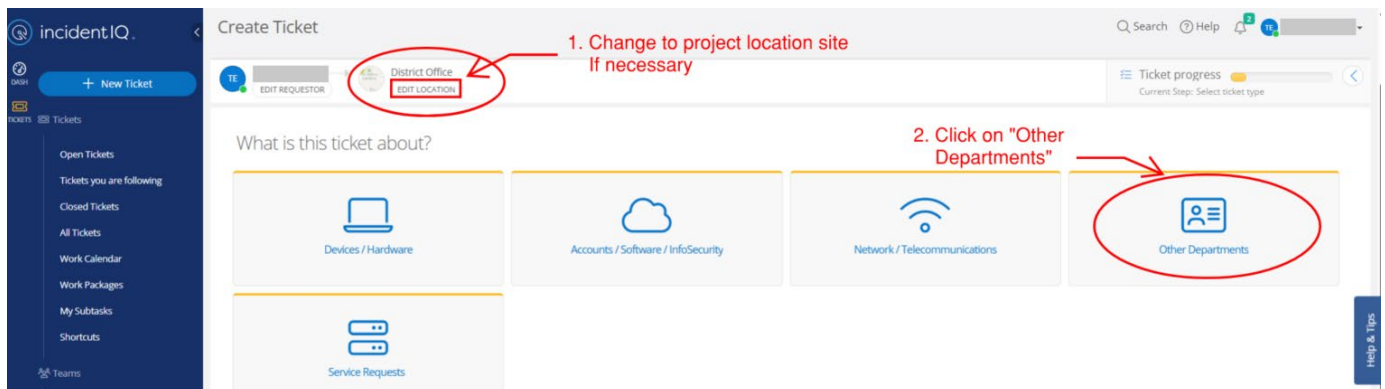
From the [Project Management and Construction Page](#) there is a link to “Submit a new Project Request” through the PPS Support Portal. Follow the instructions on this page to enter the ticket, and ensure proper department routing.

You can learn more about the Project Request Guidelines & Requirements by visiting this [link](#)

Click on NEW TICKET in the upper left-hand corner:



1. Change Project Location if necessary
2. Click on “Other Departments”



Click on “Facilities Infrastructure”

The screenshot shows the 'Create Ticket' interface. The left sidebar contains navigation options like 'Open Tickets', 'Closed Tickets', and 'Work Calendar'. The main content area is titled 'Create Ticket' and shows the progress bar with steps: 'EDIT REQUESTOR', 'EDIT LOCATION', 'SELECT TICKET TYPE', and 'SELECT ISSUE CATEGORY'. The 'SELECT ISSUE CATEGORY' step is active. Below this, there's a search bar and a list of 'Other Departments categories'. The 'Facilities Infrastructure' category is highlighted with a red circle and a red arrow pointing to it.

Select Appropriate Category

The screenshot shows the 'Create Ticket' interface with the 'Facilities Infrastructure' category selected. The 'SELECT ISSUE CATEGORY' step is active. Below this, there's a search bar and a list of 'Facilities Infrastructure issues'. The 'Art' category is highlighted with a red arrow and the text 'Select Appropriate Category'.

This will open a screen to “Describe your Issue”

The screenshot shows the 'Describe your Issue' screen. The 'Facilities Infrastructure > Repair / Replace' category is selected. The 'Describe your issue' section has a text area for describing the issue. Below this, there's a 'Type of Request' dropdown, a 'Notify additional users?' checkbox, and an 'Attach file(s)' section. The 'Type of Request' dropdown is highlighted with a red box. The 'Notify additional users?' checkbox is also highlighted with a red box. The 'Attach file(s)' section is highlighted with a red box. The 'Submit Ticket' button is visible at the bottom right.

In the text box please include the following information. **This information is necessary to track your request:**

- **Subject** – School name, followed by a descriptive title (example: Sabin – Rm 200 Floor tile)
- **Room #** – Enter room number or area of building where work is needed
- **Requester Information**- If other than site administrator, please indicate your role and association/group.
- **Call Back Phone Number** – A phone number where you can be reached
- **Description** – Provide a detailed description of the new work or repair needed.
Include specific location information
Include Funding Source -Who will be paying for the work. School, PTA, etc.

In next portion of window

Type of Request – Select the type of request from the dropdown list

Notify Additional Users – Select contact information for other persons involved in the project, and must include the site administrator (if not already the requester)

Attach File(s) - Attach photos and any other relevant documents.

Once all information is completed, click on the Submit button.

Next Steps:

The Requester will receive an automated e-mail confirming the ticket has been submitted.

Project Management and Construction reviews and prioritizes requests. You will be informed if this request has been approved or denied.

Approved projects will be assigned a facilities project manager, and they will follow up with any additional questions or information needed.

All information regarding the request will be available to view in the [PPS Support Portal](#) under your Tickets menu.