*NOTE: This is a TeamWORKS Systems Administrator function. You must be set up as **SystemAdmin** in the TeamWORKS WEB Control Panel.*

Login to TeamWORKS WEB

On the main menu, click the **Home** tab and select **Application Configuration**

At the top of the page Click on **WO groups**

Click the **NEW Group** Button

A new window will appear and from here you can Name the Group what you want.

Note: Make your naming convention something that can make sense?   Avoid using group name 1,2,3 and so on. If for example the group level is for Principals.

Creating Work Order Groups creates levels of approvals for each work order. By creating levels of approval for work orders, requests can be approved or rejected at any level. When you create a Group Name, a Group Level is also created automatically. This Group Level now becomes a Group in the TeamWORKS Control Panel. You can now select users as part of this group.

Example:

You have 2 levels of approval. In our example, a Principal will approve 1st and a Custodian will have the 2nd level of approval. A **SystemAdmin** creates 2 Group Name Accounts in the **WOGroups** tab as in Figure 10.1. We will label Group Level WOLVL1 as Group Name "**PrincipalWO**" and WOLVL2 as Group Name "**CustodianWO**".

Work Order Groups Levels of Approval

Edit	Group ID	Group Name	Group Level
EDIT	556	PrincipalWO	WOLVL1
EDIT	557	CustodianWO	WOLVL2

Figure 10.1

An account needs to be created for the Principal at a campus (Principal) as well as the Custodian for that campus (Custodian) using TeamWORKS Control Panel *(*See WEB Control Panel User Guide for detailed instructions).* The Principal must be a member of **PrincipalWO** group created earlier and the Custodian must be a member of **CustodianWO** group created earlier. Once the appropriate memberships have been assigned, Remote Access must be granted to each user that will allow them to submit for only specified locations.

When a work order request has been submitted, the Status of the request automatically becomes **PrincipalWO**. When the Principal logs on to Remote Request, they will use the Work Order Approval link to view new requests awaiting their approval as in Figure 11.1.

Figure 11.1

The Principal can now Approve or Reject this request. Rejecting the request will automatically change the Status of the request to Rejected. By approving the event request, the Status will now escalate to a status of **CustodianWO**, allowing the Custodian to go through the same steps to approve or reject the work order as the principal.

Once the Custodian has Approved the request, the status is changed to Submitted to be reviewed by the approving authority within the maintenance department.

Customer Support

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