District of Columbia

Department of General Services

SMARTDGS Everyday User Guide

Entering a Service Request

As an employee of The District Government, you are considered to be a client of the Service Desk system and are able to enter a service request.

To get started enter this intranet link: http://SMARTDGS.dc.gov

The following Web page will display.

Enter your name and password as instructed to enter the site.

To enter a service request select **Create Maintenance Service Request** from the Web central navigator.
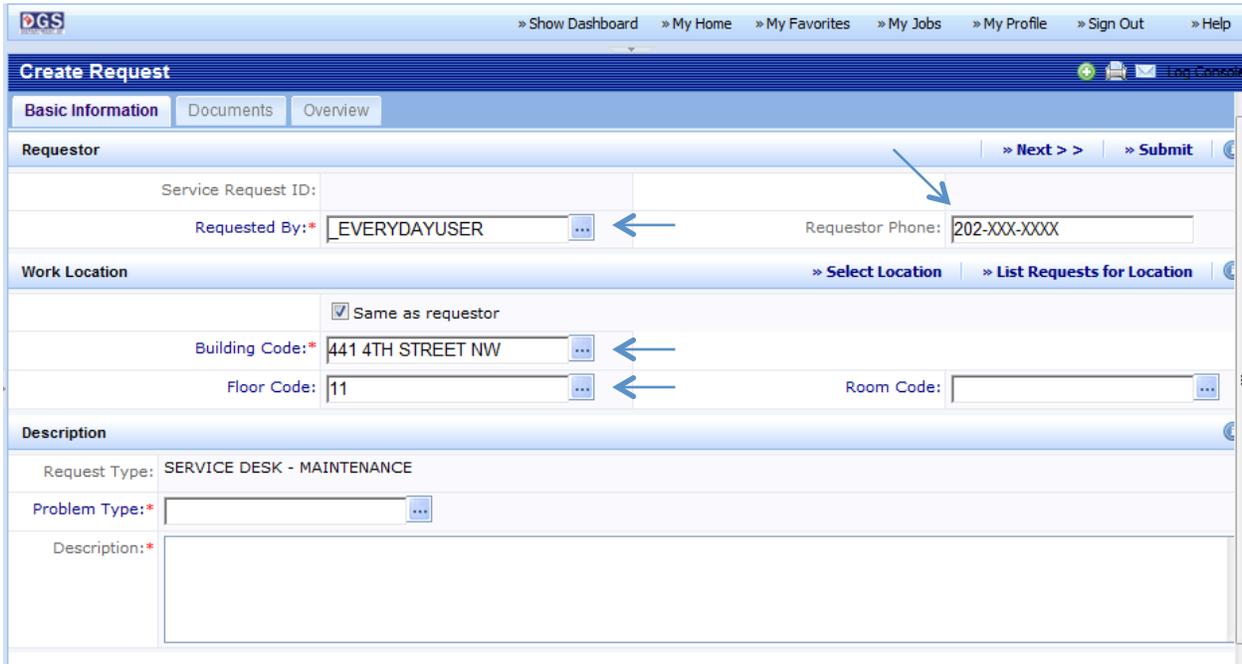
Requestor: Your information will get auto populated.

NOTE: In the event your phone number does not auto populate, you can enter your phone in the box labeled **REQUESTOR PHONE**:

 Select your location by clicking the BLUE BOX to the right on **Building Code.** After clicking the BLUE BOX, this screen below will appear allowing you to select the location where the work is to be performed.

NEXT: Select **Problem Type** by clicking the **BLUE BOX** to the right and make a choice from the Problem Type Dialog Box

Problem Type Dialog box
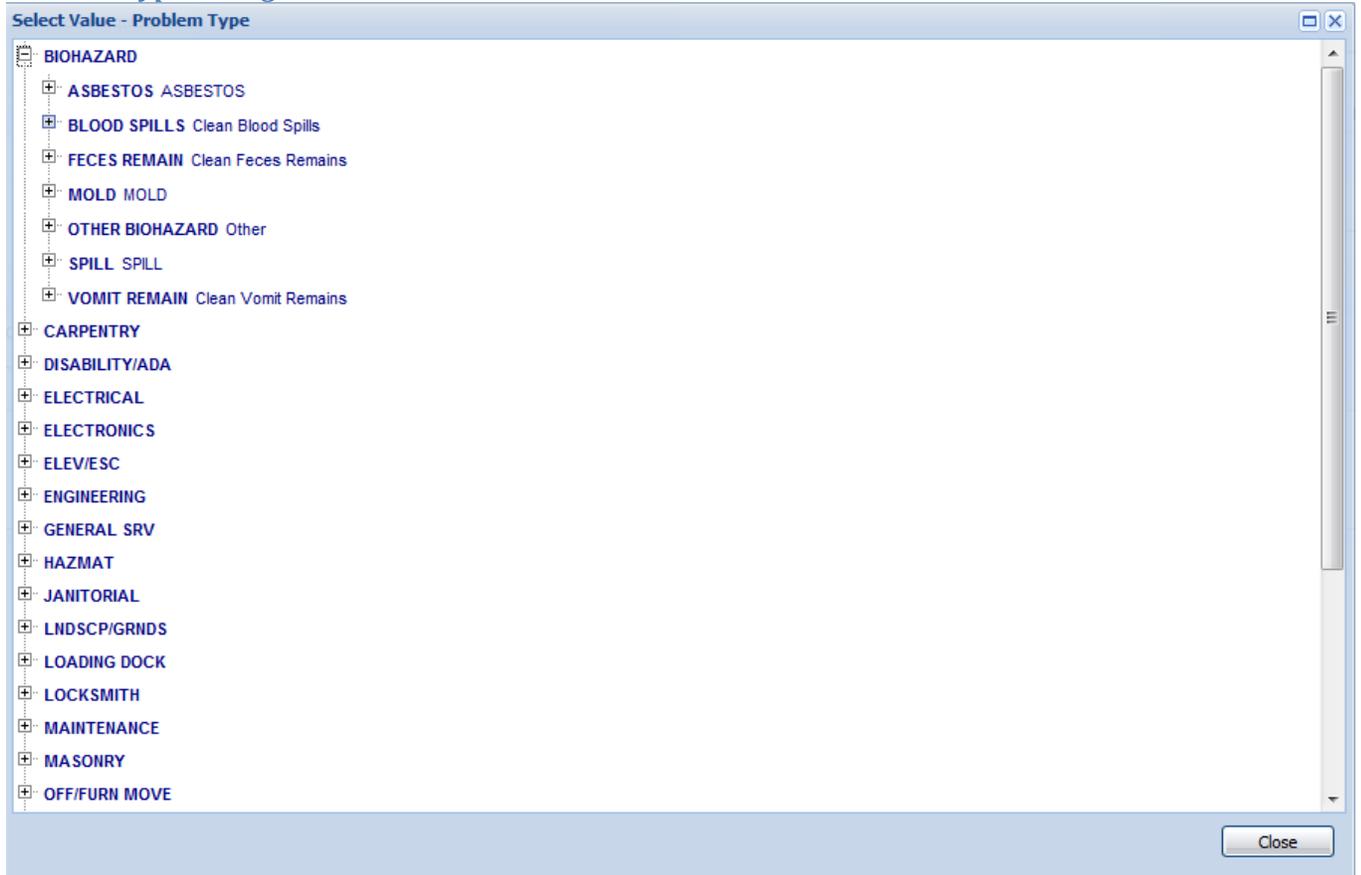
Once your selection is made, Please describe the problem in the **DESCRIPTON** box. Please give as much detailed information as possible that will help our technicians locate and identify the problem in the event that you are not present when he/she arrives.

Once all the required information is entered. You have the option to click NEXT or SUBMIT.

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Selecting **SUBMIT** will finish the submission of the service request and will select the Overview Tab.

However if you wish to ADD a document such as a picture to your request DO NOT hit the submit button and follow these steps:

Selecting **NEXT** will take you to the Documents tab where you will have the ability to attach documents, such as photos.

Click the **UP ARROW** next to Document 1: This will display a dialog box that will allow you to attach a document or picture from you desktop computer.
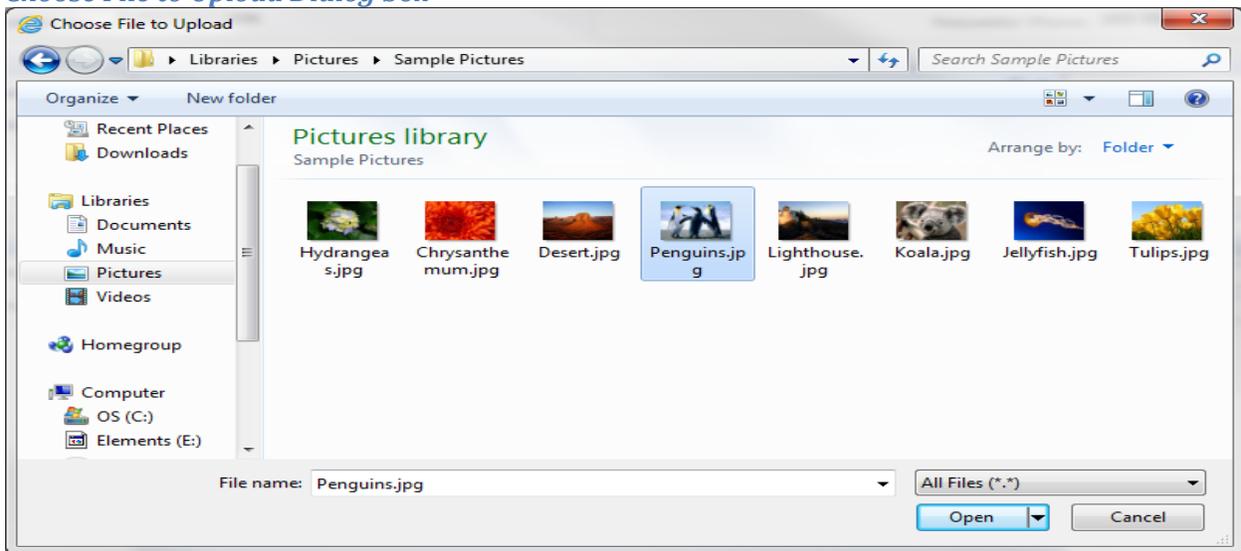
You have the option of attaching up to four (4) documents or pictures to your request.

Check In New Document Dialog box
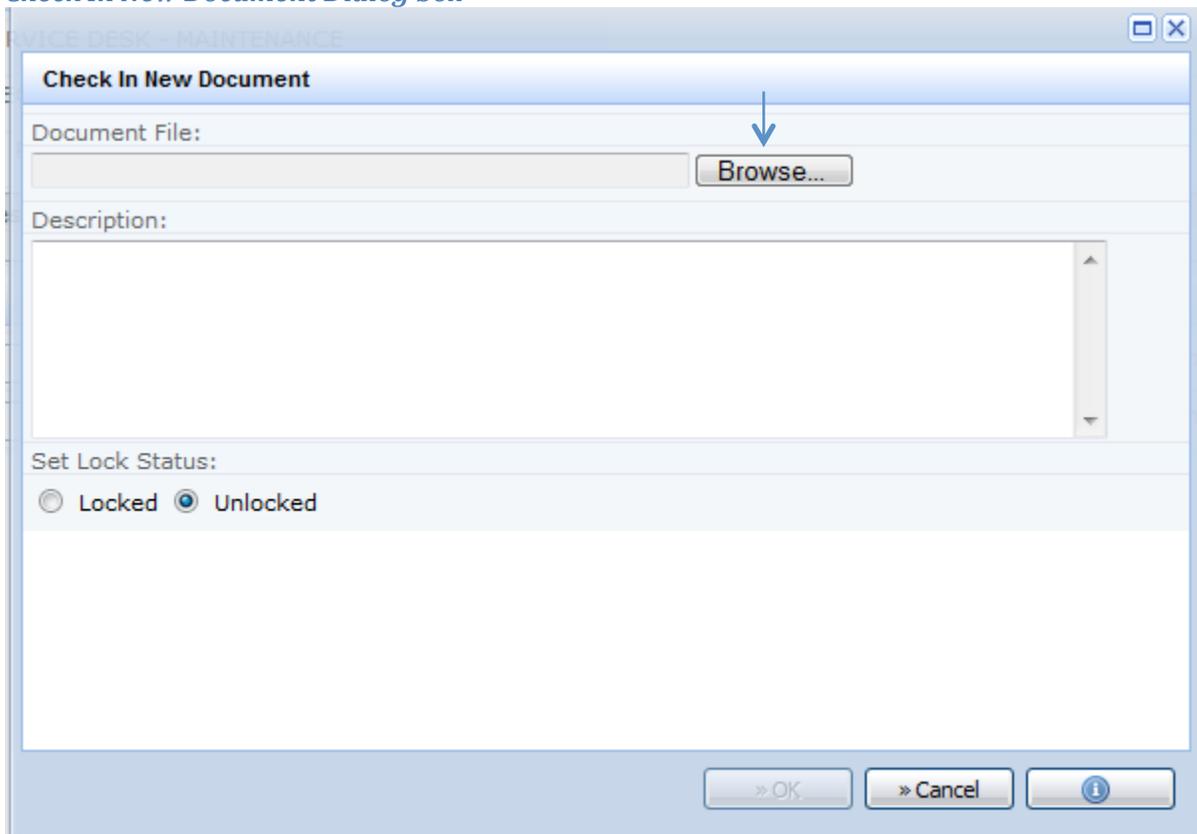
Click Browse: Displays a dialog box to select a file from your computer

Choose File to Upload Dialog box

Select desired picture then click "open"… This will attach the selected picture to the request.

Overview tab: displays the submitted service request

View the Request and its Status

After submitting the request, you may wish to track its progress through the system. Using the "View Maintenance Service Request" task, you can view the current status and workflow step of your request. Use the "Select" button next to the request you wish to see the details of or to view the request.

To view the service request select **Building Operations > On Demand Work > DGS Everyday User > View Maintenance Service Request** from the Web central navigator.

View: displays details about the Archived Service Request that the user submitted historically.

Archive Request: displays the list of Service Requests that the user submitted historically.

Select: displays the list of Service Requests that the user submitted that are actively open.

View: displays details about the Active Service Request that the user submitted.