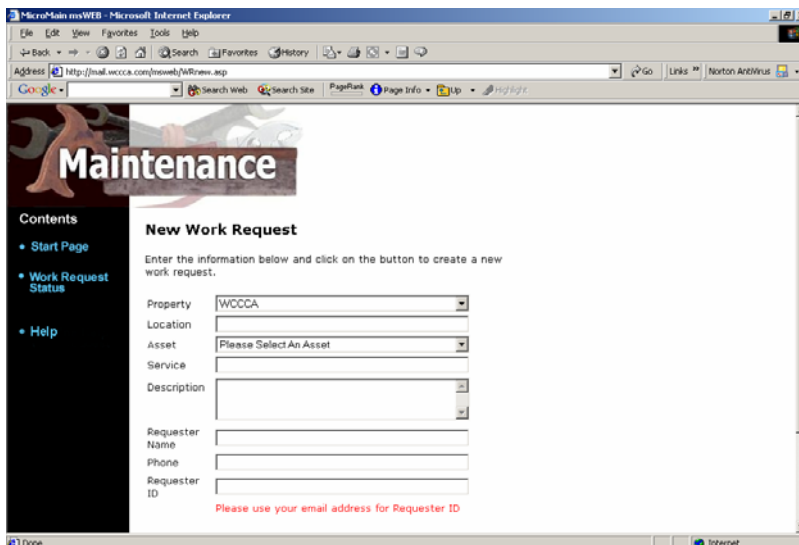
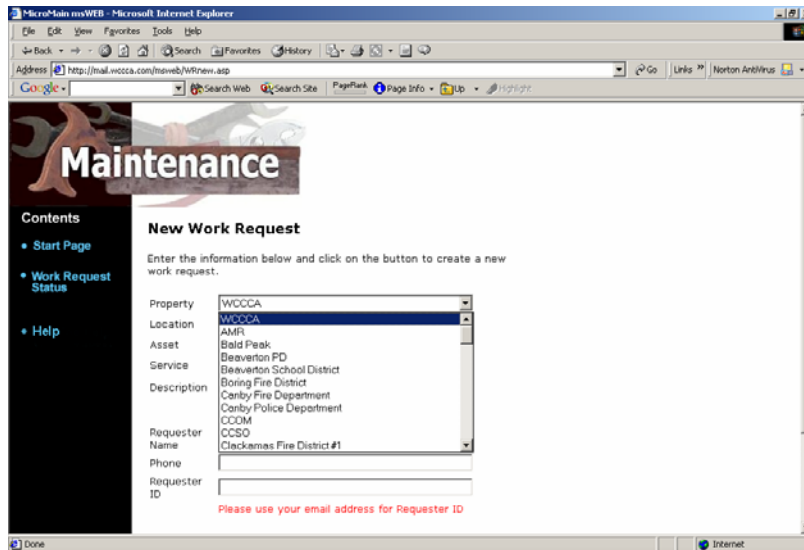


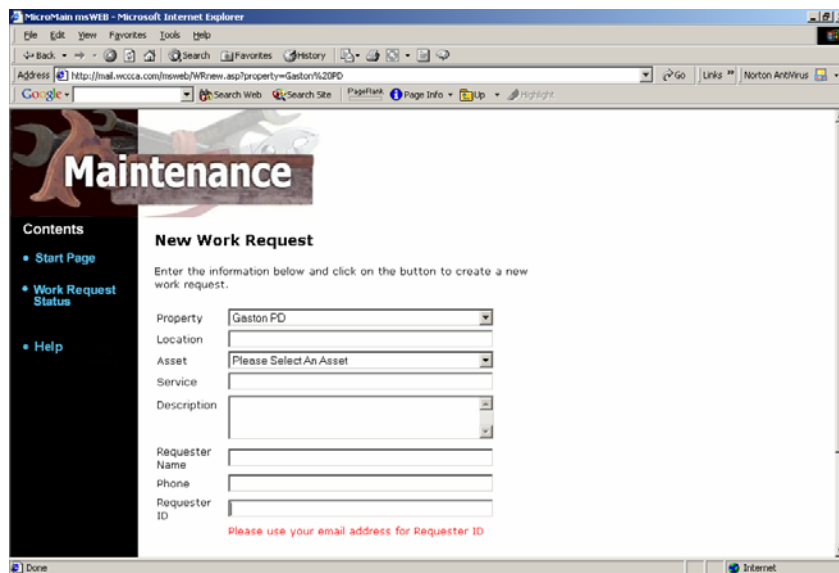
To begin the remote repair order process, log on to <http://mail.wccca.com/msweb/default.htm>
You should see the above screen. To begin on your new work order, click on [New Work Request](#).



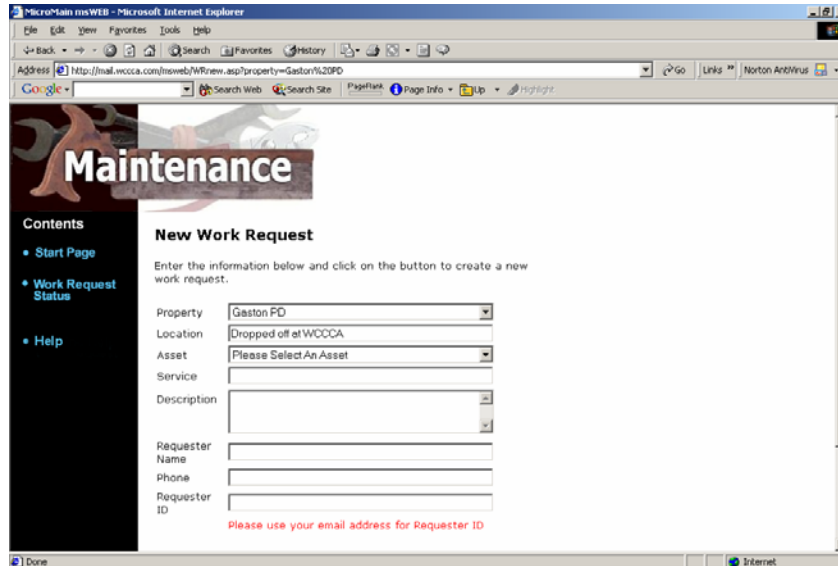
The above screen will appear.



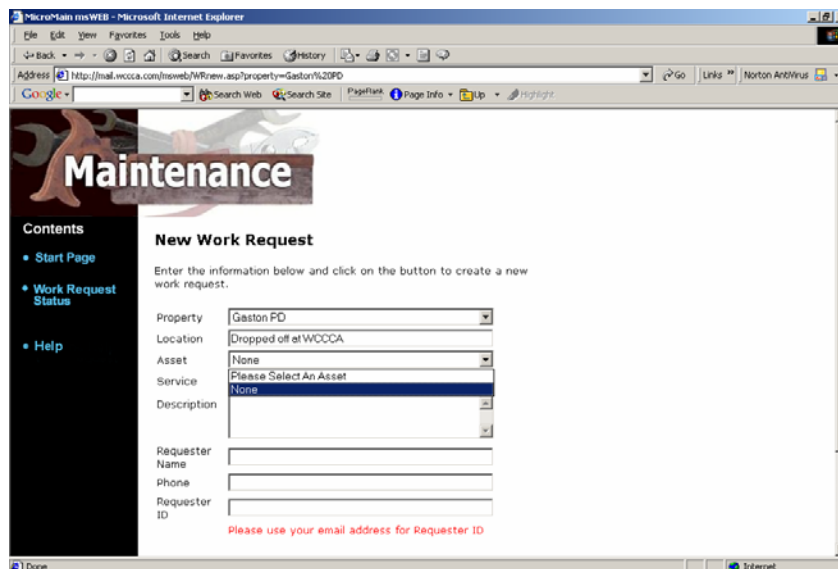
In the **Location** box, locate your Agency and click on it so it will appear in the window.



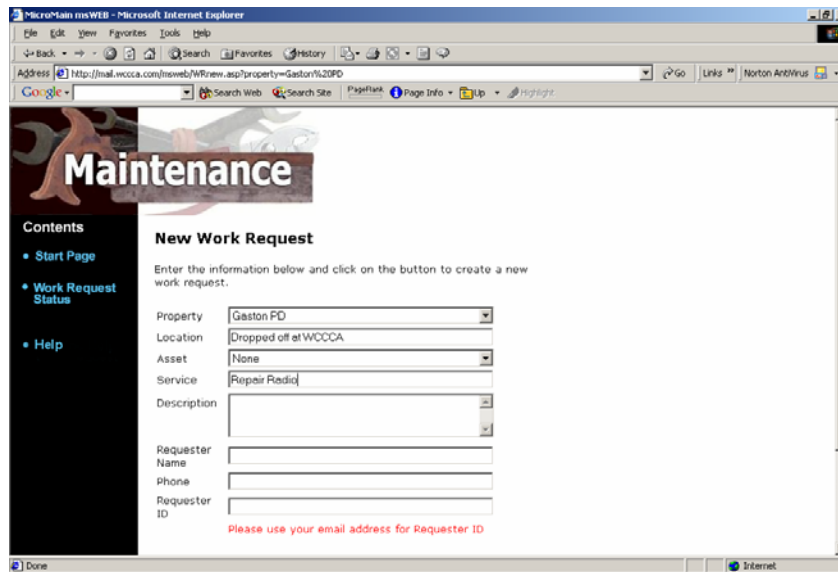
Gaston Police Department is used in this example



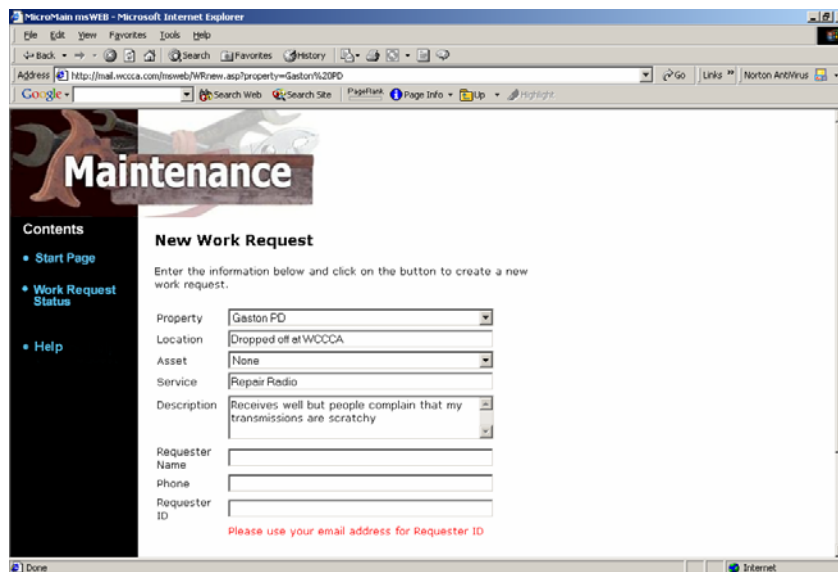
In the **Location** box, list where the property is located. In this example the radio was dropped off at WCCCA. If it is something like a vehicle that you can't leave here, put "Call and I will deliver" in this box.



If this is the first time this item has been turned in for repair using this system, leave **None** in the **Asset** box. If the item has been in for service under this system previously, it will be listed in the **Asset** box. All you have to do is click on the down arrow to see the list of items your agency has turned in for repair.



In the **Service** box, list the type of service you are requesting. In this example we used **Repair Radio**.



In the **Description** box, list the specific problem you are having with the item.

Maintenance

Contents

- Start Page
- Work Request Status
- Help

New Work Request

Enter the information below and click on the button to create a new work request.

Property: Gaston PD
 Location: Dropped off at WCCCA
 Asset: None
 Service: Repair Radio
 Description: Receives well but people complain that my transmissions are scratchy

Requester Name: Larry L. Hatch
 Phone:
 Requester ID:
 Please use your email address for Requester ID

Enter your Name

Maintenance

Contents

- Start Page
- Work Request Status
- Help

New Work Request

Enter the information below and click on the button to create a new work request.

Property: Gaston PD
 Location: Dropped off at WCCCA
 Asset: None
 Service: Repair Radio
 Description: Receives well but people complain that my transmissions are scratchy

Requester Name: Larry L. Hatch
 Phone: 503.690.4911 x207
 Requester ID: lhatch@wccca.com
 Please use your email address for Requester ID

Your Phone Number

Maintenance

Contents

- Start Page
- Work Request Status
- Help

New Work Request

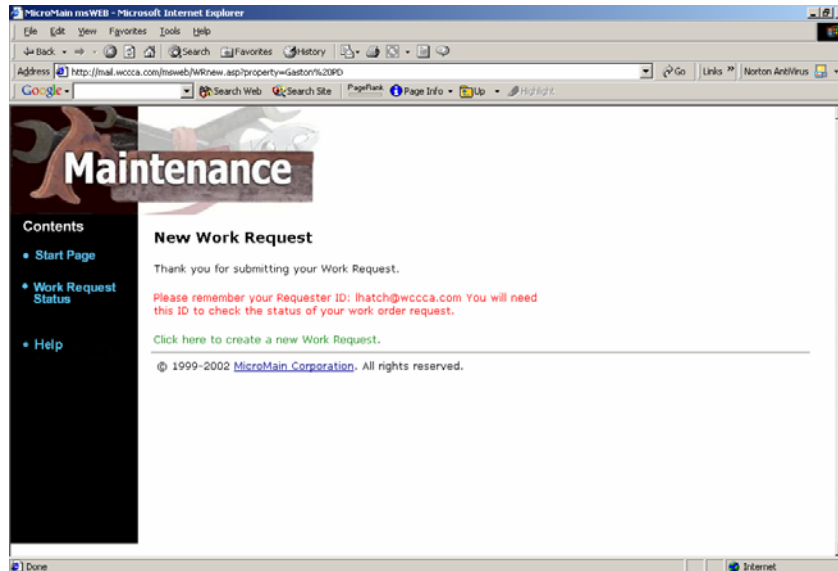
Enter the information below and click on the button to create a new work request.

Property: Gaston PD
 Location: Dropped off at WCCCA
 Asset: None
 Service: Repair Radio
 Description: Receives well but people complain that my transmissions are scratchy

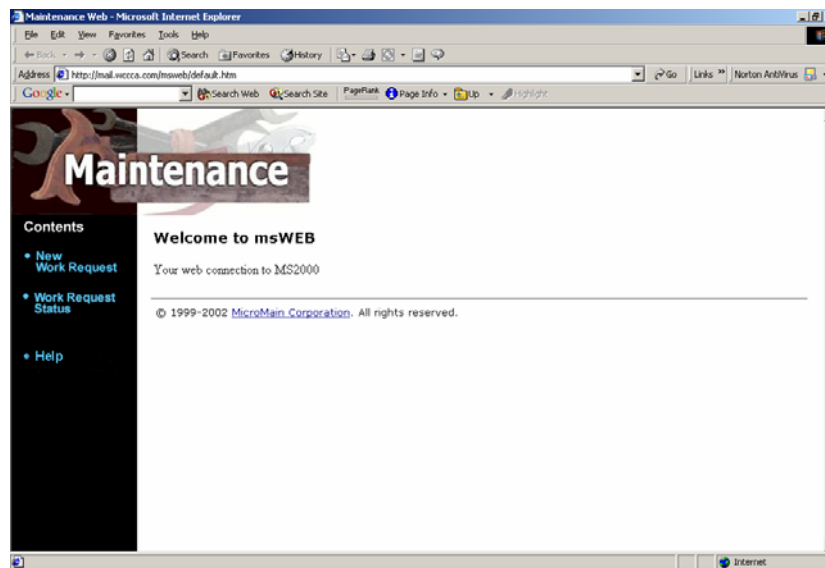
Requester Name: Larry L. Hatch
 Phone: 503.690.4911 x207
 Requester ID: lhatch@wccca.com
 Please use your email address for Requester ID

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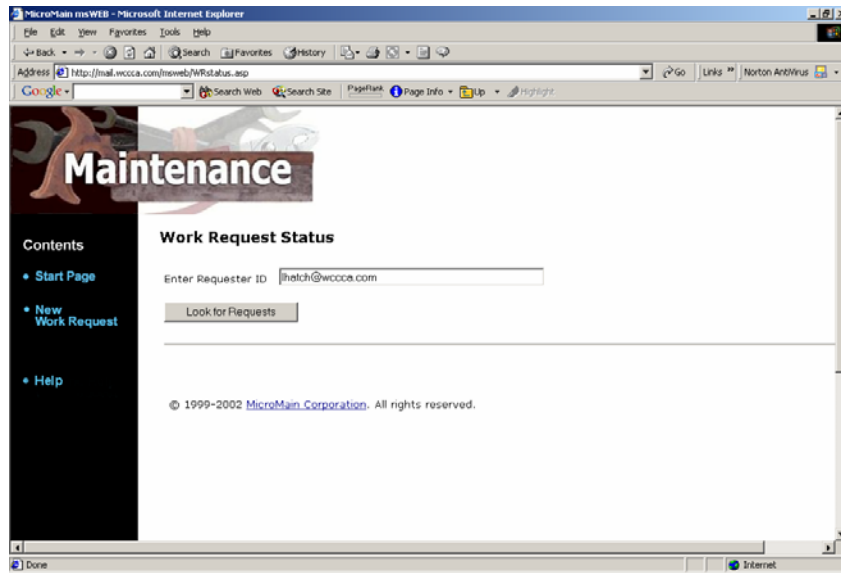
Enter your email address in the Requestor ID box. Now click on **Create Work Request**



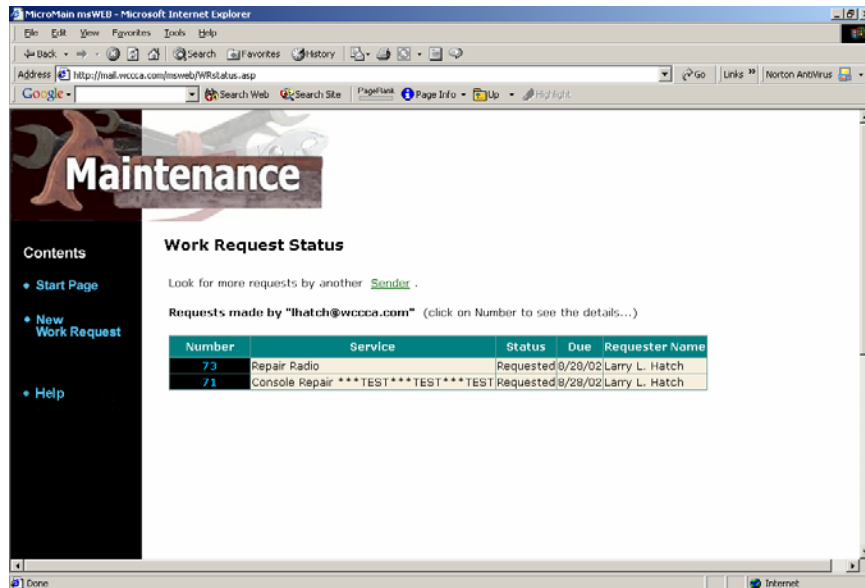
You should see this screen appear



If you would like to check on the status of your repair request, go back to the start page and click on **Work Request Status**.



Enter your email address and click on **Look for Requests**.



This screen will appear listing all items you have turned in for repair and the status of each.