

How to Submit a 60 Garden St. (PRESTO) Work Order Request

Click the following url: <https://www.netcasters.com/cgi-bin/fas/dms/request.pl>

Requires HarvardKey login

Steps

1. Contact Info will auto populate using data associated with HUID (If needed, info can be edited on this form)
2. Drop Down list: select **Building** name (*Type in "Observatory" and select building it is for*)
3. Enter **Location** (room number, floor, area, etc., as appropriate)
4. Select **Affiliation** (Harvard or SAO)
5. Drop Down list: select **Problem** (choose OTHER if nothing else on the list is relevant)
6. If needed, provide a brief description in the **c** box
7. Click on the **Submit Work Request** button to submit

Once submitted, the request goes to the local building operations staff, and a system generated email is sent to the requestor

The screenshot shows the 'PRESTO Physical Resources Expense System Tracking Operations' web interface. The page title is 'Non-Emergency Work Request'. Below the title, there is a link to view the status of previously submitted work requests and a note that fields in bold are required. The form is divided into two main sections: 'Requested By Information' and 'Building Information'. In the 'Requested By Information' section, the 'First Name' field is populated with 'Madelin' and the 'Last Name' field with 'Nova'. The 'Phone Number' field is empty, and the 'E-mail Address' field is populated with 'mnova@fas.harvard.edu'. In the 'Building Information' section, the 'Building' dropdown menu is open, showing a list of buildings. The 'Observatory - All' option is selected, and the dropdown list is expanded to show various Observatory buildings, with 'Observatory A Bldg (60 Garden St)' highlighted. The 'Location' field is empty, and the 'Affiliation' dropdown menu is open, showing 'Harvard' and 'SAO'. The 'Problem' dropdown menu is also open, showing a list of problem types, with 'Newell Boat House' selected. The 'Submit Work Request' button is visible at the bottom right of the form. The footer of the page reads 'Physical Resources Expense System Tracking Operations v.10.4'.