

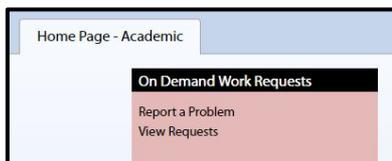
Logging into MOJO

Open a web browser and navigate to <http://mojo.philasd.org>

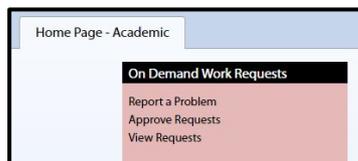
Login using your normal philasd username and password



After logging in, your homepage will look like either of these

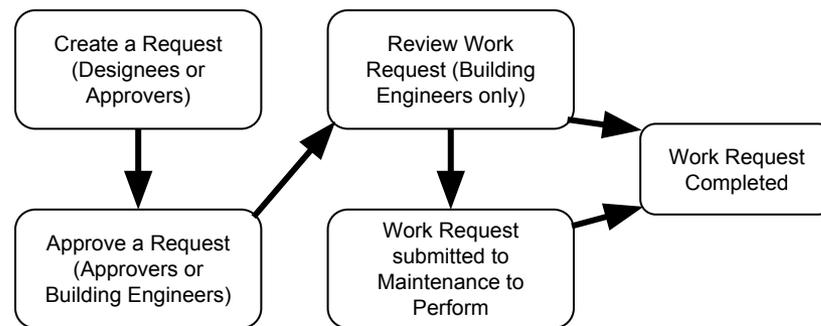


Designated Submitters



Designated Approvers

Work Request Process Flow



How to Report a Problem

1. From the home page, click on "Report a Problem"
2. Your school should show up by default
3. Use the blue boxes on the fields to search for items
4. Select a person from your school you are writing the request for, or leave blank for yourself
5. Select a Floor and Room OR type in the location in the "Describe the location" field
6. Select Bldg Engineer or Custodial under Operations
7. Select options for the two fields next to Problem Task. Select General | See description if unsure
8. Type in a description of the problem. Make sure to put as much information as possible about the issue.
9. Select the Priority. Level 3 is for resolution within 3 days. Level 2 is for resolution within 1 day.
10. Click "Submit" to create the request for approval

How to View Requests

1. From the home page, click on "View Requests"
2. Click the "Show" button
3. Requests you made will show below
4. Search results will show each request with a status
 - Requested is still awaiting approval by the Building Engineer
 - Issued and in Process shows the request was accepted and will be resolved
 - Complete means the work was resolved
5. A work request can be Rejected for multiple reasons. Click "Show History" to the left of the work request number
6. A table will show the users who performed actions during the work request process flow, along with dates and comments if a work request was rejected
7. Other fields can be changed to further filter results. Designated Approvers have the ability to see all requests aside from their own in the building by deleting their name from "Requested by"

How to Approve/Reject Requests

1. From the home page, click on "Approve Requests"
2. Click the "Show" button to view any requests within the week that need your approval. If you know there are requests from previous weeks still awaiting your approval, change the "Date Requested" to something else
3. Click the "Approve" button next to a work request
4. Verify the information is correct and the request is valid
5. To approve, just click the Approve button
6. To Reject, enter a reason why the request is being rejected in the "Comments" box, and then click Reject
7. After approved or Rejected request will still show in the search results. Click the "Show" button again to refresh the list, and the request will disappear

Support

Videos for these instructions are available at <http://mojoproject.philasd.org/support/training-and-support-academic/>

- For additional support in creating requests or using the MOJO system -
1. Contact the Building Engineer for the building
 2. Contact the Facilities Area Coordinator for the network
 3. Contact the Work Request Coordinator at 215-400-2231 or mojosupport@philasd.org