

# MetaBIM for Work Order Requests

<https://mccd.metabim.com/>

Click the Link Above to Access MetaBIM Website

Click on “Campus Accounts” to Login Using Single Sign-On

Username and Password is same as your Portal Login

MERCED COLLEGE

Print Version

Home : Welcome 1/31/23 8:40 am Login

Welcome to FacilitiesLink!

Campus Accounts

Guest Accounts

Login to MetaBIM Using Single Sign-On

Login to MetaBIM Using Guest Access

If you have additional questions about any of the information on the Merced College FacilitiesLink website, or need technical assistance with these pages, please contact the System Administrator by phone at (831) 316-7647 or by email at <sysadmin@metabim.com>.


My Info My Requests Help Manuals

MetaBIM, Inc.  
5321 Scotts Valley Drive, Suite 105  
Scotts Valley, CA 95066  
Phone: (831) 316-7647  
Support@MetaBIM.com

MetaBIM  
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**For those in leadership and area coordinators, your accounts have been created. After selecting Campus Accounts, you will see “My Requests” webpage. Please proceed to Page 5 for further instructions.**

**For those without an account, you will see the “Apply for Account” webpage. Please proceed below to setup your account.**

 Print Version

Home : Application 1/26/23 12:48 pm Logout

### Apply for Account Indicates Required Field -- \*

Access to FacilitiesLink requires an account. First time users, please complete the form below with your name, job and organization. Verify the email address and phone number are correct in case we need to reach you. Click Apply to submit the application, and check your inbox for a confirmation email.

<b>Username: *</b> <input type="text" value="christina.velasquez"/>	<b>Login Method: *</b> <input type="text" value="Single Sign-On ( SSO )"/>	<b>Password:</b> <input type="text" value="N/A ( handled by SSO )"/>	<b>Retype Password:</b> <input type="text" value="N/A"/>
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<b>Name and Organization</b>	<b>Contacts and Address</b>
<b>First Name: *</b> <input type="text"/> <b>Last Name: *</b> <input type="text"/> <b>Job Title:</b> <input type="text"/> <b>Department:</b> <input type="text"/> <b>Organization:</b> <input type="text"/>	<b>Email Address: *</b> <input type="text"/> @ <b>Phone Number:</b> <input type="text"/> <b>Alternate Phone:</b> <input type="text"/> <b>Street Address:</b> <input type="text"/> <b>Suite / Unit:</b> <input type="text"/> <b>City:</b> <input type="text"/> <b>State:</b> <input type="text"/> <b>Zip Code:</b> <input type="text"/>

<b>Basic Access / Public Account</b>	<b>FacilitiesLink Account</b>
<input checked="" type="radio"/> <b>Public Dashboard</b> Basic account access, submit requests, check status, process approvals, etc.	<input type="radio"/> <b>FacilitiesLink Account</b> Maps, buildings, drawings, space, leasing, work orders, projects, equipment, etc.

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[My Info](#) [My Requests](#) [Help Manuals](#)

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**Please Enter your First Name, Last Name, Merced College Email Address, Job Title, Phone Number and Department.**

**You will be applying for a Basic Access/ Public Account**

**Please ensure the Public Dashboard is highlighted, see below.**

**Once form is complete, please click “Apply”**

**You will be directed to "Review Terms of Use"**

**Please check the box and click "Agree"**

MERCED COLLEGE Print Version

Home : Terms Christina Velasquez | 1/26/23 | 12:55 pm | Logout

### Review Terms of Use [ christina.velasquez ]

End-user access to Merced College FacilitiesLink is governed by this Terms of Use Agreement ("TOU"), covering account security, responsible use, liability waiver and non-disclosure. Please review the conditions below and agree or decline. Accepting the TOU is a requirement for gaining access the system.

<h4 style="text-align: center; background-color: #004a99; color: white; padding: 5px;">Account Security</h4> <p>I agree to keep my account credentials secret. It is a violation of the <i>Terms of Use</i> to share passwords or enable others to use the system under my login. I understand that all activity on the system is logged and audited, and that access to the system may be terminated at any time without cause or notification.</p>	<h4 style="text-align: center; background-color: #004a99; color: white; padding: 5px;">Responsible Use</h4> <p>I agree to use the system in a responsible manner, for authorized business purposes only. I understand that some of the information maintained on the system may be sensitive or confidential in nature, and should be maintained as such. I understand that the aggregation, sale or transfer of information on the site is prohibited.</p>
<h4 style="text-align: center; background-color: #004a99; color: white; padding: 5px;">Liability Waiver</h4> <p>While efforts are made to keep information as current and free of errors as possible, and to repair software defects, no representations or warranties are made as to system performance or accuracy of information. I waive any claims against the system operators and assume all risks from use of the system and its data.</p>	<h4 style="text-align: center; background-color: #004a99; color: white; padding: 5px;">Non-Disclosure</h4> <p>I agree to maintain technical information about the system in confidence, including user interfaces, program designs, and storage architectures. I understand that reverse engineering or copying elements of the system without permission is expressly prohibited and violates intellectual property and copyright laws.</p>

By checking this box, I agree to abide by the Terms of Use.

If you have any questions or concerns about agreeing to the Terms of Use, or if you require clarification of any of the terms, feel free to decline the agreement and contact the System Administrator by phone at (831) 316-7647 or by email at [sysadmin@metabim.com](mailto:sysadmin@metabim.com).

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**You will receive the message below stating your account application was received and an email was sent to confirm your account.**


MERCED COLLEGE Print Version

Home : Application Christina Velasquez | 1/26/23 | 12:56 pm | Logout

An email has been sent to Christina Velasquez at the address [christina.velasquez@mccd.edu](mailto:christina.velasquez@mccd.edu). Follow the instructions in the email to confirm the account.

### Account Application Received [ christina.velasquez ] PENDING

The account application has been received and queued for review. An email has been sent to your email address requesting confirmation that you submitted this application. Please check your email inbox and follow the instructions to activate your account.

	Christina Velasquez Accounting Specialist Fiscal Services	USA	Email: < <a href="mailto:christina.velasquez@mccd.edu">christina.velasquez@mccd.edu</a> > Phone: (209)384-6272 Alt Phone: N/A Other: N/A
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Notes: Christina Velasquez applied for a Public Dashboard account on Jan. 26, 2023 at 12:55 pm.

**@ Next Step? Check your Inbox for a Confirmation Email**

**Instructions.** Check your email inbox for a message from Merced College FacilitiesLink containing instructions on how to confirm your Account Application. The email message contains a link back to the MetaBIM Database to confirm the application.




If you have additional questions about any of the information on the Merced College FacilitiesLink website, or need technical assistance with these pages, please contact the System Administrator by phone at (831) 316-7647 or by email at [sysadmin@metabim.com](mailto:sysadmin@metabim.com).

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**You will receive a similar email as below. Please click on the link to confirm your account.**

 Reply  Reply All  Forward



Thu 1/26/2023 12:56 PM

Merced College FacilitiesLink <sysadmin@metabim.com>

Public Dashboard - Application Received ( Action Required )

To Christina Velasquez

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Christina,

We just received an application for an account for you on Merced College FacilitiesLink. Here are the details:

Username: christina.velasquez

Account: Public Dashboard

Applicant: Christina Velasquez

Position: Accounting Specialist

Department: Fiscal Services

Organization:

Phone Number: (209)384-6272

Email Address: [christina.velasquez@mccd.edu](mailto:christina.velasquez@mccd.edu)

Please confirm that you submitted this account application by clicking on the following link:

<https://mccd.metabim.com/login/Confirm.htm?Cmd=Confirm&Token=se89cy4IMgdqFgg5HzK7swwCCUQKBA2r&User=christina.velasquez>

After confirming, you'll be able to login the Public Dashboard. Note, FacilitiesLink requests undergo further review by the Systems Administration team.

Thank you for your interest in Merced College FacilitiesLink.

Systems Administration Team

Merced College FacilitiesLink

(Automated Email Message)






**Once your account has been confirmed, you will be redirected to the MetaBIM webpage.**

**Please click again on "Campus Accounts"**

**You will be directed to the "My Requests" webpage.**

**MS** Mayra Soriagalvarro - My Requests

Submit Work Request

-  My Work Requests
-  My Work Orders
-  Work Order Quotes
-  Work Order Invoices
-  Other Approvals



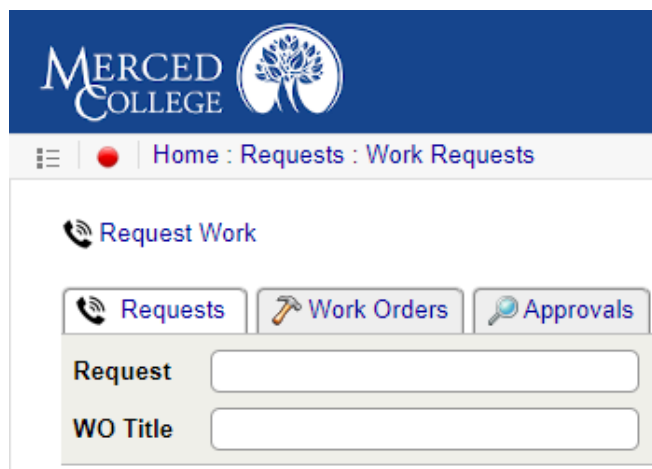
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Click on "My Work Requests"

Click the Telephone Icon for "Request Work"



The screenshot shows the 'Request Work' section of the user interface. At the top is the Merced College logo. Below it is a breadcrumb trail: 'Home : Requests : Work Requests'. The main heading is 'Request Work'. Underneath are three buttons: 'Requests' (with a telephone icon), 'Work Orders' (with a wrench icon), and 'Approvals' (with a magnifying glass icon). Below these buttons are two input fields: 'Request' and 'WO Title'.

## Request Work from Facilities

Use this form to request work from Facilities. Describe what needs to be done in the Work Request field. Provide the location, including room number if applicable. Enter your contact information. Click Create when finished, or click Cancel to return to the Portal page. Required fields are marked with an asterisk.

To Report an Emergency or Report a Safety Issue Call or email Lisa Veenstra (209) 384-6134 [lisa.veenstra@mccd.edu](mailto:lisa.veenstra@mccd.edu) or Sonja Martinez at (209) 384-6142 [sonja.martinez@mccd.edu](mailto:sonja.martinez@mccd.edu)

### Contact Information

Your Name: \*

Mayra Soriagalvarro

Alternate Contact:

Jane Doe

Phone Number: \*

209-384-6079

Alternate Phone:

(###) ### ####

Email Address: \*

mayra.soria-galvarro@mccd.edu

Alternate Email:

jane.doe@email.com

Name of Organization, Department or Tenant:

### Location and Request

Name of Building or Property: \*

Room Number:

Describe the Issue or Work Needed: \*

Please describe the issue or work being requested (e.g. room too hot, sink clogged, etc.). Help us understand the work being requested using as much detail as is required.

Requested Completion Date:

MM/DD/YYYY



Take an Optional Photo:



Choose File No file chosen

Create

Cancel

**Please select your Department from the drop-down list.**

**Please enter the Name of Building, most buildings will auto-populate as you're typing.**

Name of Organization, Department or Tenant:

Fiscal Services/Business Svs

### Location and Request

Name of Building or Property: \*

Adm|

8 ADMINISTRATION

Administration

**Please select Room Number from drop-down list. If your room number is not available, please describe the location in the description box.**

**Please be as detailed as possible when entering the description of the issue or work needed. Feel free to add helpful photos of the issue.**

Describe the Issue or Work Needed: \*

Please describe the issue or work being requested (e.g. room too hot, sink clogged, etc.). Help us understand the work being requested using as much detail as is required.

Requested Completion Date:



MM/DD/YYYY

Take an Optional Photo:



Choose File No file chosen

Create

Cancel

**When Complete, Please Click "Create"**

**You will receive an email when the work request is submitted and when the work is done. Please see email examples below.**



Thu 1/26/2023 8:53 AM

Merced College FacilitiesLink <sysadmin@metabim.com>

Received Work Request - RQ #000-154

To Mayra A. Soria-Galvarro

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Mayra Soriagalvarro,

We received your work request today. The request has been submitted for review by Work Control staff. Here is a summary of the work request:

RQ # 000-154  
Location: Oper-Maint-Purch  
Request: Room too cold- TEST  
Customer: Mayra Soriagalvarro

If a work request is escalated to a work order, you will receive another email notification with the work order ID and a status update.

You can check on the status of any work requests you've submitted at any time by browsing the Public Dashboard at the following URL:

<https://mccd.metabim.com/public/work/Default.htm>

Thank you for submitting your work request. We appreciate the opportunity to support you.

Merced College FacilitiesLink  
(Automated Email Message)



Thu 1/26/2023 8:55 AM

Merced College FacilitiesLink <sysadmin@metabim.com>

WO #152 - Status Update

To Mayra A. Soria-Galvarro

We removed extra line breaks from this message.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Mayra,

The work order WO #152 has been updated and has a new status. Here are the details:

WO Number: WO #152  
Request: Room/Area Too Cold

<https://mccd.metabim.com/work/order/Default.htm?Wkey=152>

Work Phase: Work Done  
Work Status: Supervisor Review  
Work Location: Oper-Maint-Purch

Please contact the Job Owner if you have additional questions about the status of this work order.

Job Owner: Lisa Veenstra  
Phone: 209-384-6134  
Email: [lisa.veenstra@mccd.edu](mailto:lisa.veenstra@mccd.edu)

Merced College FacilitiesLink  
(Automated Email Message)