

FAQ



When will the Online Service Request Form be available?

The Online Service Request Form is already available for use. You can access it directly through the CPFM website or the iFullerton mobile app.

Can I still submit work orders via phone or email?

Yes. We prefer requests to be submitted through the Online Service Request Form through the web or the iFullerton mobile app.

In the case of a facilities-related emergency (flood, roof leak, elevator entrapment, etc.) call the Service Center at x3494 for immediate service.

What types of requests can I submit through the Online Service Request form?

At this time, the Online Service Request Form is only for maintenance services. The form is not for project or non-maintenance requests.

For a list of maintenance vs. non-maintenance requests, please visit our SERVICES tab on the CPFM website.

Will there be training offered for using the Online Service Request Form?

Yes. A training module is located on our CPFM SERVICES webpage.

What if I need help or have questions with the process?

We are happy to answer questions and help with the process. Michael Grace, CPFM Operations Manager, is the appropriate contact and can be reached at (657) 278-7342 or migrace@fullerton.edu.

Can I submit housing service requests?

CPFM is responsible for state-owned facilities. Housing and ASC buildings (i.e. College Park, Titan Student Union) have separate maintenance teams for their respective locations.

Will additional features be made available within the Online Service Request Form?

To enhance user experience and streamline the work order process, we are actively researching and developing new functions and features for the Online Service Request Form.

The form requires my name. What if I want to remain anonymous?

The Online Service Request Form is a method to request facilities-related service, which may require us to follow-up with you.

The form asks for a building name, but what if my request is not for inside a building?

The building name and room numbers are not a requirement, which allows you to leave these fields blank. Instead, we ask that you detail the outdoor location of the service requested in the "Additional Description/Outdoor Location or Nearest Landmark" field.