Requestor Manual CUNY Upgrade Training

Prepared by: Applied Data Systems

Table of Contents

REQUESTOR MANUAL	3
MAINTENANCE CONSOLE TIPS AND TRICKS	3
Create Work Request	4
1- REQUESTOR	4
2- LOCATION	6
3- EQUIPMENT	7
4- Problem	9
5- DESCRIPTION	11
6- DOCUMENTS	11
6-Ѕ∪вміт	14
VIEW MY WORK REQUESTS	14
VIEW WORK REQUESTS BY DEPARTMENT	16



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Requestor Manual

Using the navigation on the right of the screen select Corrective Maintenance>Report Problem.

= Archibus	Shortcuts					S (0)
습 Home	Workplace					
,⊃ Search >	Maintenance Console	Naronson Student Center	Administrative Building	Annex	Lawrence & Eris Field Building	
습 Favorites >	Report Problem	Here York, NY	Here York, NY	New York, NY	New York, NY	
Corrective Maintenance	Browse all					
Co Moves >	Client >	Active Work Requests	Active Work Requests 27	Active Work Requests 26	Active Work Requests 103	
		Alerts	Headcount / Capacity	Workspace Availability	Work Completion	
		A.M.S. Work Requests Open for 7+ Days				
		Work Requests Open for Less than One Week			A Real Property in the second s	
		0 Work Requests on Hold for Access	7%	0%	4%	
		Work Requests on Hold for Parts		~		
		Space and Maintenance Metrics		Top 5 Maint. Problems	Top 5 Request Types	
			Overge per period / year - 5% of Tanget, Trend	MAINTENANCE) GROUNDS KEEPING	BMCC-MC	
		Active Work Requests 9,418	0 */8.418 *	6 PLUMBING LEAK	6 BKLYH-25	
		Work Requested (by month) 46	0 * / 3.722 * 🙀 🗠	4 HVACITOD COLD	6 BRUCH-B	
		Occupancy (%) 7%	os 1/05 1 👘 🛄	3 HVACIAIR QUALITY	4 LGCC-E	
		Work Completed (by month) 2	2 +/-2.929 4 (On	2 SECURITY EQIALARM	3 BRUCH-D	
				2	1	

Maintenance Console Tips and Tricks

- 1. Navigator:
 - a. Home: Presents the default home page for your role.
 - b. Search: Presents a form for searching for the views by view title.
 - Favorites: Presents your favorites list A list of views that you have marked as favorites for easy access
 - d. Navigator: The list of entries beneath the favorites entry represent the navigator a tool for accessing the modules or application for which you are licensed. Expand a module or application to access it's processes and roles, which in turn present a list of tasks
 - e. Shortcuts: For each module or application, the Shortcuts panel lists the tasks that are most commonly requested. Selecting a task from the shortcuts menu saves you from expanding a process or role and accessing the task from there

≡ Archibus _{by} eptura	Shortcuts	Client		8∀	ರಿ ಕ	<u>ه</u> و
🛆 Home 🛹 🗧	Search and Manage Work Requests	Search and Manage Work Requests				
,0 Search b >	Workplace	B Workplace				
습 Favorites 👉 C	Maintenance Console	Maintenance Console				
Corrective Maintenance	Report Problem	Report Problem				
Maintenance d	View Maintenance Service Requests	View Maintenance Service Requests	ice location			
	Browse all		INVG R.DOR ROOM Maps on information as you know. After selecting a floor, you may dick the Drawing button to select the room from a floor plan drawing.			
	Client <		enough that maintenance can find it, such as "Problem is on back wall, below window.".			
			Cade If you know it			

2. Hover over any box to look for "..." with your cursor. This lets you know that you **MUST** select this and choose from one of the select value options from the pop up.

Prepared by: Applied Data Systems	Page 3	July 25, 2023

E Archibus	🤌 Report Problem					ĥ	0	ŵ
☆ Home	Requestor	CAMPUS-REQUESTOR-BAR		_				
,⊃ Search >	Requestor Phone		Ð					
☆ Favorites >								
Corrective Maintenance	Location	Use your assigned workspace location						
	Location			ROOM	Map			
		Enter in as much of the location information a	is you know. After selectin	g a floor, you may click	the Drawing button to select the room from a floor plan drawing.			
	Describe the location							
		Enter the location specifically enough that ma	intenance can find it, such	n as "Problem is on bac	k wall, below window.".			
	Equipment							
	Equipment Code	You can enter the Equipment Code if you know	w it.					

Create Work Request

In the Report Problem page, there are 7 sections with information to create a Work Request.

- 1. Requestor
- 2. Location
- 3. Equipment
- 4. Problem
- 5. Description
- 6. Documents
- 7. Submit

≡ Archibus	🤌 Report Problem		₩ © & ®
	Requestor		
,O Search		Requested By* CAMPUS-REQUESTOR-BAR	
☆ Favorites		Requestor Phone	
Corrective Maintenance	Location 2	Ura your assigned workspace location	
D Moves		Location STE BUILDING PLOOR ROOM Map	
		Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing. Describe the location	
		Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.",	
	Equipment		
		Equipment Code	
		You can enter the Equipment Code If you know it. Warranty Vendor	
		Warranty Expiration Date	
		Review Warranty Details List Request for Equipment	
	Problem 4		
	-	Type of Problem	
		View All Problem Types	
		The more precisely you specify your problem, the better we can route it to people who can help.	
	Description 6		
	-	Description*	
		li Select Description	
		Workflow	
		No Steps Required Request will be supervised by APM	
		Submit Add Documents Cancel	

1- Requestor

There are two name fields associated with every request:

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Requestor – this is who you are creating the request for (this can be you or another person).

Creator – this is you. The person creating the request. You do not see this field on the web page – it is automatically filled in.

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E Archibus	🤌 Report Problem	R	¥ 0 \$ 8
☆ Home	Requestor		
,O Search >	Requested By*	CAMPUS-REQUESTOR-BAR	
☆ Favorites >	Requestor Phone		
Corrective Maintenance	Location		
Di Moves >	Location Describe the location	Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.	
	Equipment Equipment Code Warranty Vendor	You can enter the Equipment Code if you know it.	
	Warranty Expiration Date		
	Problem Type of Problem	View AD Problem Types: View AD Problem Types: In more processing you specify your problem, the laster we can result it to prespin who can help.	
	Description Description*		
		Sketc Description WebStep Assume Kepuete will be spended by ARM	
		Sulars Add Documents Cancel	

The field Requested By will default to your name. If you are creating the request for another person you will need to select the 3 dots on the right hand side of that white box and find the person you are requesting for. You will then select the "x" to clear out the selections.

E Archibus	🤌 Report Problem		St () 🔂
습 Home	Requestor		
,O Search	>	Requested By* CAMPUS-REQUESTOR-BAR	
☆ Favorites	•	Requestor Phone	
Corrective Maintenance	Location	😰 Ure your assigned workspace location	
D Moves	•	Lecation STTE BUILDING FLOOR ROOM Map	
		Select Value - Requested By, Requestor Phone	
		Describe the location Employee Code: C1 All 1	
	Equipment	Employee Code © Phone - Work © Employee Standard ©	
	cquipment	Equipment Code CAMPUS-REOUR	
		CAMPUS-REQUESTOR-BAR	
		Warranty Vendor Warranty Expiration Date	
	Problem		
		Type of Problem	
	Description	Description*	
		W Close Close	
		Submit Add Documents Cancel	

When the selections have cleared there will be a full list of employees with a filter on the top for name, phone and employee standard. You can begin typing or scroll to search for the employee that you are requesting for. Once you

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	Requestor				
,O Search >		CAMPUS-REQUESTOR-BAR			
☆ Favorites >	Requestor Phone				
Corrective Maintenance	Location	E Use your assigned workspace location			
□b Moves >	Location				
	8 Jan 19 19	Select Value - Requested By, Requestor Phone			
	Describe the focation	Employee Code: Asis Bini Cinie Dan Bani Bani Bani Bani Bani Kani Lan Manin Nani Ozie Pila Qei Bani Sani Tani Uzi Vani Web Xee Yani Zinie Allinea			
	Equipment	Employee Code C Phone -Work C Employee Standard C C C C C C C C C C C C C C C C C C C			
	Equipment Code	empoyee sumare a more work a empoyee sumare a			
	Warranty Vendor	·			
	Warranty Expiration Date	A			
	Problem	A			
	Type of Problem	A			
	Description				
	Description*				
		A			
		Previous Page 1 of 6 Next			
		Core			
		Request will be supervised by AFM			
		Submit Add Documents Cancel			

selected the employees name their information will display in the Requestor section.

2- Location

If the box is checked for "Use your assigned workspace location" it will automatically fill in the signed in users location.

≡ Archibus	🖉 Report Problem	\$ ¥ ⑦ ☆ @
	Requestor	
,O Search >		
☆ Favorites >	> Requestor Phone	
Corrective Maintenance	Location	
□ Moves >	Uze your assigned workapare location	
	Leasten 577E BUILDING I ROOM Mep Enter in as much of the location information as you know. After satelling a foor, you way click the Drawing button to select the room from a floor plan dra	awing.
	Describe the location	
	Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.".	
	Equipment	
	Equipment Code You can enter the Equipment Code If you know it.	
	Warranty Vendor Warranty Expiration Date	
	viarranty supiration Late Review Warranty Details List Request for Equipment	
	Problem	
	Type of Problem	
	· · ·	
	View All Problem Types The more precisely your problem, the better we can rouse it to people who can help.	
	Description Description*	
	an exposed	
	Select Description	
	Workflow	
	No Stapp Required Request Will be supervised by APM	
	Submit Add Documents Cancel	

If the box is not checked, a location must be entered by hovering over the right side of each box to select a SITE, BUILDING, FLOOR, ROOM.

Prepared by: Applied Data Systems	Page 6	July 25, 2023

Check the three dots at the end of the boxes for Site to select the appropriate site. Repeat for Building, Floor and Room. If you have selected a building and a floor but do not know the room, there is a "Map" button that will open up the floor plan to be able to select a specific room/location. Please note that a Building is REQUIRED. Adding more detail with the floor and room will speed up the promptness of completion of the work request. The Describe a location box is a free form text box that is to provide additional location information and is optional.

≡ Archibus	🤌 Report Problem		8₩ @) 습	0
	Requestor				
,O Search >	Requested By*				
습 Favorites >	Requestor Phone				_
. Corrective	Location				
Maintenance		Use your assigned workspace location			- 1
□ ₀ Moves >	Location				- 1
	Describe the location	Enter in as much of the location information as you know. Afterselecting a foor, you may click the Drawing button to select the room from a floor plan drawing. Soloct Value			- 1
	Describe the location	Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.".			- 1
	Equipment				_
	Equipment Code				
	Warranty Vendor	You can enter the Equipment Code if you know it.			
	Warranty Expiration Date				
		Review Warranty Details List Request for Equipment			
	Problem				
	Type of Problem	v			
		v			
		View All Problem Types The more precisely you specify your problem, the better we can route it to people who can help.			
	Description Description*				
	Description-				
		Select Description			
		Workflow No Steps Required			
		Request will be supervised by AFM			
		Submit: Add Documents: Cancel			

3- Equipment

In the Equipment section there is a box with 3 dots to see a drop-down selection of all pieces of equipment. If you know the Equipment Code you can enter it without using the selection option. If the equipment has a Warranty Vendor

that will also display.

		🔗 Report Problem		₽¥	2 6	9
🗇 Home		Requestor				
,O Search	>	Requested By*				
슈 Favorites	>	Requestor Phone				
Corrective Maintenance		Location				
Do Moves	>		Use your assigned workspace location			
		Location	SITE BUILDING R.OOR Moor Map Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing. Interview Interview<			
		Describe the location				
			Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.".			_
		Equipment				
		Equipment Code	You can enter the Equipment Code if you know it.			- 1
		Warranty Vendor				- 1
		Warranty Expiration Date	Review Warranty Details List Request for Equipment			- 1
					_	_
		Problem Type of Problem	×			
			v			
			View All Problem Types			
			The more precisely you specify your problem, the better we can route it to people who can help.			
		Description				
		Description*				
			li l			
			Select Description			
			Workflow No Steps Required			
			Request will be supervised by AFM			
			Submit Add Documents Cancel			
i						
i						

Two buttons that are available in the Equipment section are Review Warranty Details and List Request for Equipment. Selecting the Warranty Details will pop up a page that if there is warranty information in the system it will display all of that information there. Selecting List Request for Equipment button will open up an additional page where any current/previous work requests for that piece of equipment would display here.

= Archibus	🖉 Report Problem		₩ 0 ta @
🛆 Home	Requestor		
,O Search >	Requested By		
☆ Favorites >	Requestor Phone		
Corrective Maintenance	Location		
□₀ Moves >	Location	Use your estigned workspace location STTE BUILDING R.GOR ROOM Map	
		Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.	
	Describe the location	Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.".	
	Equipment		
	Equipment Code	You can enter the Equipment Code If you know it.	
	Warranty Vendo		
	Warranty Expiration Date	Review Warranty Details List Request for Equipment	
	Problem		
	Type of Problem	v v	
		View AI Problem Types The more precisely your problem, the better we can route it to people who can help.	
	Description		
	Description		
		Select Description	
		Workflow No Sospe Resolved Security of Development (A 50)	
		Request will be supervised by AFM	
		Submit: Add Documents Cancel	

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4- Problem

THIS IS A REQUIRED FIELD. Click on the black down arrow and select the Problem Type that best describes your issue. The top drop down will be a list of top tier problem types. The bottom drop down will be second tier problem types, going into more detail of the issue.

	🤌 Report Problem		\$₩ @) 않	. @
🗇 Home	Requestor				
,O Search >	Requested By*				
슈 Favorites >	Requestor Phone				
Corrective Maintenance	Location				
□₀ Moves →		Use your assigned workspace location			
	Location	STTE BUILDING FLOOR ROOM Map Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.			
	Describe the location				
	Equipment				
	Equipment Code	You can enter the Equipment Code If you know it.			
	Warranty Vendor Warranty Expiration Date				
		Review Warranty Details Ust Request for Equipment		_	_
	Problem Type of Problem	v v			
		View All Problem Types The more precisely you paroffy your problem, the better we can noute it to people who can help.			
	Description				
	Description*				
		h			
		Select Description			
		Workflow Die Saless Required Request nill be supervised by AFM			
		Subane Add Documenta Cancel			

				_	
	🤌 Report Problem		S∀ ⊲	2 น	è @
	Requestor				
,○ Search >	- Requested By*				
슈 Favorites >	Requestor Phone				
@ Corrective	Location				
Maintenance		Use your assigned workspace location			
Moves >	Location	STTE BUILDING FLOOR ROOM Map Enser in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.			
	Describe the location				
		Enter the location specifically enough that maintenance can find it, such as "Problem is on back wail, below window.".			
	Equipment				
	Equipment Code				
	Warranty Vendor	You can enter the Equipment Code If you know it.			
	Warranty Expiration Date				
		Review Warranty Details List Request for Equipment			
	Problem				
	Type of Problem	HVAC 🗸			- 1
		TOO HOT V			- 1
		View All Problem Types The more precisely you specify your problem, the better we can route it to people who can help.			- 1
	• control to				
	Description Description*				
		// Select Description			
		Workflow			
		worknow No Steps Required Request will be supervised by AFM			
		Submit Add Documents Cancel			

An example is below. The top tier is HVAC and the second tier is TOO HOT.

Clicking on the View All Problem Types button will display a list of Problem Types including the Problem Type Description.

≡ Archibus		🖉 Report Problem		₿¥	0	\$ ®
		Requestor				
	>	Requested By				
☆ Favorites	,	Requestor Phone				
Corrective Maintenance		Location	Use your assigned workspace location			
D Moves	>	Location	STTE BUILDING FLOOR ROOM Map			
		Describe the location	Enter in az much oftek location information az you know. After selecting a Floor, you may click the Graving butten to select the room from a Floor plan drawing. There the location specifically enough that maintenance can find it, such as "Problem is on back wait, below window.".			
		Equipment				
		Equipment Code				
		Warranty Vendor	You can enter the Equipment Code if you know it.			
		Warranty Expiration Date	Review Warranty Details List Request for Equipment			
						_
	- 1	Problem Type of Problem	inac 🗸			- 1
	- 1	Type of Problem	TOO HOT			- 1
			View All Problem Types The more precisely you specify your problem, the better we can noise it to people who can help.			
	- 1	Description				_
		Description				
			Select Description			
			Workflow Request will be supervised by AFM			
			fullers Add Documenta Cancel			

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≡ Archibus	😕 Report Problem						₩ 0 6 0
	Requestor						
Ø Search →	Requested By*						
습 Favorites >	Requestor Phone						
Corrective Maintenance	Location						
Ch Moves >		Use your assigned workspace location					
	Location	SITE BUILDING Enter in as much of the location informatic	Select Value - Problem Type			2 ×	
	Describe the location		Problem Type Code: C $^{(2)}$ D $^{(2)}$ E $^{(3)}$ F $^{(3)}$ G $^{(3)}$ H $^{(3)}$ K $^{(3)}$ M $^{(3)}$ P $^{(2)}$ R $^{(3)}$ S $^{(3)}$ W $^{(3)}$ Al	16a			
		Enter the location specifically enough that	Problem Type Code	Problem Type Description			
	Equipment				0		
	Epulpment Code		CARPENTRY	Carpentry			
		You can enter the Equipment Code if you a	CARPENTRY CABINETS	Cabinets			
	Warranty Vendor Warranty Expiration Date		CARPENTRY CARPET	Carpet Repair			
	warranty Expiration Date	Review Warranty Details List Reque	CARPENTRY CELLING	Ceiling			
			CARPENTRY CEILING TILE	Ceiling Tile			
	Problem		CARPENTRY DEMOLITION	Demolision			
	Type of Problem		CARPENTRY GRAFFITI	Graffiel			
			CARPENTRY MASONRY	Masonry			
		View All Problem Types	CARPENTRY WALL REPAIR	Wall Repair			
		and many present of the speed from pro-	CUSTODIAL	Custodial			
	Description		CUSTODIAL) CARPET	Carpet			
	Description*		CUSTODIAL) CLEANING REQUEST	Cleaning Request			
			CUSTODIAL DISPENSER	Dispenser			
		Select Description	an collision and a first second second second		Close Ad		
		Workflow			Close Ad	d New	
		No Steps Required Request will be supervised by APM					
		Add Documents Cancel					

5- Description

THIS IS A REQUIRED FIELD. This field is a text field to enter an explanation of the issue being reported.

	😕 Report Problem		8₩ ⑦	ía e	Ð
	Requestor				
,O Search >	Requested By*				
☆ Favorites >	Requestor Phone				
 Corrective 	Leader -				
Maintenance	Location	Use your assigned workspace location			
□₀ Moves >	Location				
		Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.			
	Describe the location	Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.".			
	Equipment				
	Equipment Code	Vou can enter the Equipment Code If you know it.			
	Warranty Vendor				
	Warranty Expiration Date				
		Review Warranty Details List Request for Equipment			
	Problem				
	Type of Problem	· · · · · ·			
		•			
		View All Problem Types The more precisely you specify your problem, the better we can route it to people who can help.			
		па пола раскау рос зресу урос раская, на сакая на сапаска на расра или сападу.			d
	Description				H
	Description*				H
					H
		Select Description			П
		Workflow			1
		No Steps Required Request will be supervised by AFM			
		Suberix Add Documents Cancel			

6- Documents

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	🤌 Report Problem		S ¥ (2 12	8
	Requestor				
,O Search >	Requested By*				
☆ Favorites >	Requestor Phone				
Corrective					
Maintenance	Location	Use your assigned workspace location			
Do Moves >	Location				
	Describe the location	Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.			
		Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.",			
	Equipment				
	Equipment Code				
		You can enter the Equipment Code If you know it.			
	Warranty Vendor Warranty Expiration Date				
	manany says and been	Review Warranty Details List Request for Equipment			
	Problem Type of Problem	\checkmark			
	type of Proviem				
		View All Problem Types			
		The more precisely you specify your problem, the better we can route it to people who can help.			
	Description				
	Description*				
		Select Description			
		Workflow			
		No Shapa Required Request will be supervised by AFM			
		Submit Add Documents Cancel			

Up to 4 documents can be attached to each Work Request. Click the Add Documents button.

To add a document click on the grey up arrow at the end of the box or drag and drop the file.

≡ Arch	ibus _{eptura}		😕 Report Problem		₩ 0 & @
습 Home			Requestor		
,O Search			Requeste	1 D/*	
슈 Favorites	5	,	Requestor P	index	
Correcti	lue .				
Mainten	nance		Location	Use your assigned workspace location	
Do Moves			Loc	tion Drawing Map	
				Enter in as much of the location information as you know. After selecting a floor, you may click the Grawing button to select the room from a floor plan drawing.	
			Describe the loc	Enter the location specifically enough that mainten	
				Document 1 Drag-and-drop your file or click upload ic	
			Equipment		
			Equipment	Sole Document 2 Drag-and-drop your file or click upload ic # You can enter the Equipment Code if you know it: ************************************	
			Warranty Va	nder Document 3 Drag-and-drop your file or click upload ic 🕯	
			Warranty Expiration	Document 4 Drag and drop your file or click upland ic	
				Review Warranty Details List Request for Eq. (2010)	
			Problem		
			Type of Pro	terr l	
				New All Problem Types The more precisely you specify your problem, the t	
			Description		
			Descrip	ton"	
				Select Description	
				Workflow	
				Response required within 5 Days Completion required within 10 Days No Steps Required of Oct	
				No Steps Required Request will be dispatched to CONTRACTORS-BAR	
				Submit Add Documents Cancel	

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	Requestor			
,O Search		Requested By*		
슈 Favorites		Requestor Phone		
Corrective Maintenance	Location		Use your assigned workspace location	
Ch Moves		Location		
		Describe the location	1	
		Er	Enter the location specifically enough that mainten	
	Equipment		Document 1 Drag-and-drop your file or click upload ic.	
		Equipment Code	Tou can when the Equipment Code if you know it.	
		Werranty Vendor	2 × 1/2 ±	
		Warranty Expiration Date	Check In New Document	
			Review Warranty Details List Request for Eq. Document File	
	Problem		Choose File Sets door. The system will store this file under the names: activity, log-1528580-doc1.door.	
		Type of Problem	Description	
			View AD Problem Types The more precisely you specify your problem, the t	
	Description		Set Lock Status O Locked * Unlocked	
	Description	Description*		
			Select Description	
			Notifow	
		Re Co	Response required within 5 Days Completion required within 10 Days	
		No Re	No Steps Required OK Request will be dispositived to CONTRACTORS-BAR	
			Submit Add Documents Cancel	

When adding each document there is also a place to add a description of the document provided. Select "OK" and the document will show as uploaded.

To delete the document attached select the "X" button.

≡ Archibus ₀ epturo		🤌 Report Problem		₩	⊙ fo	0
		Requestor				
,O Search	,	Requested By*				
☆ Favorites	,	Requestor Phone				
 Corrective 		Location				
Maintenance			Use your assigned workspace location			
D Moves	>	Location				
			Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.			
		Describe the location	Enter the location specifically enough that mainten			
			Document 1			
		Equipment Equipment Code				
		solarburger coor	You can enter the Equipment Code if you know it.			
		Warranty Vendor				
		Warranty Expiration Date	Review Warranty Details List Request for Eq			
		Problem				
		Type of Problem				
			View All Problem Types The more precisely you specify your problem, the b			
		Description Description*				
		Description				
			Select Description			
			Workflow Report required within 5 Days			
			Completion required within 10 Days No Steps Required OK			
			Request will be dispatched to CONTRACTORS-BAR			
1			Submit Add Documents Cancel			

NOTE: If the desired image to upload was taken with a device (cell phone or tablet) that image will have to be downloaded to a computer and attached from there. If more than four images are needed, it is possible to download all desired images to a computer, add them all to a word doc and then attach the word doc as shown in the manual.

Prepared by: Applied Data Systems

July 25, 2023

Requestor Training

ADSI Client Confidential

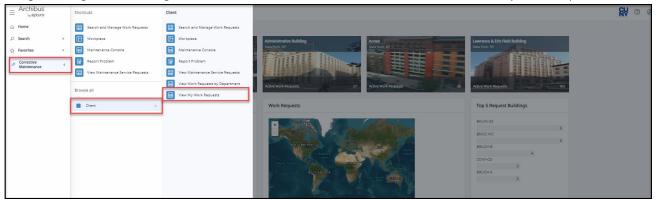
6-Submit

Click the Submit button if you have completed all fields and added all documents. Click the Cancel button if you do not want to submit the work request.

= Archibus		🖉 Report Problem				R	8 ©) îô	8
☆ Home		Requestor							
, Search	>	Requested By*							
☆ Favorites	>	Requestor Phone							
Corrective Maintenance		Location							
Do Moves	>		your assigned workspace location						
		Location	BUILDING FLOOR	ROOM ting a floor, you may click	Map the Drawing button to select the room from a floor plan drawing.				
		Describe the location	the location specifically enough that maintenance can find it, su	uch as "Problem is on back	wall, below window.".				
		Equipment							
		Equipment Code	n enter the Equipment Code if you know it.						
		Warranty Vendor							
		Warranty Expiration Date	iew Warranty Details List Request for Equipment						
		Problem							
		Type of Problem	~	•					
			~	,					
			w All Problem Types ore precisely you specify your problem, the better we can route	e it to people who can help	κ.				
		Description							
		Description*							
			ĥ						
			a Description						
			ow ps Required t will be supervised by AFM						
		[Add Documents Cancel						

View My Work Requests

Using the navigation on the right of the screen select Corrective Maintenance>Client>View My Work Requests.



The display of work requests will be those requests that you have requested. It will display the data for Work Request Code, Request Type, Problem Type, Work Request Status and Date Work Requested.

≡ Archibus ₀₀epturα		🤌 View My Work Requests					₩ ⑦ ta
		Select View Archived Requests View					
,O Search	,	Filter Show Clear					
☆ Favorites	•	Work Request Status	Date Requested F	rom		Date Requested To	
Corrective Maintenance		Select a Work Request to view more details					
		Work Requests assigned to you as substitute					
	1	Work Request Code 🜩	Requested by	Request Type 0	Problem Type	Work Request Status	Date Work Requested
		Select 1528360	CAMPUS-REQUESTOR-BAR	SERVICE DESK - MAINTENANCE	CUSTODIAL CARPET	On Hold for Parts	7/18/2023
		Select 1528359	CAMPUS-REQUESTOR-BAR	SERVICE DESK - MAINTENANCE	LIGHTS LIGHT BULB	Assigned to Work Order	7/18/2023
		Select 1528358	CAMPUS-REQUESTOR-BAR	SERVICE DESK - MAINTENANCE	HVAC TOD COLD	Assigned to Work Order	7/18/2023
		Select 1528357	CAMPUS-REQUESTOR-BAR	SERVICE DESK - MAINTENANCE	FACILITY CLOCKS	Assigned to Work Order	7/18/2023
	L						

The filter functionality at the top allows you to search for requests by the status, the date requested from and the date requested to.

E Archibus	😕 View My Work Reque	sts									₩	⊙ fo
습 Home	Select View Archived Requests	View										
,O Search >	Filter Show Clear											
슈 Favorites >	Work Request Status			Date Requested From	m			Date Requ	ested To			
Corrective Maintenance	Select a Work Request to view more details											
	Work Requests assigned to you as substitute											
		Work Request Code 🖨	Requested by	¢	Request Type	٥	Problem Type	\$	Work Request Status	0	Date Work Requested	
	Select	1528360	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MAINTENANCE		CUSTODIAL CARPET		On Hold for Parts		7/18/2023	
	Select	1528359	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MAINTENANCE		LIGHTS LIGHT BULB		Assigned to Work Order		7/18/2023	
	Select	1528358	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MAINTENANCE		HVAC TOO COLD		Assigned to Work Order		7/18/2023	
	Select	1528357	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MAINTENANCE		FACILITY CLOCKS		Assigned to Work Order		7/18/2023	

Select the down arrow to view the list of statuses to filter by. Reminder, you must select the "Show" button for page to filter.

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G Home	Relect View Archived Requests	s View												
O Search >	Filter Show Clear													
☆ Favorites >	Work Request Status			Date Requested Fr	mor				Date Requi	ested To				
Corrective Maintenance	Requested Reviewed but On Hold Reviewed but On Hold													
	Approved Assigned to Work Order	Work Request Code 🖨	Requested by	0	Request Type		0	Problem Type	0	Work Request Status	0	Date Work Request	d	
	Issued and In Process On Hold for Parts	1528360	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MA	AINTENANCE		CUSTODIAL CARPET		On Hold for Parts		7/18/2023		
	On Hold for Access On Hold for Labor	1528359	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MA	AINTENANCE		LIGHTS LIGHT BULB		Assigned to Work Order		7/18/2023		
	Stopped Cancelled	1528358	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MA	INTENANCE		HVAC TOO COLD		Assigned to Work Order		7/18/2023		
	Completed	1528357	CAMPUS-REQUESTOR-BAR		SERVICE DESK - MA	INTENANCE		FACILITY CLOCKS		Assigned to Work Order		7/18/2023		

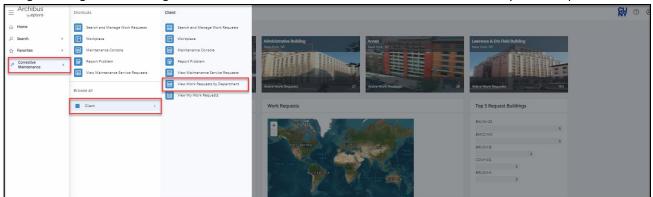
Search by date: using calendar functionality. Hover over any box to look for calendar icon with your cursor. This lets you know that you <u>MUST</u> select this and choose a date from the pop up calendar. Reminder, you must select the

"Show" button for page to filter.

≡	Archibus		View My Work Reques	sts		-		-							£¥	0	¢a ⊚
	to eptura		Select View Archived Requests														
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	Favorites	•	Work Request Status				Date Request	ed From				Date Requ	ested To				
0	Corrective Maintenance		Select a Work Request to view more details		[July	✓ 20 n Tue Wed Th	23 🔹 🔊									
			Work Requests assigned to you as substitute			2 3	4 5	6 7 8									
				Work Request Code 🤤	Requested by	9 10 16 <u>17</u>	18 19 2	3 14 15 10 21 22	quest type	0	Problem Type	0	Work Request Status	\$ Date Work Reques	ted		0
			Select	1528360	CAMPUS-REQUES	23 24 30 31			IVICE DESK - MAINTENANCE		CUSTODIAL CARPET		On Hold for Parts	7/18/2023			
			Select	1528359	CAMPUS-REQUES		Today Close		IVICE DESK - MAINTENANCE		LIGHTS LIGHT BULB		Assigned to Work Order	7/18/2023			
			Select	1528358	CAMPUS-REQUES	OR-BAR		5	ERVICE DESK - MAINTENANCE		HVAC TOO COLD		Assigned to Work Order	7/18/2023			
			Select	1528357	CAMPUS-REQUEST	OR-BAR		SI	ERVICE DESK - MAINTENANCE		FACILITY CLOCKS		Assigned to Work Order	7/18/2023			

View Work Requests by Department

Using the navigation on the right of the screen select Corrective Maintenance>Client>View My Work Requests.



The display of work requests will be those requests that are tied to your department. It will display the data for Work Request Code, Request Type, Problem Type, Work Request Status and Date Work Requested.

	Work Request Code 🤤	Requested by	Action Type	\$ Problem Type	\$ Work Request Status	\$ Date Work Requested	Ŷ	Department Code
Select	1528302		SERVICE DESK - MAINTENANCE	FACILITY HANG OR INSTALL	Assigned to Work Order	6/28/2023		BU303
Select	1528299		SERVICE DESK - MAINTENANCE	PEST CONTROL RODENTS	Assigned to Work Order	6/28/2023		BU303
Select	1528298		SERVICE DESK - MAINTENANCE	KEYS AND LOCKS KEY RETURN	Assigned to Work Order	6/28/2023		BU303
Select	1028417		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	1/4/2023		BU303
Select	1028388		SERVICE DESK - MAINTENANCE	PAINT TOUCHUP	Issued and In Process	1/3/2023		BU303
Select	1028382		SERVICE DESK - MAINTENANCE	PAINT TOUCHUP	Completed	12/29/2022		BU303
Select	1028372		SERVICE DESK - MAINTENANCE	FACILITY E WASTE	Issued and In Process	12/21/2022		BU303
Select	1028370		SERVICE DESK - MAINTENANCE	LIGHTS MULTIPLE	Issued and In Process	12/21/2022		BU303
Select	1028369		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/21/2022		BU303
Select	1028368		SERVICE DESK · MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/21/2022		BU303
Select	1028367		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/21/2022		BU303
Select	1028366		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/21/2022		BU303
Select	1028358		SERVICE DESK - MAINTENANCE	PAINT TOUCHUP	Completed	12/20/2022		BU303
Select	1028357		SERVICE DESK - MAINTENANCE	KEYS AND LOCKS KEY REQUEST	Issued and In Process	12/20/2022		BU303
Select	1028354		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028352		SERVICE DESK - MAINTENANCE	DOOR HARDWARE	Completed	12/19/2022		BU303
Select	1028351		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028350		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028349		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028348		SERVICE DESK - MAINTENANCE	FACILITY HANG OR INSTALL	Completed	12/19/2022		BU303
Select	1028346		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028345		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028344		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303
Select	1028343		SERVICE DESK · MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/19/2022		BU303

Prepared by: Applied Data Systems

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July 25, 2023
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Select Select

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≡ Archibus	🤌 View Work Re	equests By Depa	rtment										8∀ ⊘	谄
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,O Search >	Filter Show Clear													
슈 Favorites >	Action Type		Work Request	Status			Date Requested From				Date Requested To			
Corrective Maintenance	Work Requests assigned to you a	as substitute			•	-				-				_
		Work Request Code 😜	Requested by	0	Action Type	0	Problem Type	¢	Work Request Status	¢	Date Work Requested	÷	Department Code	
	Select	1528302			SERVICE DESK - MAINTENANCE		FACILITY HANG OR INSTALL		Assigned to Work Order		6/28/2023		BU303	
	Select	1528299			SERVICE DESK - MAINTENANCE		PEST CONTROL RODENTS		Assigned to Work Order		6/28/2023		BU303	
	Select	1528298			SERVICE DESK - MAINTENANCE		KEYS AND LOCKS KEY RETURN		Assigned to Work Order		6/28/2023		BU303	
	Select	1028417			SERVICE DESK - MAINTENANCE		PLUMBING FIXTURES		Issued and In Process		1/4/2023		BU303	
	Select	1028388			SERVICE DESK - MAINTENANCE		PAINT TOUCHUP		Issued and In Process		1/3/2023		BU303	

Issued and In Process

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FACILITY | HANG OR INSTALL

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SERVICE DESK - MAINTENANCE

The filter functionality at the top allows you to search for requests by the status, the date requested from and the date

Action Type: Hover over any box to look for "..." with your cursor. This lets you know that you MUST select this and choose from one of the select value options from the pop up.

Archibus _{by epturo}	🤌 View Work Red	quests By Departr	ment								SV 🛈 😘
Home	Select View Archived We	ork Requests View									
Search >	Filter Show Clear										
☆ Favorites >	Action Type	7	Work Re	equest Status		Da	te Requested From			Date Requested To	
Corrective	Work Requests assigned to you as			~							
Maintenance	Work Requests assigned to you as a										
			quested by	Action Typ		Problem Ty		Work Request Status			Department Code
	Select	1528302 Re	COME, GUY	SERVICE D	ISK - MAINTENANCE	FACILITY H	ANG OR INSTALL	Assigned to Work Order	_	6/28/2023	BU303
	Select	1528299 HA	AVERCOME	elect Value - Request	Туре				~ × .	6/28/2023	BU303
	Select	1528298 HA	AVERCOME, GU	ction Type: S 15 All 15						6/28/2023	BU303
	Select	1028417 PA	QUETTE, DOU	ction Type		0	Action Type Description			1/4/2023	BU303
	Select	1028388 FEF	RRIGNO, JOHN					0		1/3/2023	BU303
	Select	1028382 FEF	RRIGNO, JOHN	ERVICE DESK - COPY SERVICE			Request Copy Services			12/29/2022	BU303
	Select	1028372 PA	QUETTE, DOU	ERVICE DESK - CUSTODIAL						12/21/2022	BU303
	Select	1028370 HA	ARRIS, MAURIC	ERVICE DESK - CUSTODIAL R	Q					12/21/2022	BU303
	Select	1028369 CR	ROCKETT, GREG	ERVICE DESK - DEPARTMENT	SPACE					12/21/2022	BU303
	Select	1028368 CR	ROCKETT, GREG	ERVICE DESK - FAC						12/21/2022	BU303
	Select	1028367 CR	ROCKETT, GREG	ERVICE DESK - FURNITURE			Request a Furniture Change			12/21/2022	BU303
	Select	1028366 CR	ROCKETT, GREG	ERVICE DESK - GROUP MOVE			Group move request			12/21/2022	BU303
	Select	1028358 FEF	RRIGNO, JOHN	ERVICE DESK - HOTELING			Request a Hoteling space		_	12/20/2022	BU303
	Select	1028357 CA	MACHO, ANGE	ERVICE DESK - INDIVIDUAL N	OVE		Request an Individual Move		_	12/20/2022	BU303
	Select	1028354 WA	ARD, DYESHA	ERVICE DESK - LAYOUT CHAN	GE		Request a Layout Change		_	12/19/2022	BU303
	Select	1028352 CR	SOCKETT, GREG	ERVICE DESK - MAINT					_ 1	12/19/2022	BU303
	Select	1028351 CR	S COCKETT, GREG	ERVICE DESK - MAINTENANC			Request Maintenance Service		_ 1	12/19/2022	BU303
	Select	1028350 CR	ROCKETT, GREC	ERVICE DESK - SAFETY					_ 1	12/19/2022	BU303
	Select		ROCKETT, GREG	PRIMER NEED FEEDDATE				6	lose	12/19/2022	BU303
	Select		OCKETT, GREGORY	SERVICE D	SK - MAINTENANCE	FACILITY H	ANG OR INSTALL	Completed		12/19/2022	80303
	Select		ASENCIA LUIS		ESK - MAINTENANCE	PLUMBING		Issued and In Process		12/19/2022	BU303
	Select	1028345 PL			SK - MAINTENANCE	PLUMBING		Issued and In Process		12/19/2022	BU303
	Select	1028344 PL			ISK - MAINTENANCE	PLUMBING		Issued and In Process		12/19/2022	BU303
	Select	1028344 PD			ISK - MAINTENANCE	PLUMBING					80303
	Seett	1028343 PL	AGENCIA, LUIS	SERVICE D	ISK - MAINTENANCE	PLUMBING	PLATORES	Issued and In Process		12/19/2022	80303

Prepared by: Applied Data Systems

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Select the down arrow to view the list of statuses to filter by. Reminder, you must select the "Show" button for page to filter.

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	🔑 View Work Requests By D	epartment						₩ © & @
습 Home	Select View Archived Work Requests V	lew						
,O Search >	Filter Show Clear							
☆ Favorites >	Action Type		Work Request Status	R	Date Requested From		Date Requested To	
P Corrective Maintenance	Work Requests assigned to you as substitute Work Request Cr		Requested Reviewed but On Hold	7.	Problem Type	Work Request Status	 Date Work Requested 	Department Code
			Rejected Approved	on Type				
	Select 15	28302	Assigned to Work Orde Issued and In Process	RVICE DESK - MAINTENANCE	FACILITY HANG OR INSTALL	Assigned to Work Order	6/28/2023	BU303
	Select 15	28299	On Hold for Parts	RVICE DESK - MAINTENANCE	PEST CONTROL RODENTS	Assigned to Work Order	6/28/2023	BU303
	Select 15	28298	On Hold for Access On Hold for Labor	RVICE DESK - MAINTENANCE	KEYS AND LOCKS KEY RETURN	Assigned to Work Order	6/28/2023	8U303
	Select 10	28417	Stopped Cancelled	RVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	1/4/2023	BU303
	Select 10	28388	Completed Closed	RVICE DESK - MAINTENANCE	PAINT TOUCHUP	Issued and In Process	1/3/2023	BU303
	Select 10	28382		SERVICE DESK - MAINTENANCE	PAINT TOUCHUP	Completed	12/29/2022	BU303
	Select 10	28372		SERVICE DESK - MAINTENANCE	FACILITY E WASTE	Issued and In Process	12/21/2022	BU303
	Select 10	28370		SERVICE DESK - MAINTENANCE	LIGHTS MULTIPLE	Issued and In Process	12/21/2022	BU303
	Select 10	28369		SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/21/2022	BU303

Search by date: using calendar functionality. Hover over any box to look for calendar icon with your cursor. This lets you know that you <u>MUST</u> select this and choose a date from the pop up calendar. Reminder, you must select the "Show" button for page to filter.

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	Select View Archived Work Requests View						
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Corrective Maintenance	Work Requests assigned to you as substitute			✓ July ✓ 2023 ♣ > Sun Mon Tue Wed Thur Fri Sat			
	Work Request Code 🤤	Requested by	Action Type 0	2 3 4 5 6 7 8	Work Request Status	Date Work Requested	Department Code
	Select 1528302	HAVERCOME, GUY	SERVICE DESK - MAINTENANCE	9 10 11 12 13 14 15 16 17 18 19 20 21 22	Assigned to Work Order	6/28/2023	BU303
	Select 1528299	HAVERCOME, GUY	SERVICE DESK - MAINTENANCE	23 24 25 26 27 28 29 30 31	Assigned to Work Order	6/28/2023	BU303
	Select 1528298	HAVERCOME, GUY	SERVICE DESK · MAINTENANCE	Today Close	Assigned to Work Order	6/28/2023	BU303
	Select 1028417	PAQUETTE, DOUGLAS	SERVICE DESK - MAINTENANCE	PLOMBING FIXTORES	Issued and In Process	1/4/2023	BU303
	Select 1028388	FERRIGNO, JOHN	SERVICE DESK - MAINTENANCE	PAINT TOUCHUP	Issued and In Process	1/3/2023	BU303
	Select 1028382	FERRIGNO, JOHN	SERVICE DESK - MAINTENANCE	PAINT TOUCHUP	Completed	12/29/2022	BU303
	Select 1028372	PAQUETTE, DOUGLAS	SERVICE DESK - MAINTENANCE	FACILITY E WASTE	Issued and In Process	12/21/2022	BU303
	Select 1028370	HARRIS, MAURICE	SERVICE DESK - MAINTENANCE	LIGHTS MULTIPLE	Issued and In Process	12/21/2022	BU303
	Select 1028369	CROCKETT, GREGORY	SERVICE DESK - MAINTENANCE	PLUMBING FIXTURES	Issued and In Process	12/21/2022	BU303
	Select 1028368	CROCKETT, GREGORY	SERVICE DESK - MAINTENANCE	PLUMBING FDCTURES	Issued and In Process	12/21/2022	BU303