

Login Screen

 **SUNY Potsdam**
Facility Management System 

February 10, 2006 **Login**

Username:
Password:

If you have forgotten your password just enter your e-mail address and click on Login, your password will be e-mailed to you.

Login

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This screen is used to Login to the system.

Username: Type your username (portion of your email address before @ potsdam.edu)

Password: Type your first name (all lowercase) the first time you login. See User Account Screen for directions on changing your password.

Login: Click the Login button to submit your username and password and enter the system.

* If you have forgotten your password, enter your e-mail address in the username box and you will receive an e-mail containing your password.

Request Screen

Logged In As: Amati, Lisa Create Work Order

HOME

WORK ORDERS
Create Work Order
View My Work Orders

USER OPTIONS

LOGOUT

If this is an emergency, please call:
Physical Plant - 2598 or
University Police - 2222

Contact Information: Amati, Lisa

* Buildings: Select

Floor/Grounds: Select

Location:

Problem Description:

Requested Completion Date/Time:

Requestor's Department: Select

Account # (If Applicable):

Student Permission Granted:

M:

TU:

W:

TH:

F:

Save **Reset**

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This screen is used to submit new work order requests.

Logged in As (upper left corner of all screens): Indicates who is currently logged into the system.

Emergency Message: Provides instructions on what to do should your request be an emergency.

Contact Information: Automatically entered based on your login.

Building: Select the building in which the problem exists.

Floor/Ground: Select the floor or grounds where the problem exists.

Location: Type the room number (preferred entry) or specific location where the problem exists.

Problem Description: Type a detailed description of the problem. *For key requests, enter the words **KEY REQUEST**. Specific details regarding the key request should then be completed by accessing the work order through the View Work Orders screen and then the Update Work Order screen (see screens that follow in this documentation packet). To effectively communicate the key request to the Physical Plant, review and follow the instructions in the Update Work Order screen section.*

Save: Click the Save button to save and submit the work order you have entered.

Reset: Click the Reset button to clear the form.

View (My) Work Orders Screen

Logged In As:
Amati, Lisa

List Work Order

HOME

WORK ORDERS

Create Work Order
View My Work Orders

USER OPTIONS

LOGOUT

Displaying 1 to 1 of 1 Work Orders.
1

<u>Id</u>	<u>State</u>	<u>Description/Special</u>	<u>Location</u>	<u>Updated</u>	<u>Requested</u> ↓
<u>00192</u>	New	test - room too hot Bursar	Barrington Student Union 1st Floor		Amati, Lisa February 10, 2006

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This screen shows the user new or in progress work orders that their login privileges permit them to see.

Displaying 1 to 1 of 1 Work Orders: Indicates range of work orders displayed on current page of the screen and the total number available. See User Account Screen for directions on changing the number of work orders shown per page.

← 1 ² : Allows user to navigate between the pages of work orders available.

Id: Indicates the number of a work order. **Clicking the number of a work order will take you to the Update Work Order Screen for that work order.**

State: Indicates the current status of a work order (work orders that have been rejected or are closed will not appear).

Description/Special: Shows the Problem Description as it was entered on the Request Screen and indicates any special condition boxes checked by displaying an icon assigned to that special condition. The names of the special conditions can be displayed by “hovering” over the icons.

Location: Indicates the Building and Floor of the work order as they were entered on the Request Screen.

Updated: Indicates the last person to act on the work order and the date the action took place.

Requested: Indicates the person who requested the work order and the date of the request.

Work orders are sorted on this screen chronologically by the request date by default as indicated by the “↓”. Clicking on the underlined column headers will sort the work orders by that column using the same “↓” to indicate the new sorting. Clicking the same column header a second time will reverse the sort by that column using the “↑” to indicate the change.

Update Work Order Screen

Logged In As: Amati, Lisa **View Work Order: 00192**

HOME

WORK ORDERS
Create Work Order
View My Work Orders

USER OPTIONS

LOGOUT

Current status: New
[Print](#) [Cancel this request](#)

Requested By: Amati, Lisa
Phone: 3482
On February 10, 2006

Problem Location: Buildings: Barrington Student Union
Floor/Grounds: 1st Floor
Location: room 100

Problem Reported: test - room too hot

Comments:

Additional Information: Requestor's Department: Bursar

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This screen is used to view the details of a work order and perform simple updates.

Current Status: Indicates the current status of the work order and the mechanic it has been assigned to (if applicable).

Requested By: Shows the person who requested the work order, their phone number, and the date the work order was requested.

Problem Location: Displays the Building, Floor, and Location information provided by the requestor.

Problem Reported: Shows the Problem Description as it was entered on the Request Screen.

Comments: Displays any comments entered throughout the life of the work order and the person who entered the comments.

Additional Information: Indicates any special condition boxes checked on the Request Screen by displaying the name of the special condition.

Print: Opens a new window with a print friendly version of the work order information.

User Account Screen

The screenshot shows a web interface titled "User Account Screen". At the top left, it says "Logged In As: Amati, Lisa". At the top right, there is a "My Account" link. On the left side, there is a vertical navigation menu with buttons for "HOME", "WORK ORDERS", "USER OPTIONS", "My Account", and "LOGOUT". The main area contains a form with the following fields and values:

- First Name:** Lisa
- Middle Name:** (empty)
- Last Name:** Amati
- Username:** amatilm
- Password:** (empty)
- Retype password:** (empty)
- Phone Number:** 3482
- Email Address:** amatilm@potdam.edu
- # of records/page:** 10
- User Group:** Basic Requestor

At the bottom of the form is a red "Save" button. The footer of the page contains the text "Copyright © 2004 Technical InSite, LLC. All Rights Reserved." on the left and "QueCentre version 1.4.0" on the right.

This screen is used to review and change login account information.

First Name: First name of user (not editable by user)

Middle Name: (not required) Middle name of user (not editable by user)

Last Name: Last name of user (not editable by user)

Username: Name entered at Login Screen must be entered exactly as shown here (not editable by user)

Password/Retype password: Password chosen by user. Password will be first name by default at system startup. Password will not appear any time this screen is accessed but may be changed by typing new password in provided spaces. See Login Screen for directions on how to access your password if you have forgotten it.

Phone Number: Phone number of user (not editable by user)

Email Address: Email address of user (not editable by user)

of records/page: Number of work orders that will be shown on a page of the View Work Order Screen

User Group: Level of access the user is assigned (not editable by user)

Save: Click the Save button to save any changes you have made.