

ESTATES HELPDESK

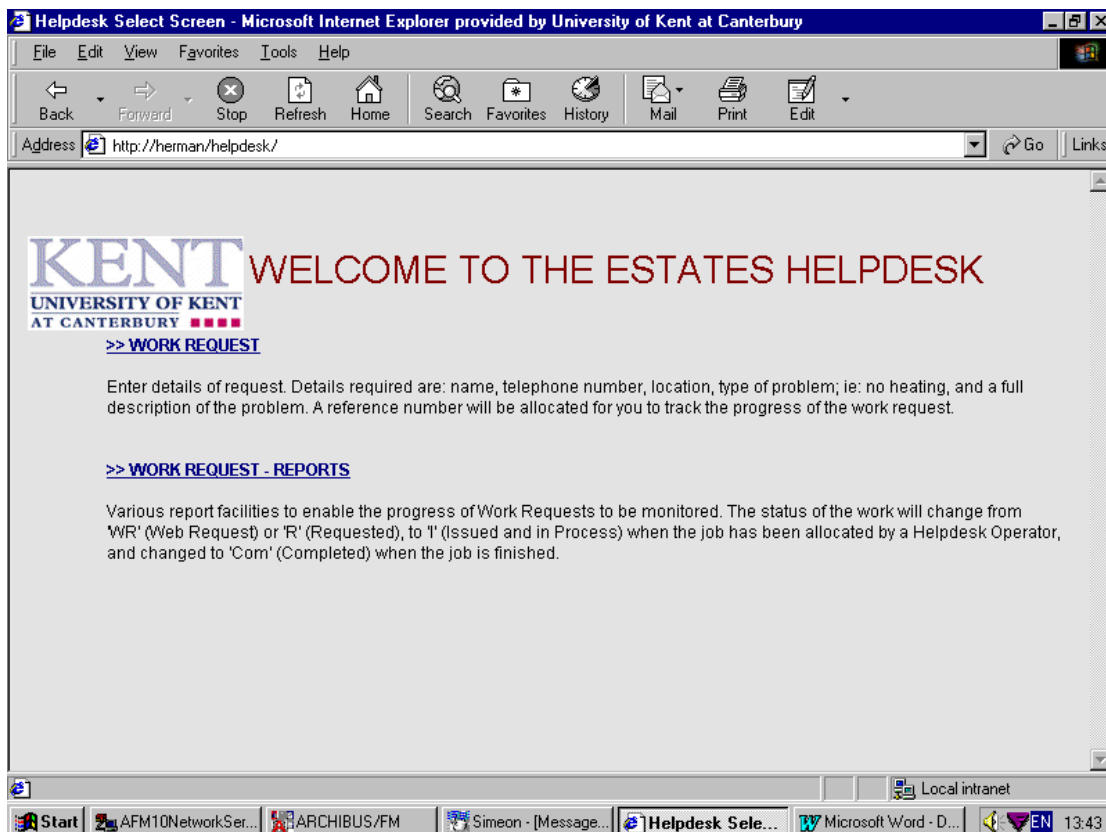
INTRANET GUIDE TO REPORTING DEFECTS/REQUESTS TO THE ESTATES HELPDESK

CREATING A DEFECT/REQUEST

In order to access the Estates Helpdesk via the web, you will need Microsoft Internet Explorer 5 or above (**NOT Netscape**). If this is not already loaded onto your PC, please contact the person responsible for IT within your department. The Estates Helpdesk is located at:

http://fazola/intranet_helpdesk/

The front screen will look like this:



To report a defect/request you must click once on 'WORK REQUEST'. The screen will now show this:

HELPDESK WORK REQUESTS - Microsoft Internet Explorer provided by University of Kent at Canterbury

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Address http://herman/helpdesk/HELPDESK_create.CFM Go Links

KENT
UNIVERSITY OF KENT
AT CANTERBURY

WORK REQUEST [Return to Main Menu](#)

Requested By Telephone

Site Building

Floor Room

Job Type Rechargeable Account Code

Problem Description

For each separate request enter surname and initials. ie: COOKE SL. Select the location of the problem. ie: your site, building, floor and room.

Done Local intranet

Start AFM10NetworkSer... ARCHIBUS/FM Simeon - [Message... HELPDESK W... Microsoft Word - D... EN 13:50

The first question you are asked is 'Requested By', this information can be entered in two ways. Your name can be typed in, surname followed by your first initials, or by clicking on the small grey box to the right hand side and then selecting your name from a pick list.

Once your name has been inputted your telephone extension number and building location will automatically be selected. If these details do not appear then the telephone number can be typed in and the building location chosen from the pick list via the grey box on the right hand side.

You are now asked for the 'Floor' and 'Room' locations. These are for the location of the defect/request, not your location, unless they are the same. If the problem you are reporting is in more than one room or is for the whole building, these two fields do not have to be filled in.

The 'Job Type' can be selected by clicking on the arrow to the right hand side and choosing 'Break Down' for a repair/defect or 'Minor Improvement' for new work or alterations to be carried out.

If you are requesting work to be carried out that your department is paying for then you are asked to supply an account code. Please make sure that the account code is inputted as a continuous number, eg:

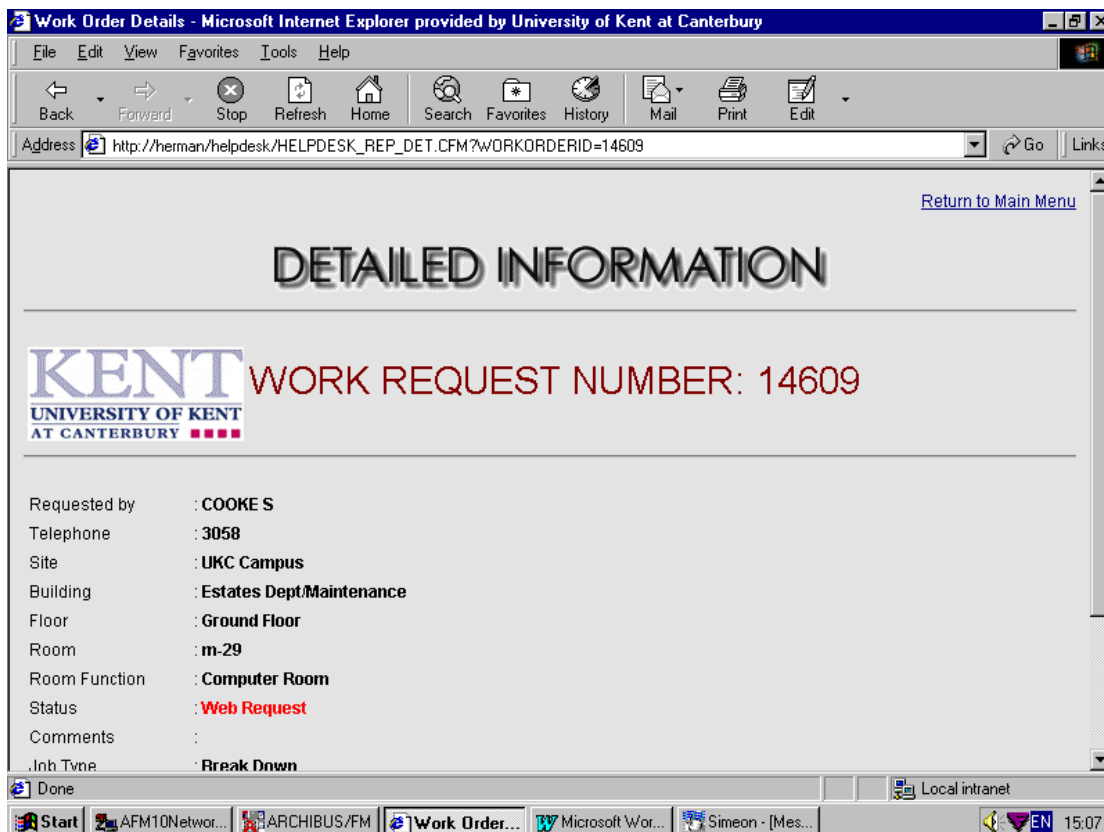
111122233333

To signify that this is a rechargeable account code, click in the box to the right of 'Rechargeable' and a tick will appear.

The 'Problem Description' is now asked for. It is here that you can confirm the location of the request/defect, especially if there is more than one room number.

Once all these details have been completed. Click on 'Submit Request' and the details will be sent to the Estates Helpdesk. If any mistakes have been made and you want to start again you can click on 'Clear Details'.

After the details have been submitted a different screen will appear looking like this:



This screen confirms the details that you have sent. At the top of the page there is a 'WORK REQUEST NUMBER:', this is your reference number and is unique to that job.

At this point the 'Status' is 'Web Request'. Once the Helpdesk have received and printed this docket, the status will change to 'Issued and in Process'.

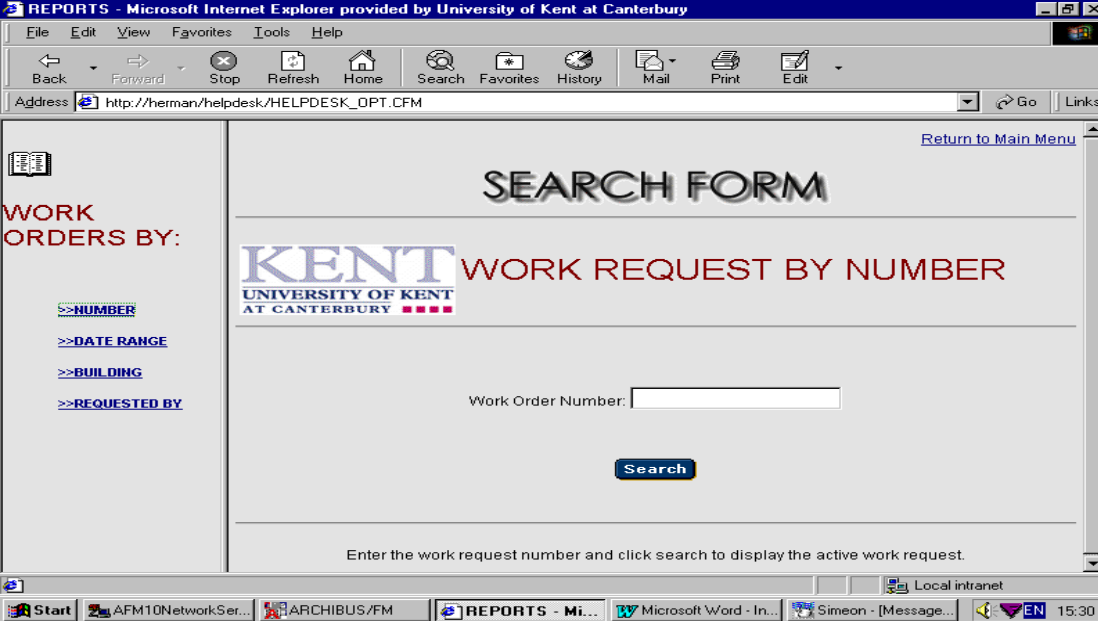
USING THE REPORT FACILITY

This enables information to be displayed regarding the status of your request. There are four different report options:



NUMBER

This is the best option to display details of a single work request, however you will need to know the reference number (Work Request Number) to proceed:



The screenshot shows a Microsoft Internet Explorer browser window titled "REPORTS - Microsoft Internet Explorer provided by University of Kent at Canterbury". The address bar displays "http://herman/helpdesk/HELPDESK_OPT.CFM". The main content area features a "SEARCH FORM" with the "KENT UNIVERSITY OF KENT AT CANTERBURY" logo and the text "WORK REQUEST BY NUMBER". A search input field is labeled "Work Order Number:" and contains a text box. Below the input field is a "Search" button. A "Return to Main Menu" link is located in the top right corner. On the left side, under "WORK ORDERS BY:", there are four blue links: ">>NUMBER", ">>DATE RANGE", ">>BUILDING", and ">>REQUESTED BY". At the bottom of the form, a note reads: "Enter the work request number and click search to display the active work request." The Windows taskbar at the bottom shows the Start button, several open applications including "AFM10NetworkSer...", "ARCHIBUS/FM", "REPORTS - Mi...", "Microsoft Word - In...", and "Simeon - [Message...]", and a system tray with a clock showing "15:30".

When the 'Search' button has been pressed the screen will show the details for that job:

REPORTS - Microsoft Internet Explorer provided by University of Kent at Canterbury

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Address http://herman/helpdesk/HELPDESK_OPT.CFM Go Links

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DETAILED INFORMATION

WORK ORDERS BY:

[KENT](#) WORK REQUEST NUMBER: 14609
UNIVERSITY OF KENT AT CANTERBURY

Requested by : COOKE S
 Telephone : 3058
 Site : UKC Campus
 Building : Estates Dept/Maintenance
 Floor : Ground Floor
 Room : m-29
 Room Function : Computer Room
 Status : **On Hold for Parts**
 Comments : **MATERIALS ON ORDER**
 Job Type : Break Down

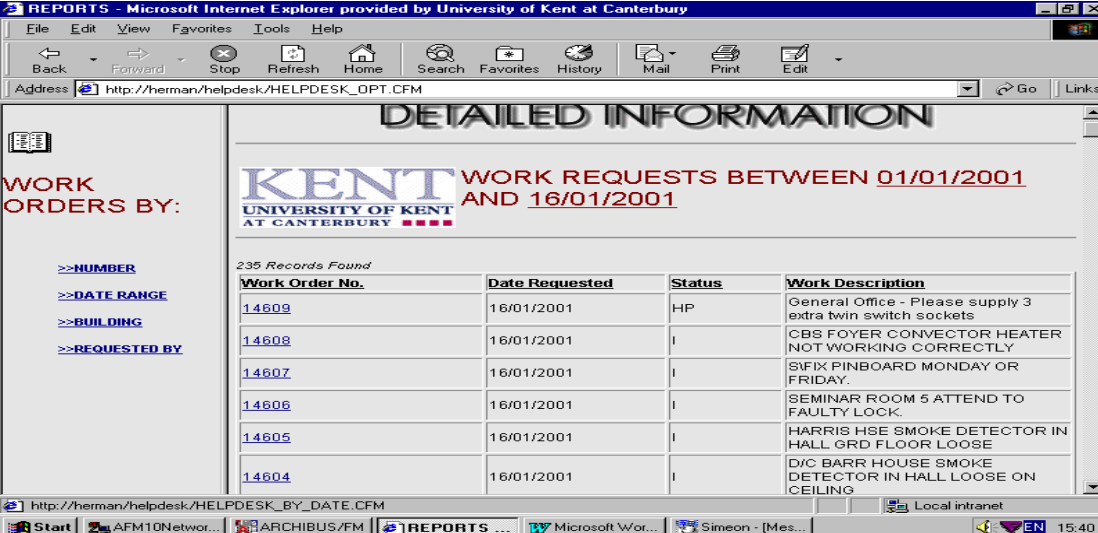
Done Local intranet

Start AFM10NetworkSer... ARCHIBUS/FM REPORTS - Mi... Microsoft Word - In... Simeon - [Message... EN 15:36

The status has now changed, and the comments are explaining that the request is waiting for the materials to be delivered before work can commence.

DATE RANGE

This option allows you to select a group of requests within a particular date range. When the dates have been selected the screen will show a selection of requests:



The screenshot shows a Microsoft Internet Explorer browser window displaying a report titled 'DETAILED INFORMATION' for 'KENT UNIVERSITY OF KENT AT CANTERBURY'. The report is for work requests between 01/01/2001 and 16/01/2001. On the left, there are navigation options: '>>NUMBER', '>>DATE RANGE', '>>BUILDING', and '>>REQUESTED BY'. The main content area shows a table with 235 records found. The table has four columns: 'Work Order No.', 'Date Requested', 'Status', and 'Work Description'. The visible rows are:

| Work Order No. | Date Requested | Status | Work Description |
|-----------------------|----------------|--------|--|
| 14609 | 16/01/2001 | HP | General Office - Please supply 3 extra twin switch sockets |
| 14608 | 16/01/2001 | I | CBS FOYER CONVECTOR HEATER NOT WORKING CORRECTLY |
| 14607 | 16/01/2001 | I | SVIX PINBOARD MONDAY OR FRIDAY. |
| 14606 | 16/01/2001 | I | SEMINAR ROOM 5 ATTEND TO FAULTY LOCK. |
| 14605 | 16/01/2001 | I | HARRIS HSE SMOKE DETECTOR IN HALL GRD FLOOR LOOSE |
| 14604 | 16/01/2001 | I | D/C BARR HOUSE SMOKE DETECTOR IN HALL LOOSE ON CEILING |

BUILDING

This is a similar report to 'Date Range' but will allow you to select a specific building location in addition to the date.

REQUESTED BY

The same as both 'DATE RANGE' and 'BUILDING' except this will search on the name of the person who requested the work. The name can be selected from the pick list by clicking on the small grey box.