

Using the IT Work Order Module

Login Screen



Enter your Windows username and password to log in.

Home Page



Navigation bar: Home, Docs, Work Orders, **IT Work Orders**, Admin

Sub-navigation: My Status, Info, Messages, Changelog, Help

Work Orders

- Create new work order
- Search for a work order

New Messages View all

| From | Subject | Received |
|------------------------|---------|----------|
| No messages to display | | |

eBase Changelog

| Release | Details |
|---|---|
| Asset and IT Work Order Update Date: February 20, 2015 | Features: 5 Bugfixes: 0 Enhancements: 2 |
| Rentals (CUOS) Update Date: February 18, 2015 | Features: 2 Bugfixes: 0 Enhancements: 4 |
| Several Work Order updates as well as small changes to CUOS, Inspections and Projects+ Date: February 12, 2015 | Features: 3 Bugfixes: 0 Enhancements: 8 |
| IT Work Order Update Date: February 3, 2015 | Features: 7 Bugfixes: 0 Enhancements: 3 |
| Maintenance Work Order Update Date: February 2, 2015 | Features: 2 Bugfixes: 0 Enhancements: 2 |

Click on the IT Work Orders module.

IT Work Orders: Saving a Filter Preset



Home Docs Work Orders IT Work Orders Admin

My Status View Create Search Reports Config Help

Print Search WO#

Groups w/ Unassigned Jobs
Database Administrator (0)

IT Work Orders

Sort By WO # Stars Status Facility Issued Planned Start Completed Priority Work Type Time Filter 2 Years

| WO Number | Details | Jobs | Last Activity |
|---|---------|------|---------------|
| No work orders were found | | | |
| To create a work order, please go to the Create page located in the blue menu bar above | | | |

System Presets

- ▶ Show All
- ▶ More Info
- Presets**
- ▶ Default ✖
- Filters**
- ▶ Facility
- ▶ Facilities
- ▶ Facility Status
- ▶ Region
- ▶ Classes
- ▶ Work Types
- ▶ Reasons
- ▶ Years
- ▶ Requested By
- ▶ Submitted By
- ▶ Service Providers
- ▶ Contractors
- ▶ Status
- ▶ Priority
- ▶ Origin
- ▶ Last Activity (days)
- ▶ Submitted After
- ▶ Submitted Before
- ▶ Time
- ▶ Active Flags
- ▶ Inactive Flags
- ▶ Options
- ▶ Dispatch Groups
- Waiting approval
- Has Unassigned Jobs
- Has Contractors

Apply

Save Clear

To save a preset, select which filters you would like to use.

Once you are satisfied with the filtered view, click the **Save** button.

Choose a name for your preset, and click **Ok**. The new preset will be listed under **Presets**.

The **Default** preset name will apply to your view each time you log in to view IT Work Orders.

IT Work Orders: Creating a Work Order



Navigation: Home | Docs | Work Orders | **IT Work Orders** | Admin

My Status | View | **Create** | Search | Reports | Config | Help

Print | Search WO#

IT Work Orders

Sort By: WO # | Stars | Status | Facility | Issued | Planned Start | Completed | Priority | Work Type | Time Filter: 2 Years

| WO Number | Details | Jobs | Last Activity |
|----------------------|---------|------|---------------|
| #010201 Request | | | 9 days ago |
| #010200 Assigned | | | 9 days ago |
| #010199 Assigned | | | 9 days ago |
| #010198 Completed | | | 9 days ago |
| #010196 Assigned | | | 9 days ago |
| #010192 Cancelled | | | 13 days ago |
| #010190 Cancelled | | | 13 days ago |

Click on the Create tab to create a new work order.

Creating an IT Work Order



Home Docs Work Orders IT Work Orders Admin

My Status View Create Search Reports Config Help

Create IT Work Order

Fill out the form below and hit "Submit" to request work to be done or hit "Save as Draft" if you only know some details and would like to fill out the rest later.

| | |
|---|---|
| Request | Location |
| Requested By <input type="text"/> | Facility <input type="text"/> |
| Class <input type="text" value="- select class -"/> | |
| Work Type <input type="text"/> | |
| Reason <input type="text" value="- select reason -"/> | |
| Subject <input type="text"/> | |
| Description <input type="text"/> | |
| | Hold "Control" to select more than one facility |
| | Floor/Area <input type="text"/> |
| | Room # <input type="text"/> |

Attachments

File List (no files have been added)

Enter the appropriate values for your work order, then click submit.

IT Work Orders: Viewing a Work Order



Home Docs Work Orders IT Work Orders Admin

My Status View Create Search Reports Config Help

Print Search WO#

Groups w/ Unassigned Jobs Database Administrator (0)

System Presets Show All More Info Presets Default Filters Facility Facilities Facility Status Region Classes Work Types Reasons Years Requested By Submitted By Service Providers Contractors Status Priority Origin Last Activity (days) Submitted After Submitted Before Time Active Flags Inactive Flags Options Dispatch Groups Waiting approval Has Unassigned Jobs Has Contractors

IT Work Orders

Sort By WO # Stars Status Facility Issued Planned Start Completed Priority Work Type Time Filter 2 Years

| WO Number | Details | Jobs | Last Activity |
|----------------------|---------|------|---------------|
| #010201 Request | | | 9 days ago |
| #010200 Assigned | | | 9 days ago |
| #010199 Assigned | | | 9 days ago |
| #010198 Completed | | | 9 days ago |
| #010196 Assigned | | | 9 days ago |
| #010192 Cancelled | | | 13 days ago |
| #010190 Cancelled | | | 13 days ago |

Click anywhere on a work order to view its details

Viewing an IT Work Order



Home Docs Work Orders IT Work Orders Admin

My Status View Create Search Reports Config Help

Search WO#

★ IT Work Order # XXXXX Assigned

Details

Work Order Origin _____

Requested By _____ Submitted By _____
The eBase user who created this work order

Class _____ Submitted On _____

Reason _____

Facility | _____ Drawings Floor/Area _____

Facility Number _____ Room Number _____

Jobs

Original Request ●

Subject _____ Service Group _____

Descriptor _____ Service Provider _____ Forward

Work Type _____

Priority _____

Attachments (no images added) Add Attachment Assets (no assets added)

Tasks
No tasks have been added

Accounting Notes
No accounting notes have been added + Add Accounting Note

Documents
No documents were found

My Notification Options
You can change the email notifications you receive for this work order by selecting or unselecting the options below.
No notification options are available

Actions
Please choose an action for this work order:

- Add another job
- Mark as complete
- Complete and close
- Hold
- Cancel work order

✓ Apply ✖ Handout

+ Add Message

Discussion/History Messages Helpdesk

Click forward to assign this work order to another technician. You can also choose an action. If you want to send a message to the service providers/requestor, click Add message.

Adding a Message

Add Message Save Cancel

Use the box below to add a message to this work order.

Message

Who would you like to be able to see this message?

Recipient Service Providers Only

Contractors and internal service providers will be able to see this note

Go to to My Status after saving

Once you have added a message, you can choose between recipients. Click save when you are done. If you want to add a 'canned comment', click the chat bubble icon.