



Introduction to the University of Canberra Web Remote Request Work System

For information, or to report errors in this document, please contact
Facilities and Services on 6201 2219



Table of Contents – BEIMS Web Remote Request System

	Page
OVERVIEW	1
BEIMS Web Login.....	2
BEIMS Web Welcome Page	3
Remote Request List.....	4
How to Enter a Request?	5
Reviewing the Request List.....	9
Monitoring your Request.....	10
Logging out of BEIMS Web	11

Important Information

Note: BEIMS Web does not remove the requirement to notify Facilities and Services of Emergency or Serious problems, such as; burst water pipes, electrical danger, etc.

- 1. For "EMERGENCY matters only" during office hours, 8:00AM to 4:00PM please Phone Facilities and Services on 6201 2219.**
- 2. For "Urgent matters" only, outside of normal office hours, contact Security on 6201 2222.**

OVERVIEW

BEIMS Web Remote Request

BEIMS Web or Web Remote Request System (RRS) allows an individual within a department or work group to report faults or submit requests for maintenance or engineering work. It allows individuals to submit requests to Facilities and Services from any PC that has access to the internet.

Web Remote Request System (RRS) allows non-maintenance staff to report faults and request work. Any PC which has access to the Internet and has an appropriate staff username / password access can create and submit request. You do not need any special skills, as long as you can open BEIMS Web and type, even with one finger, you can use it! Requesting clients receive direct feedback regarding status of requests via email. Approval of the request initiates a BEIMS work order within the Facilities and Services Department.

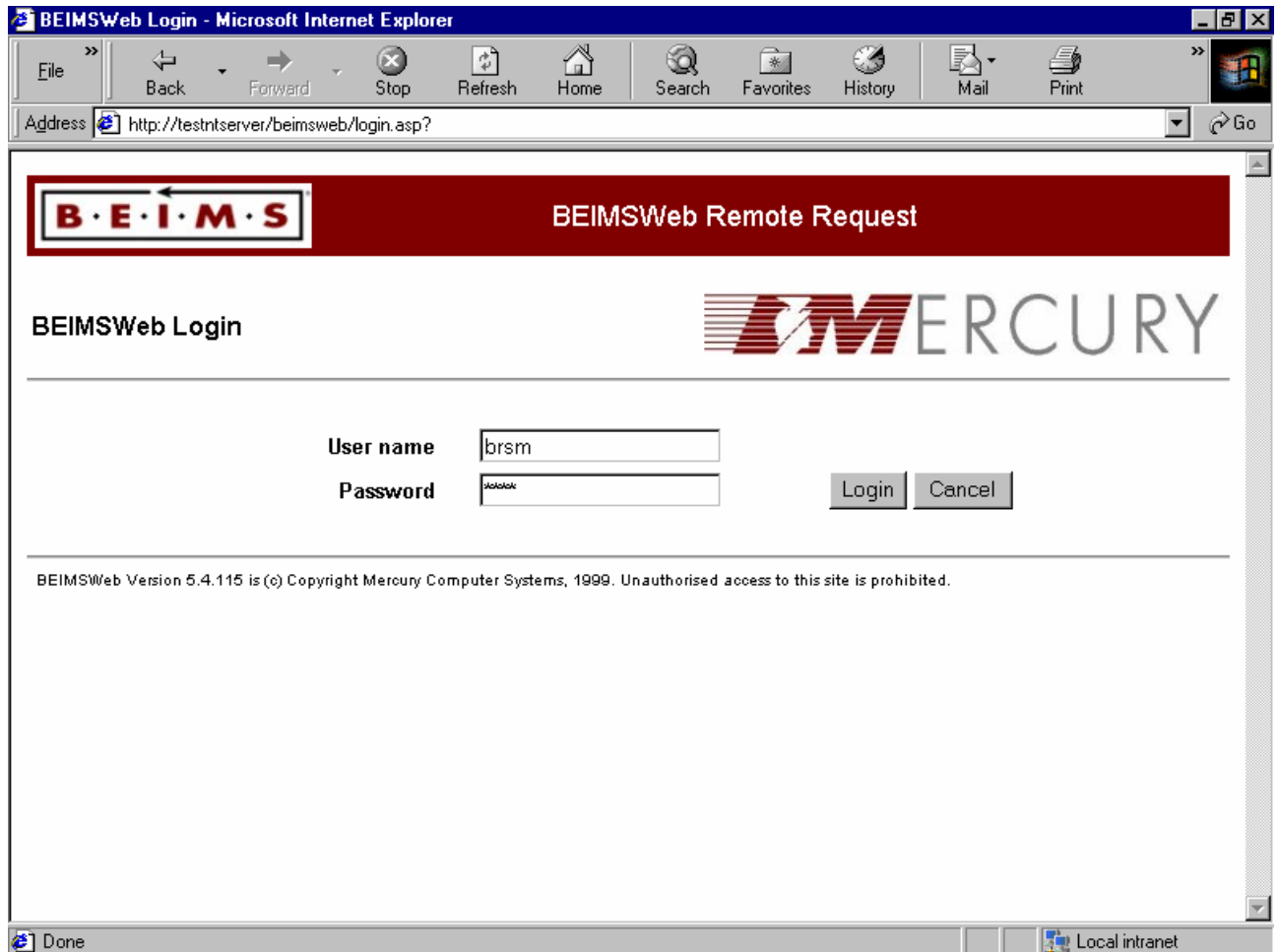
A rejected request will provide a comment that is viewable by the user. BEIMS Web also allows users to enter their work requests and view their department's past requests.

This document covers the client "Requesting of maintenance work" and or "Installation work" where the department requesting the work supplies a cost centre.

Access BEIMS Web Login Screen:

To access BEIMS Web select “Facilities and Services Work Request” from the UC Staff Page listed under “Work Requests”. A sample of the BEIMS Web Login screen is shown below.

BEIMS Web Login



Description of Screen

This screen allows you to enter the BEIMS Web Remote Request System. The **User name** and **Password** fields allow you to enter your individual **User name** and **Password**.

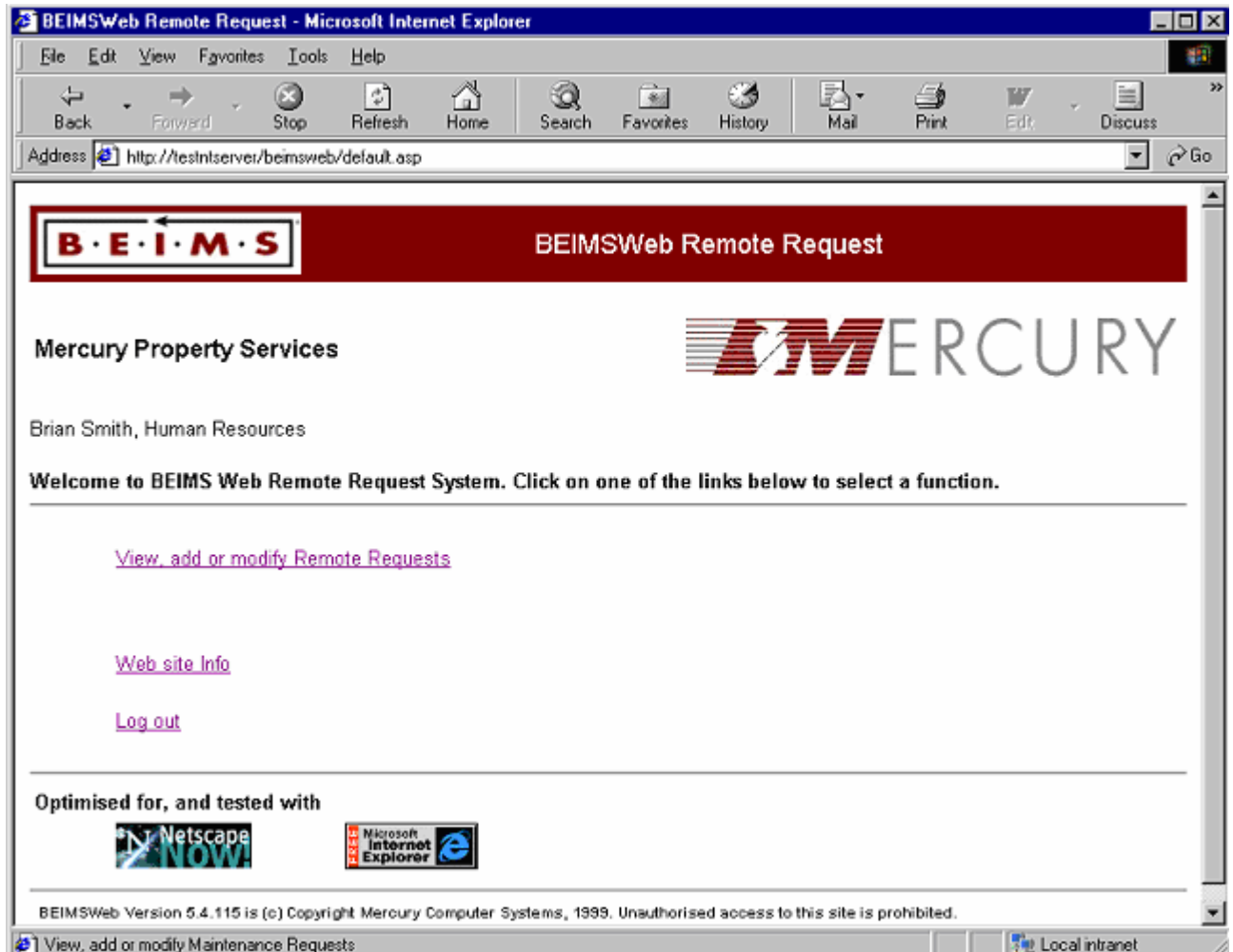
Your **User name** = your staff number eg. S121111

Your **Password** = is the same as your network password that you use to log onto your computer

How do I Login?

To login to the BEIMS Web, enter your login name and password, and click the **Login** button.

BEIMS Web Welcome Page



Description of Screen

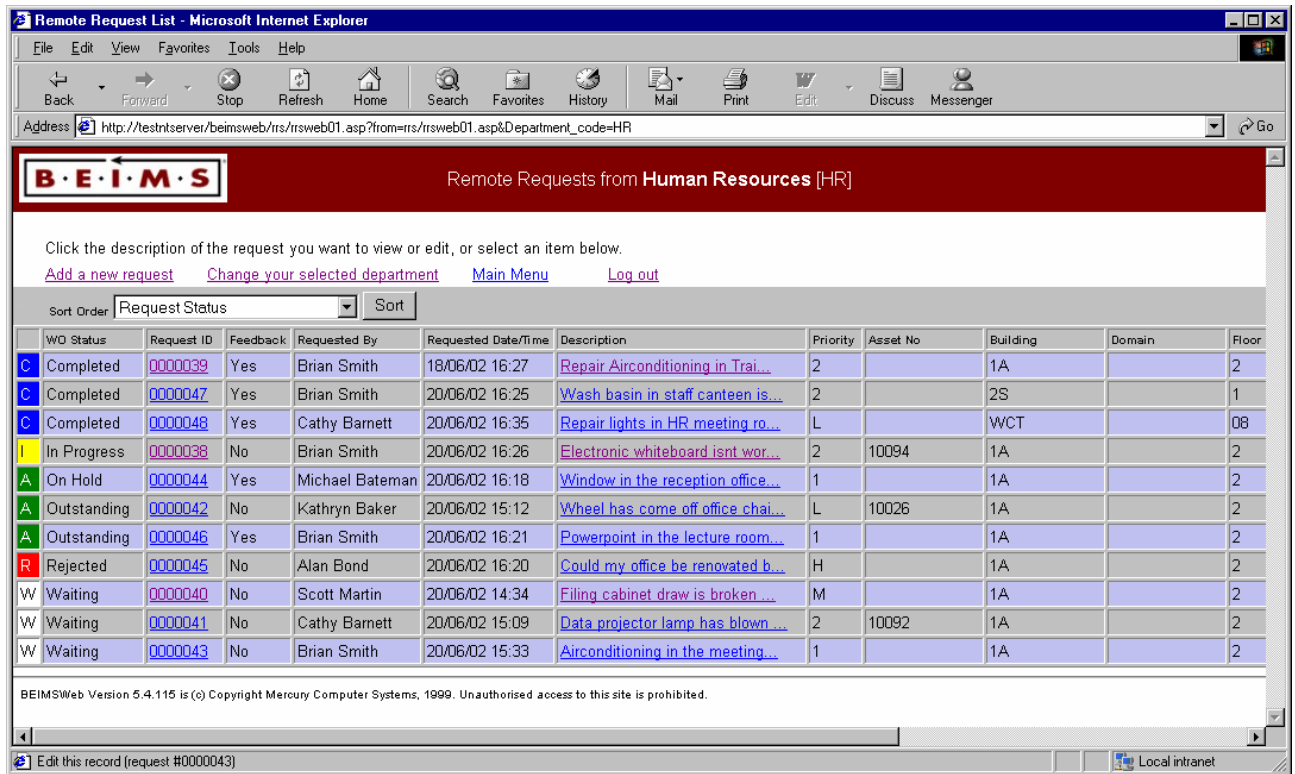
The BEIMS Web Remote Request welcome page provides access to the facility management and maintenance information stored in BEIMS. This screen has links to perform certain functions in BEIMS which are:

- View, add or modify work Requests
- Web site info
- Log out

Notice your name and department appears near the top left of the page. (Eg: Brian Smith, Human Resources).

If you want to add a new request or review requests already entered for your department, click on the **View, add or modify Maintenance Requests** link.

Remote Request List









WO Status	Request ID	Feedback	Requested By	Requested Date/Time	Description	Priority	Asset No	Building	Domain	Floor
C	000039	Yes	Brian Smith	18/06/02 16:27	Repair Airconditioning in Trai...	2		1A		2
C	000047	Yes	Brian Smith	20/06/02 16:25	Wash basin in staff canteen is...	2		2S		1
C	000048	Yes	Cathy Barnett	20/06/02 16:35	Repair lights in HR meeting ro...	L		WCCT		08
I	000038	No	Brian Smith	20/06/02 16:26	Electronic whiteboard isnt wor...	2	10094	1A		2
A	000044	Yes	Michael Bateman	20/06/02 16:18	Window in the reception office...	1		1A		2
A	000042	No	Kathryn Baker	20/06/02 15:12	Wheel has come off office chai...	L	10026	1A		2
A	000046	Yes	Brian Smith	20/06/02 16:21	Powerpoint in the lecture room...	1		1A		2
R	000045	No	Alan Bond	20/06/02 16:20	Could my office be renovated b...	H		1A		2
W	000040	No	Scott Martin	20/06/02 14:34	Filing cabinet draw is broken ...	M		1A		2
W	000041	No	Cathy Barnett	20/06/02 15:09	Data projector lamp has blown ...	2	10092	1A		2
W	000043	No	Brian Smith	20/06/02 15:33	Airconditioning in the meeting...	1		1A		2

Description of Screen

The **Remote Request List** provides the user with an updated list of work requests for their department only, with the most current request at the top of the list. This provides you with the ability to check previously entered requests from your department and to minimise duplicate requests from being entered. If required the user can re-sort the **Remote Request List** by: **Date Requested**, **Request ID**, **Asset No.**, **Building** or as shown above by **Request Status**.


You will notice that the requests have coloured work order status characters on every line item.

-  Indicates that the request has been received and has been accepted as a work order and is still to be completed.
-  Indicates the request has been completed.
-  Indicates the request has been reviewed and for the reason given has been rejected.
-  Indicates that the request is waiting and facilities department have not looked at the request (i.e unread).
-  [This is not used at the University of Canberra](#)
-  Indicates the request has been accepted and the work order has been cancelled.

How to Enter a Request?

Click your mouse once on the **Add a new request** link and the new request screen will open as shown below opening with requestor's default information.

To enter a new request, work your way down the page and enter as much information as possible. As a minimum, all mandatory fields with **Bold** labels must have entries.

To look up a code (e.g.: department code), click the  button. A list of codes will be displayed. A single click on the relevant code will return the code back to the original request.

Default values may be present in some of the fields like **Department Code**, **Your Name**, **Contact Phone**, **Building** and **Floor**, these values will default every time the page is opened and can be altered if not correct for the request currently being entered.

On the previous page the picture of the page displays all fields that can have values entered, when you come to use this page you may find that some of the fields are not shown in that picture. Facilities and Services have configured the page to display only the fields that they require you to enter for the request to be valid.

The **Date Required** field will always default to the day you enter the request. The **Date Required** field cannot be backdated. If you wish to refer to an earlier date then it will have to be entered into the **Description** field text.

To enter the details of a new request, type the problem/request in the **Description** field. For greater efficiency in the handling of your request, please ensure that for every maintenance job (unless it's a multiple of the same type of work), a new request is generated. Mixing of different work types will hinder the responsiveness to your request and accurate reporting.

For example: Replace globes in the staff toilet and Lab1 and Lecture Room 4.
As these are all types of electrical work, this is **OK** as one request.

Replace globes in the staff toilet, repair bookshelf in Office 312 and replace leaking tap washers in Cafeteria.

As these are different types of jobs, each job requires a single request to be entered.

Note:

- 1. Where the room number is not known the request should include the location details, eg. Corridor lights adjacent room number 23, Female toilet on B level.*
- 2. If you are reporting something external to a building then in the building field select "GROUNDS" as the building, then, in the level list you will see for example, outdoor areas, ovals, car parks etc.*

If you have more information than the "Description" field will allow you to type (maximum 255 characters); you can click in the Extra details field and continue. It is possible to copy and paste text from your clipboard if you wish. Eg an email you have received.

If you are reporting something that relates to Health or Safety, you are able to select the check box immediately above the description field.

A completed request before sending should look like this:

The screenshot shows a web browser window titled "Request Details - Microsoft Internet Explorer provided by University of Canberra". The address bar shows the URL: `http://proserver/beimsweb/rrs/rrswiz.asp?Request_no=New&From=rrs/rrsweb01.asp&Department_code=FACSERV`. The page header features the BEIMS logo and the text "Remote Request: Request Details".

The form contains the following fields and values:

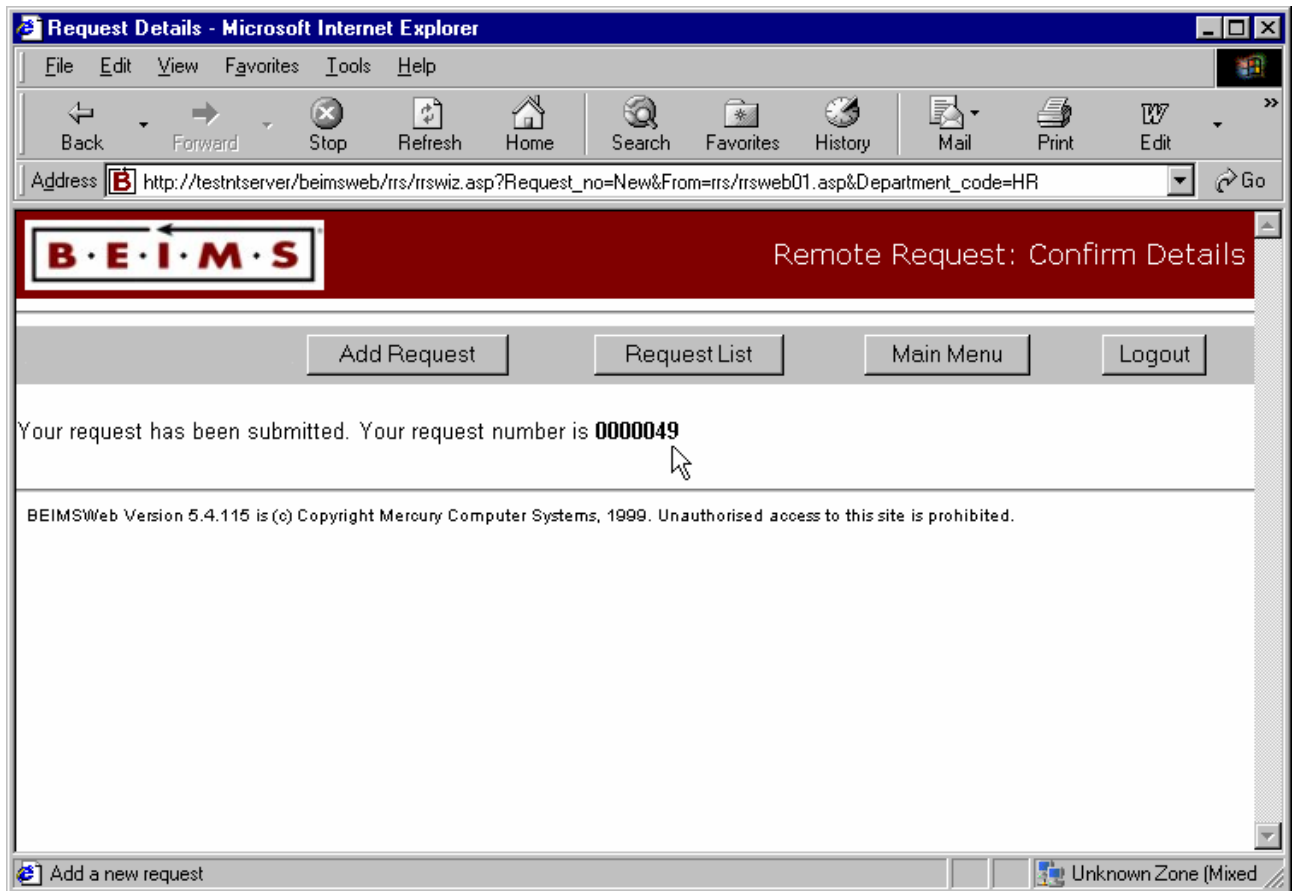
- Current Date:** 14/3/2006
- Current Time:** 14:29:26
- Department code:** FACSERV (Facilities & Services)
- Requested By:** Ian Smith
- Contact phone:** 62010000
- Email:** Ian.Smith@canberra.edu.au (Notify me by email checked)
- Start date required:** 14/3/2006 (dd/mm/yyyy)
- Health & Safety Issue
- Description:** Please replace light globes (255 characters left)
- Extra details:** Enter additional information eg. if the problem has been reported to you and you are reporting on behalf of someone else (255 characters left)
- Asset number:** (empty)
- Building:** 05 (Building 05)
- Floor:** B (Level B)
- Room:** 085 (CONFERENCE ROOM)
- Billing cost centre:** (empty)

Buttons for "Help", "Cancel", and "Send Request" are visible at the top and bottom of the form area.

At the bottom of the page, a copyright notice reads: "BEIMSWeb Version 5.5.206 is (c) Copyright Mercury Computer Systems, 1999. Unauthorised access to this site is prohibited."

Once you have completed as much information as possible, single click on either of the  buttons.

Confirm Details Page



Once you have clicked the **Send Request** button, you will receive a confirmation notice, as shown above. The Confirm Details page provides you with the Request ID number that has been given to your request.

- To enter another request click the **Add Request** button.
- To view list of requests click the **Request List** button.
- To go back to the main menu click the **Main Menu** button.
- To exit Remote Request system click on the **Logout** button.

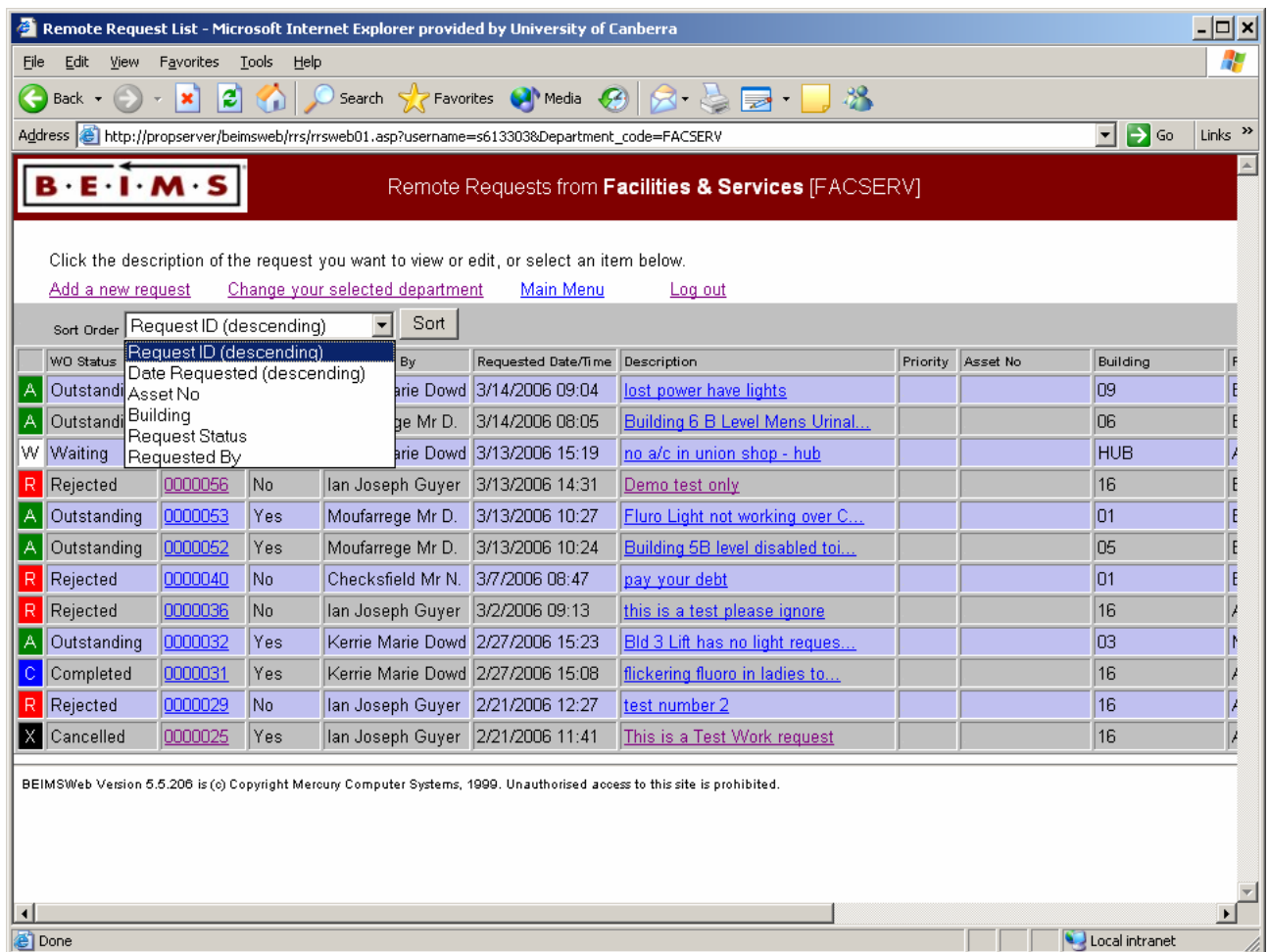
Reviewing the Request List

To review a list of previous requests from your department, click on the **Request List** button. If you want to review the details of a specific request, click the **Description** or **Request ID** fields (which are underline) for that request.

To check the progress of your request, the most important information is at the bottom of the screen as shown on the next page. The fields at the bottom of the screen show the following information: **Acceptance Comments, Date Accepted, Work Order Number and Work Order Status.**

For example, “**Outstanding**” in the “**Work Order Status**” field means that the work is still being carried out.

Note: Once the work order has been accepted or rejected, you cannot change any of the information you previously entered.



The screenshot shows a Microsoft Internet Explorer browser window displaying the BEIMS Web Remote Request System. The address bar shows the URL: `http://propserver/beimsweb/rrs/rrsweb01.asp?username=s613303&Department_code=FACSERV`. The page title is "Remote Requests from Facilities & Services [FACSERV]".

Below the header, there are navigation links: [Add a new request](#), [Change your selected department](#), [Main Menu](#), and [Log out](#). A "Sort Order" dropdown menu is set to "Request ID (descending)".

WD Status	Request ID (descending)	Date Requested (descending)	Asset No	By	Requested Date/Time	Description	Priority	Asset No	Building	F
A	Outstanding	0000053	Yes	lan Joseph Guyer	3/14/2006 09:04	lost power have lights			09	E
A	Outstanding	0000052	Yes	Moufarrege Mr D.	3/14/2006 08:05	Building 6 B Level Mens Urinal...			06	E
W	Waiting	0000051	No	lan Joseph Guyer	3/13/2006 15:19	no a/c in union shop - hub			HUB	A
R	Rejected	0000056	No	lan Joseph Guyer	3/13/2006 14:31	Demo test only			16	E
A	Outstanding	0000053	Yes	Moufarrege Mr D.	3/13/2006 10:27	Fluro Light not working over C...			01	E
A	Outstanding	0000052	Yes	Moufarrege Mr D.	3/13/2006 10:24	Building 5B level disabled toi...			05	E
R	Rejected	0000040	No	Checksfield Mr N.	3/7/2006 08:47	pay your debt			01	E
R	Rejected	0000036	No	lan Joseph Guyer	3/2/2006 09:13	this is a test please ignore			16	A
A	Outstanding	0000032	Yes	Kerrie Marie Dowd	2/27/2006 15:23	Bld 3 Lift has no light reques...			03	N
C	Completed	0000031	Yes	Kerrie Marie Dowd	2/27/2006 15:08	flickering fluoro in ladies to...			16	A
R	Rejected	0000029	No	lan Joseph Guyer	2/21/2006 12:27	test number 2			16	A
X	Cancelled	0000025	Yes	lan Joseph Guyer	2/21/2006 11:41	This is a Test Work request			16	A

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Monitoring your Request

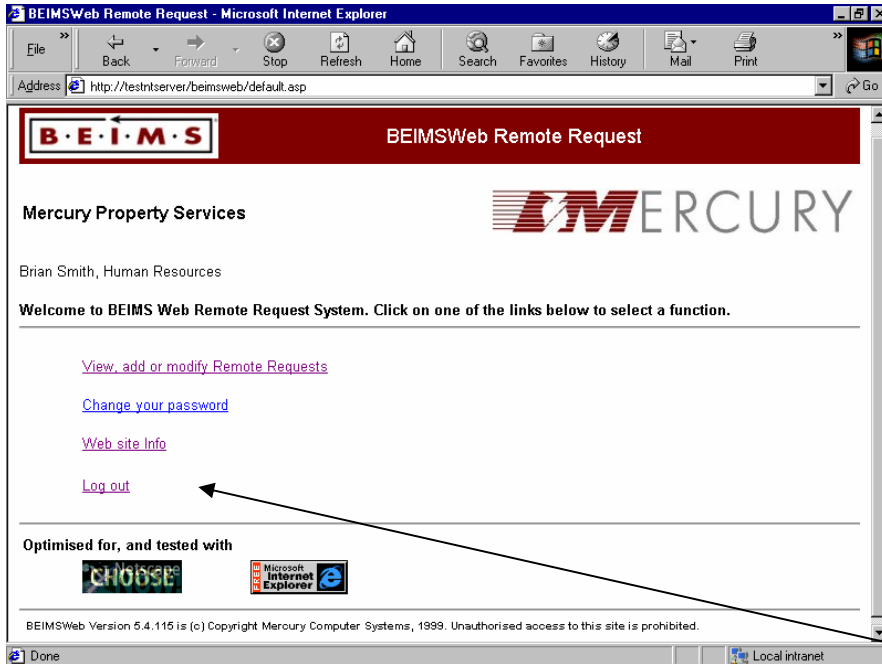
In regards to monitoring you request, requests will remain in the Request List until the jobs are completed. The requests will then remain on the list for a further 30 days, at which time they will automatically drop from the list.

In addition to this if you enter your email address and select the Notify me by email checkbox you will receive an automated email from Facilities and Services if any of the following conditions occur.

1. A Work Request is Accepted
2. A Work request is Rejected
3. A Work request is Completed
4. A Work request is placed ON Hold
5. A Work request is Cancelled

Logging out of BEIMS Web

From either the Main Menu or the Request list screens, select the Log out option.



Depending which screen you are at select **Log Out** to exit.

