

PROCEDURE
MANUAL
FOR MAKING
WORK REQUESTS
ON LINE

DO'S

- Do type all requests in upper case
- Do remember to check the "D3" box when requesting D3 work.
- Do check the "Review Request" pages often as this is where you will find important messages from the shop regarding your requests
- Do call Karl DeBoer at the shop if you have any questions or problems pertaining to submitting a request over the internet
- Do use the net as often as possible, it will speed up the process, faxes are still accepted

DON'TS

- Do not share your user id & password with others, if additional personnel need access to the web page, have administrators call Karl to have them set up
- Do not submit multiple work orders on the same request, that is, do not put a electrical request with a plumbing and send it in. Please separate them. You can, as an example, put a number of ballasts together, or a couple of plumbing problems together.
- **Do not submit Facilities Work Requests**, these should be sent to the Facilities Department care of Mark Dale.
- **Do not submit requests for Caretaking supplies** over the net, these are to be faxed to the shop as per usual. Continue to contact the head of caretaking (Bill Kilner)
- Do not submit a request for an estimate, fax these to the shop, if the cost is acceptable, place a request on the net and mention supplied estimate
- **Do not submit emergency work requests on this page**, call the shop immediately.
- Do not submit a request inquiring about an existing request, check the "View Request" page or call the shop
- Do not send in work requests asking to cancel previous work requests, call the shop or fax the shop directly.

D3 REQUESTS

The following are **examples** of D3 requests, if you are unsure if your request will be a D3 item please contact the shop for information **before placing request**

- If you start your request with "**supply and install**" it's a D3 request
- Relocating blackboards and white boards
- Rekeying locks
- All keys
- Washroom dispensers
- Shelving
- Bookcases
- Traffic signs (most)
- Door stops
- Installing Fire Extinguishers
- Name Plates
- Window Screens
- Furniture Repair
- Hanging Pictures
- Hooks
- Velcro for gym mats
- Furniture set up

If you failed to check the D3 box on web page and find a message (in “View Request” pages) requesting approval, please email or phone Maureen at Mviney@SD43.bc.ca (941 6278) and notify her that you are approving the work order. The request will remain in status “Waiting Approval” and not be processed until the approval is received from the school .

WHO CAN MAKE REQUESTS OVER THE “NET” ?

- Principals and Vice principals (when set up to do so)
- Secretaries designated by Principals and Vice Principal (when set up to do so)

To have someone set up as a web user please contact Karl DeBoer at the maintenance shop (941 6278)

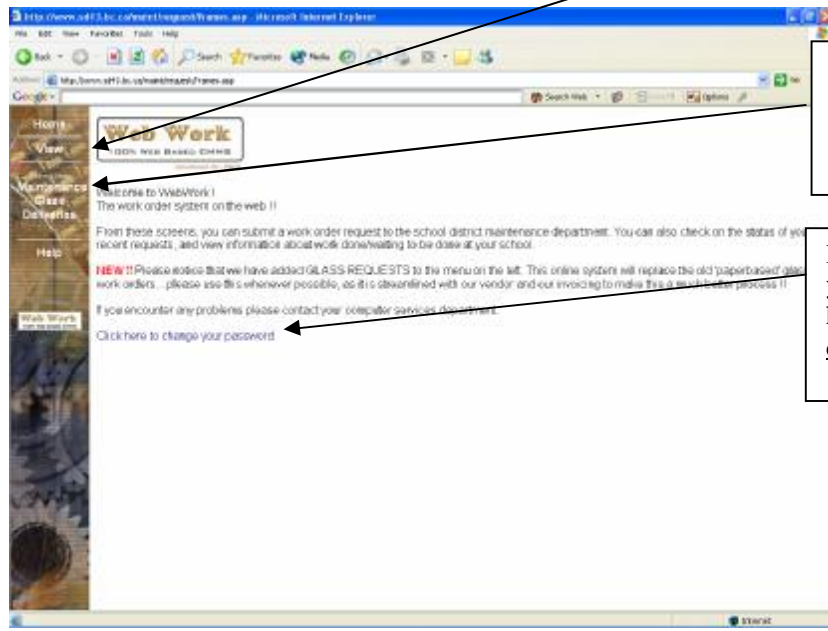
WHERE IS WEB PAGE LOCATED ?

Web address: www.sd43.bc.ca/maint/request

HOW DO I LOG ON ?

The screenshot shows a Microsoft Internet Explorer browser window displaying the website <http://www.sd43.bc.ca/maint/request>. The website header includes navigation links: departments, staff, trustees, employment, site map, search, and contact. The main content area features a large image of two workers in hard hats, with text indicating that the site is for District Maintenance requests. A blue box provides emergency contact information for the Maintenance Shop at (604) 941 6278. A login form titled "Work Request Online - Login" is prominently displayed, with fields for "User ID:" and "Password:", and a "Login" button. A text box on the right side of the page provides instructions: "Enter User ID (as obtained from Main. Shop) & Password. Password is case sensitive. If you Forget password contact Karl at Shop. Click on “submit”". The bottom of the page includes a footer with contact information for Facilities Requests and a link to guidelines for submitting maintenance requests.

THE NEXT SCREEN



View your requests here

Click to access new Maintenance Requests, Glass Requests, or Delivery Requests

If you wish to change your password. Do it here. You can not change your user id

SUBMITTING A MAINTENANCE REQUEST

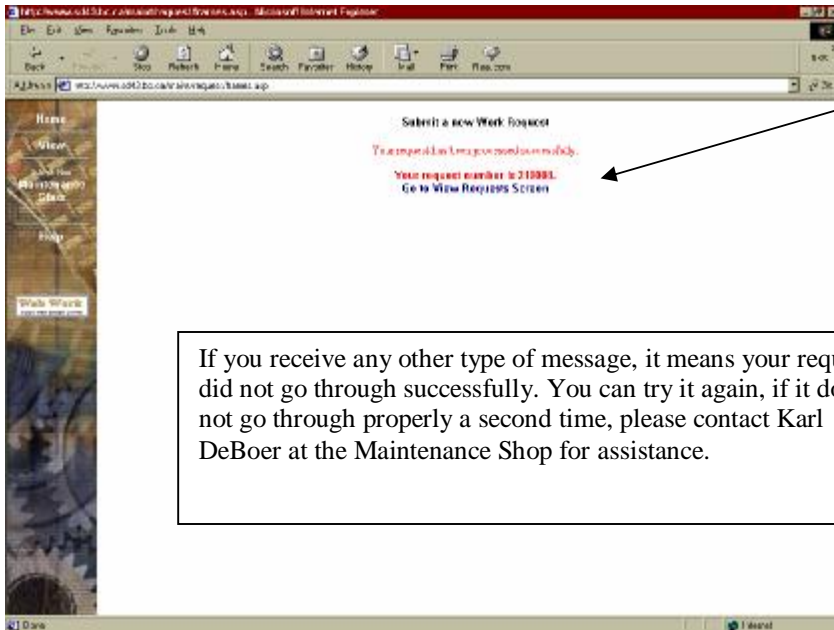
YOUR WORK ORDER #

USER WHO LOGGED ON

ENTER DESCRIPTION OF WORK REQUIRED. BE DIRECT AND TO THE POINT. TYPE IN UPPER CASE PLEASE

YOUR LOCATION

CLICK ON SAVE WHEN YOU ARE DONE



THIS IS WHAT YOU SEE AFTER SUBMITTING A REQUEST AND IT IS SENT SUCCESSFULLY

If you receive any other type of message, it means your request did not go through successfully. You can try it again, if it does not go through properly a second time, please contact Karl DeBoer at the Maintenance Shop for assistance.

SUBMITTING A GLASS REQUEST

The screenshot shows the 'Submit Glass Work Request' form. Annotations point to various fields: 'YOUR WORK ORDER #' points to the 'Work Order #' field; 'USER WHO LOGGED ON' points to the 'User' field; 'ENTER TOTAL # OF WINDOWS' points to the 'Total # of Windows' field; 'CHOOSE APPROPRIATE GLASS AND FRAME TYPE' points to the 'Glass Type' and 'Frame Type' dropdown menus; and 'CLICK "SAVE" WHEN DONE' points to the 'Save' button at the bottom.

NOTE

IF YOU HAVE A LARGE QUANTITY OF GLASS REPAIRS, YOU MAY PLACE "VARIOUS" IN THE ROOM FIELD AND LIST ALL REQUIRED INFORMATION (GLASS TYPE, FRAME TYPE, QUANTITY, LOCATION, SIZES) IN THE "ADDITIONAL COMMENTS FIELD"

SUBMITTING A DELIVERY REQUEST

YOUR LOCATION

WHERE YOUR DELIVERY IS ORIGINATING FROM

DELIVERY DESTINATION INCLUDE ROOM #

DELIVERY REQUESTED BY

PLEASE NOTE. 14 DAYS NOTICE REQUIRED FOR ALL DELIVERIES

AT PRESENT WE DO NOT ACCEPT CARTAKING SUPPLY REQUESTS

ALL DELIVERY REQUESTS REQUIRE 14 DAYS NOTICE
NO DELIVERY REQUESTS WILL BE HANDLED ON MONDAYS OR THURSDAYS DUE TO DIRECT MAIL HOURS.

VIEWING A WORK REQUEST

CLICK HERE TO SEE ALL OUTSTANDING WORK ORDERS YOU HAVE ENTERED

FACILITIES DEPARTMENT "PROJECT STATUS REPORT" AVAILABLE ON DEMAND

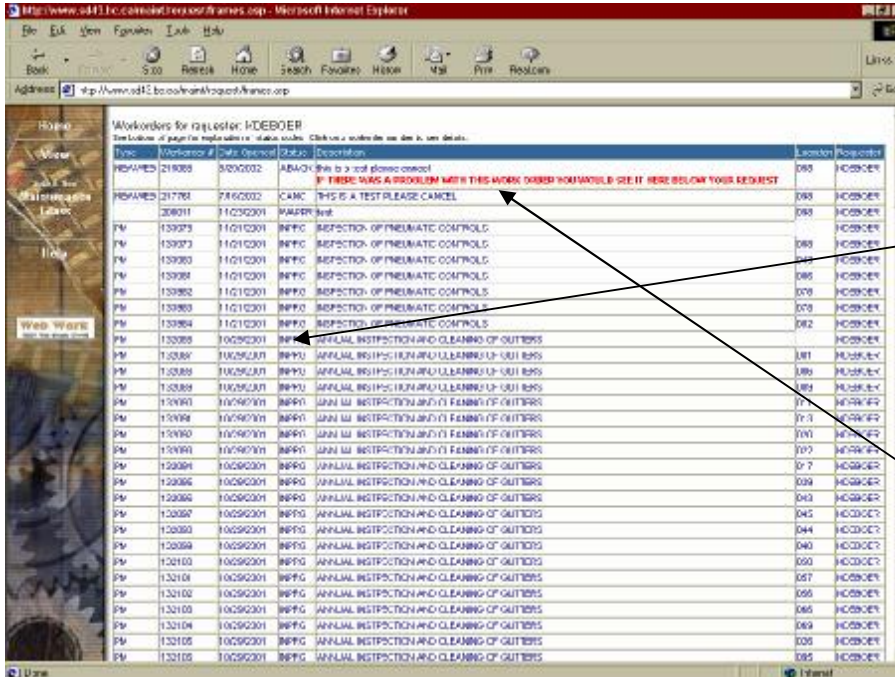
CLICK HERE TO VIEW ALL OUTSTANDING WORK ORDERS AT YOUR SCHOOL HERE

NOTE

The "VIEW WORK ORDER" screen only lists work orders that are in progress or have been cancelled,

YOUR WORK ORDER #

“VIEW REQUEST PAGE”



FOR EXPLANATION OF
STATUS ABBREVIATIONS
SCROLL DOWN TO
BOTTOM OF WEB PAGE

IF THE SHOP NEEDS TO
SEND COMMENTS
REGARDING A WORK
REQUEST YOU WILL
FIND THEM HERE

POSSIBLE COMMENTS YOU MAY SEE

- THIS IS A D3 REQUEST PLEASE CONTACT SHOP TO APPROVE
- NOT MAINTENANCE PLEASE CONTACT FACILITIES DEPT

VIEW A SPECIFIC WORK REQUEST

To view a specific work request click on the blue work order number while in the “View Request” page. The information contained here is the same as the table form only on one sheet and can be printed for a hard copy if you require it.

