



MONASH University

BEIMSWeb

5.7.101+

User Manual

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OVERVIEW

BEIMS Web Remote Request

BEIMS Web Remote Request System (RRS) allows individual to report faults or submit requests for maintenance and minor works.

Any PC which has access to the Internet and has an appropriate username / password access can create and submit request. Requesting clients receive direct feedback regarding status of requests. Approval of the request initiates a BEIMS work order.

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

BEIMS WEB REMOTE REQUEST

Access BEIMS Web Login Screen:

To access BEIMS Web the user will need access to *http://mrs.monash.edu/maintenance*



BEIMS Web Login

To logon to the BEIMS Web, enter your Monash authcate username 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 do perform certain functions in BEIMS which are:

- View, add or modify Maintenance 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 Remote Requests** link.

BEIMSWeb Remote Request List

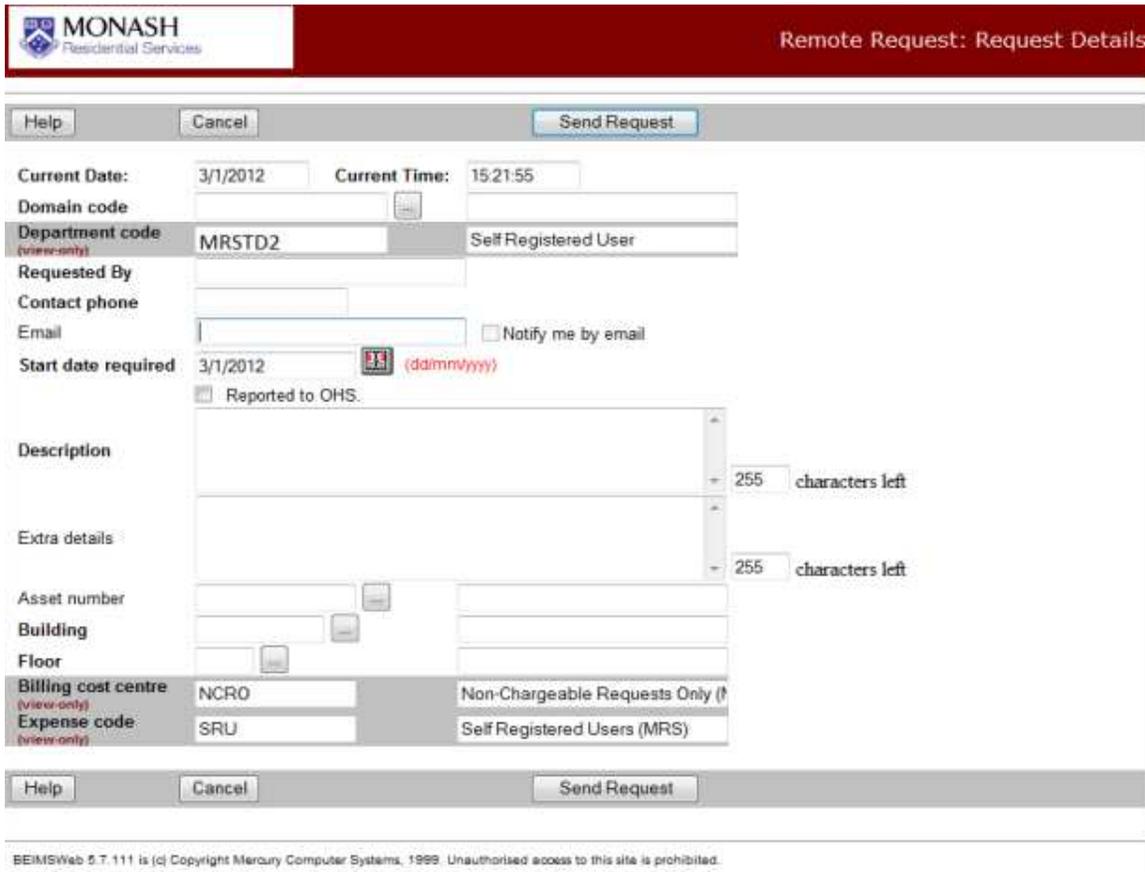


WG Status	Request ID	Feedback	Requested By	Requested Date/Time	Description	Priority	Asset No	Building	F
W	Waiting	000032	Kevin McDonald	4/04/2002 10:23	Check and test operation of do...	2	10485	1A	Z
W	Waiting	000028	Kevin McDonald	2/04/2002 17:07	Garden Ballard No. 30 is damaged	1		1A	Z
A	Outstanding	000027	Kevin McDonald	2/04/2002 17:04	Paving edge broken on footpath	1		GF	Z
A	Outstanding	000025	Kevin McDonald	2/04/2002 16:58	Security light outside store	2		1A	E

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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.



MONASH Residential Services

Remote Request: Request Details

Help Cancel Send Request

Current Date: 3/1/2012 Current Time: 15:21:55

Domain code

Department code **MRSTD2** Self Registered User

Requested By

Contact phone

Email Notify me by email

Start date required 3/1/2012 (dd/mm/yyyy)

Reported to OHS.

Description 255 characters left

Extra details 255 characters left

Asset number

Building

Floor

Billing cost centre **NCRO** Non-Chargeable Requests Only (†)

Expense code **SRU** Self Registered Users (MRS)

Help Cancel Send Request

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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 building or floor code, click the  button. A list of options will be displayed. A single click on the relevant option will return the selection onto 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.

The **Date Required** field will always default to the day you enter the request. The **Date Required** field cannot be backdated.

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, 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 ensuite toilet, repair bookshelf in room 312 and replace leaking tap washers in basin.

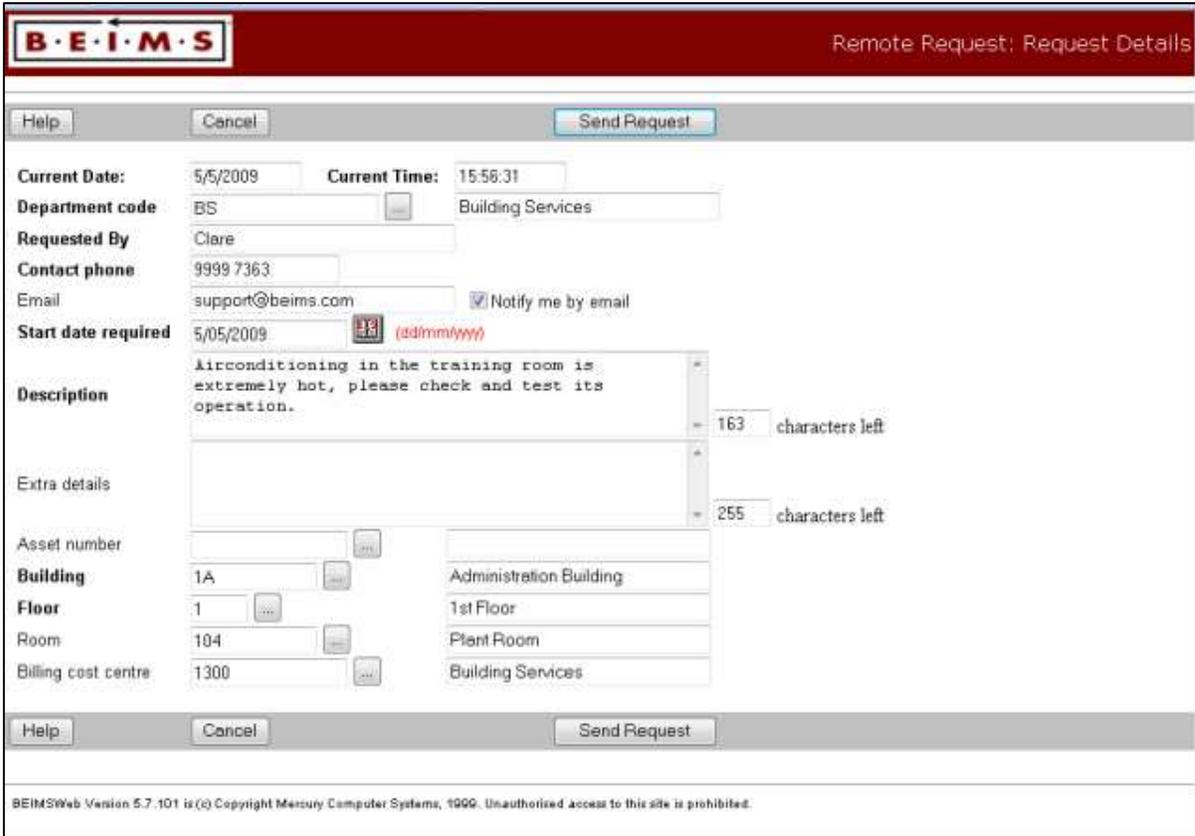
As these are different types of jobs, each job requires a single request to be entered.

Note: The request should include the location details, such as RA Office, communal toilet or Room G12.

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 paste text from your clipboard if you wish.

Note: BEIMS Web does not remove the requirement to notify Monash Residential Services of urgent or serious OH&S problems, such as; burst pipes, electrical danger, etc. Check what the procedure should be for these types of problems.

A completed request before sending should look like this:

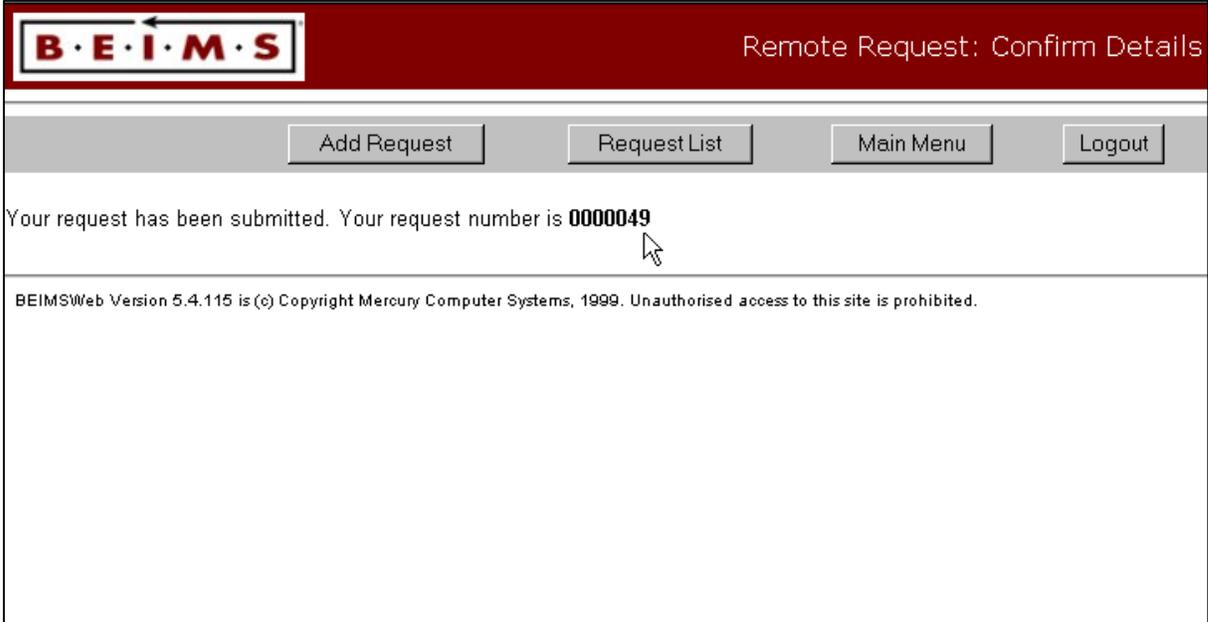


The screenshot shows the BEIMS Web Remote Request System interface. The header includes the BEIMS logo and the text "Remote Request: Request Details". The form contains the following fields and values:

- Current Date:** 5/5/2009
- Current Time:** 15:56:31
- Department code:** BS (Building Services)
- Requested By:** Clare
- Contact phone:** 9999 7363
- Email:** support@beims.com (with a checked "Notify me by email" option)
- Start date required:** 5/05/2009 (with a calendar icon and "(dd/mm/yyyy)" format indicator)
- Description:** Airconditioning in the training room is extremely hot, please check and test its operation. (163 characters left)
- Extra details:** (255 characters left)
- Asset number:** (empty)
- Building:** 1A (Administration Building)
- Floor:** 1 (1st Floor)
- Room:** 104 (Plant Room)
- Billing cost centre:** 1300 (Building Services)

Buttons for "Help", "Cancel", and "Send Request" are visible at the top and bottom of the form area. A footer note reads: "BEIMSWeb Version 5.7.101 is (c) Copyright Mercury Computer Systems, 1999. Unauthorized access to this site is prohibited."

Once you have completed as much information as possible, single click on the **Send Request** button.

Confirm Details Page

B·E·I·M·S Remote Request: Confirm Details

Add Request Request List Main Menu Logout

Your request has been submitted. Your request number is **000049**

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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, 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.

Description of Screen

The **Remote Request List** provides the user with an updated list of work requests, 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).
-  Indicates the request is in-progress of being accepted or rejected.
-  Indicates the request has been accepted and the work order has been cancelled.

Reviewing BEIMS Web Feedback

If a work order in the request list has a feedback flag of “**Yes**”, then the work order progress comments will be displayed listing the **Entry Date/ Time, Progress Code** and any **Comments.**

To review the request feedback details of a specific request flagged “**Yes**”, click the **Description** or **Request ID** fields (which are underline) for that request, when it opens scroll to the bottom of the screen to view work order progress comments.

Example of BEIMS Web Feedback

Request Date:	2/4/2002	Request Time:	16:58
Department code	BS		Building Services
Requested By	Kevin McDonald		
Contact phone	9999 2729		
Email		<input type="checkbox"/> Notify me by email	
Start date required	15/2/2002	(dd/mm/yyyy)	
Description	Security light outside store isn't working replace ASAP.		
		199 characters left	
Extra details			
		255 characters left	
Asset number			
Building	1A	Administration Building	
Floor	B	Basement	
Room	B101	Engineers Office	
Billing cost centre	1300	Building Services	
Acceptance Comments	Electrician has be delegated to repair.		
Date Accepted	4/04/2002 00:00		
Work Order No	R0000026	Work order status	<input type="radio"/> - Outstanding
Work Order Progress Comments			
Entry Date/Time	Progress Code	Trade Code	Comment
5/05/2009 15:58	COMMENT	ELE	Waiting on correct light globe.
<input type="button" value="Help"/>		<input type="button" value="Cancel"/>	

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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.



Logging out of BEIMS Web

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



To Log out click here

