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

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 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:

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

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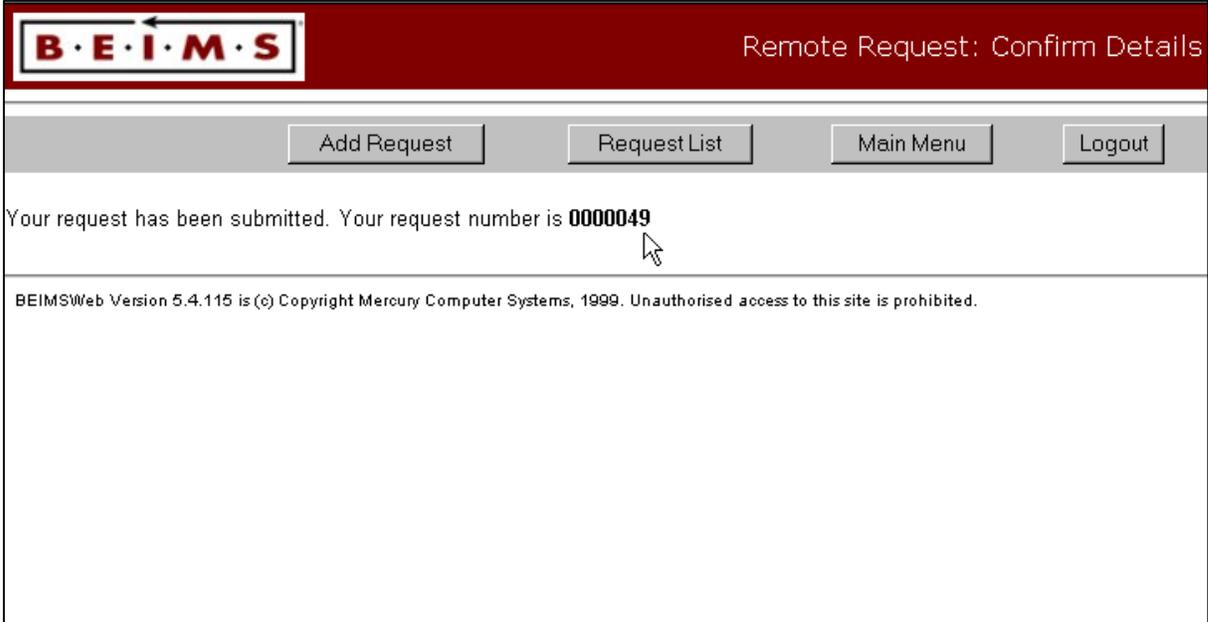
Once you have clicked the **Send Request** button, you will receive a confirmation notice, as shown above. The Confirm Details page provides you with the Request ID number that has been given to your request.

- 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, 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 no 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 <u>accepted</u> as a work order and is still to be completed.

 Indicates the request has been <u>completed</u>.

 Indicates the request has been reviewed and for the reason given has been <u>rejected</u>.

 Indicates that the request is <u>waiting</u> and facilities department have not looked at the request (i.e unread).

 Indicates the request is <u>in-progress</u> of being accepted or rejected.

 Indicates the request has been accepted and the work order has been <u>cancelled</u>.

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

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