

ReADY- Submitting Work Order for Maintenance

END USER TRAINING GUIDE

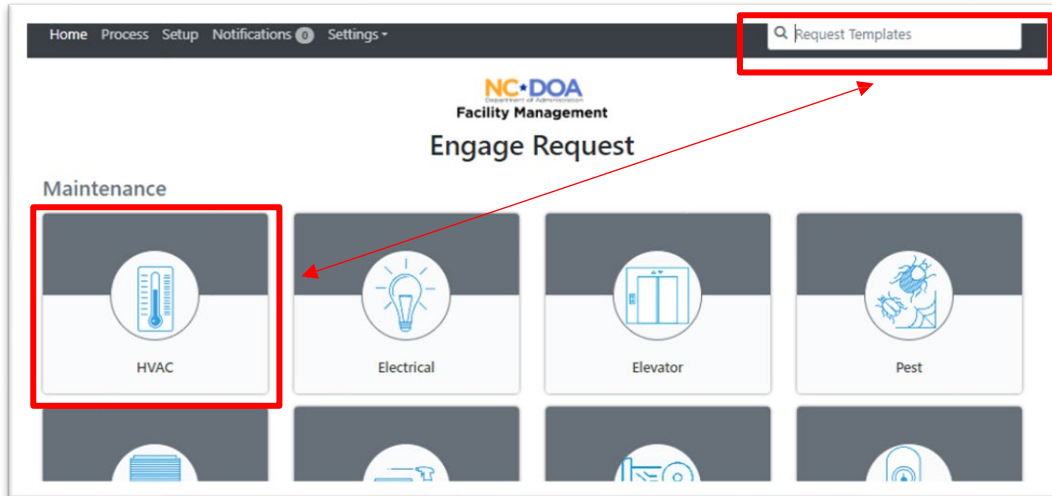
Version 2023.0

October 30, 2023



Submit Work Order

- 1) **Search** for a Request Type or **Select** from the Category icons.



- 2) **Populate** the fields throughout the form.

a. The contact information will default to your profile. If the contact person for the request needs to be someone different than yourself, populate that person's information instead.

b. **Select** the issue that most closely represents the issue you wish to report.

- i. If Too Hot/Too Cold is selected, this field will appear. Enter an estimate if possible.

Please provide an estimated temperature.

Onsite Contact

Full Name
ReADY Admin

Email
aim@ready.com

Phone Number
919-555-0123 Help

Work Details

Select the issue you are reporting.

- Too Hot / Too Cold
- Burning Smell
- Water Leaks
- Noise Level
- Humidity Issues
- Venting Issues / Airflow
- CRAC (Computer Room Air Conditioner) Issues
- Other HVAC

c. **Enter** a detailed work description.

d. **Select** any of the special considerations that apply. All could be selected if applicable but none are required.

e. **Select** the Property where the issue is occurring. Click the dropdown and begin to type the building name or number.

f. **Select** the floor of the building if available

g. **Enter** any details to help locate the issue location more efficiently.

The screenshot shows a web form for submitting a maintenance work order. It is divided into several sections:

- Work description:** A text area with the placeholder "Enter a detailed description of the issue being reported here." This section is highlighted with a red box.
- Special considerations:** A section titled "Select any of the following special considerations that apply:" containing three checkboxes:
 - High bay: ladder or lift required.
 - Coordination is required with onsite contact.
 - Secure facility with clearance or escort required.
 This section is also highlighted with a red box.
- Location Details:** A section titled "Select the location for HVAC maintenance." containing:
 - Property:** A dropdown menu with the selected value "(RCC106) ADMINISTRATION BUILDING - 116 WEST JONES STREET" and a "Help" button.
 - Floor:** A dropdown menu with the selected value "(Select One)".
 - Additional location details:** A text area with the placeholder "Example: Floor # 2, Room 202, in back corner" and a "Help" button.
 This entire section is highlighted with a red box.
- Navigation:** At the bottom, there are "Cancel" and "Next >" buttons.

Red arrows point from the instructions on the left to the corresponding fields in the form.

h. There is an area to **attach** any files or photos at the bottom of the screen. This is not required but could be helpful in better identifying the issue.

The screenshot shows a file attachment area with a dashed border and the text "Drop Files To Attach Or:" above a "Browse" button.

i. Upon completing the form, **click** the  button.

- 2) On the next page a summary of your request will appear.
- If you wish to cancel the request, **Click** the Cancel button.
 - If any changes need to be made to the request, **Click** the Previous button.
 - To continue with the request, **Click** the Review button.

The screenshot shows a web form interface for submitting a work order request. At the top, a light blue box contains the text: "Please continue to the next page to submit this request." Below this is a section titled "Work Order Description" with a text input field containing the text: "Temperature issue - Enter a detailed description of the issue being reported here. Location Details: Example: Floor #2, Room 202, in back corner". At the bottom of the form, there are three buttons: a grey "Cancel" button on the left, and two blue buttons, "Previous" (with a left arrow) and "Review", on the right. Below the buttons is a dashed rectangular box for file attachment, with the text "Drop Files To Attach Or:" and a grey "Browse" button centered inside it.

Note: Files can still be attached at the bottom of the screen at this point.

- 3) ReADY will allow another chance to review the full request before being submitted. Once a final review is complete, **Click Submit.**

- 4) Once submitted the request will go through an approval process and if approved the request will become a **Work Order**. Process complete.

HVAC REQUESTS

Full Name
ReADY Admin

Email
aim@ready.com

Phone Number
919-555-0123

Select the issue you are reporting.
Too Hot / Too Cold

Please provide an estimated temperature.
85

Work description
Enter a detailed description of the issue being reported here.

Select any of the following special considerations that apply:

Select the location for HVAC maintenance.

Property
RCC106 - ADMINISTRATION BUILDING - 115 WEST JONES STREET

Floor

Additional location details
Example: Floor #2, Room 202, in back corner

Work Order Description
Temperature issue - Enter a detailed description of the issue being reported here. Location Details: Example: Floor #2, Room 202, in back corner

Cancel < Previous Submit