

Building Operations Console

ARCHIBUS

This is the Help guide and Tip Sheet for general College Archibus Requestors placing service and support Work Orders for Capital Development and Facilities Management

User Guide Level 1

CURRENT SERVICE KNOWN ISSUES – (2)

ERROR 10.2 - After client login , as the Archibus application loads a **Pop-up Window** appears saying you have a **CSR error** and then Archibus shows only a blank screen

SOLUTION - Please **Click OK to Close the error message box** and then **Refresh your screen** - Archibus will now load normally. This error does not affect functionality. We are currently awaiting a patch from the product developers to correct this issue.

ERROR 10.1 404 – Login error – user not authenticated - displays after trying to sign in

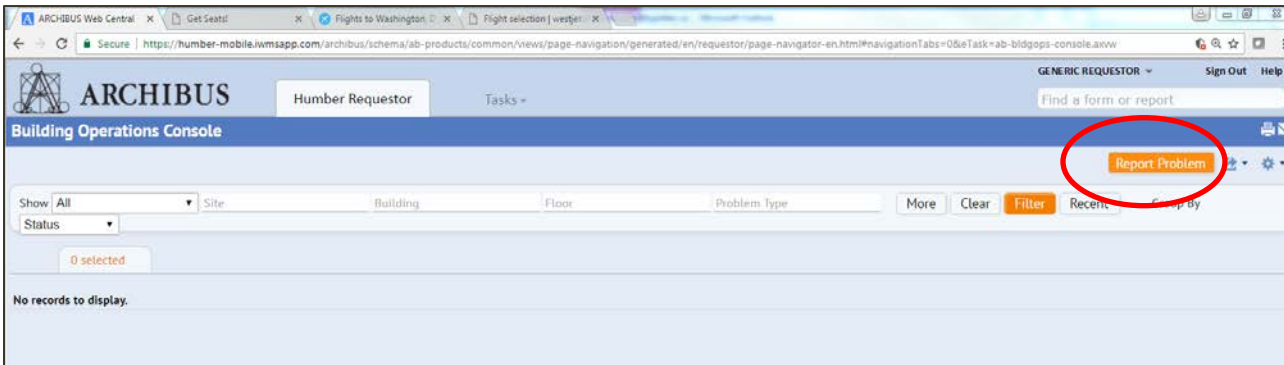
SOLUTION – email suzanne.hardcastle@humber.ca please provide your first name, last name and N0000000 number or Username and we will correct your active account credentials. This error sometimes occurs when a single user has more than one HCnet account associated to either a unique email address or more than one username recorded in current Humber user account data.

FROM THE ARCHIBUS HOME PAGE – CLICK –Building Operations Console



BUILDING OPERATIONS CONSOLE HOME SCREEN

To place a Maintenance Work Order Click the **Report Problem** at the top right hand side of the page



FORM OVERVIEW -There are 4 primary areas to fill in on the form below – they are primarily drop down menus

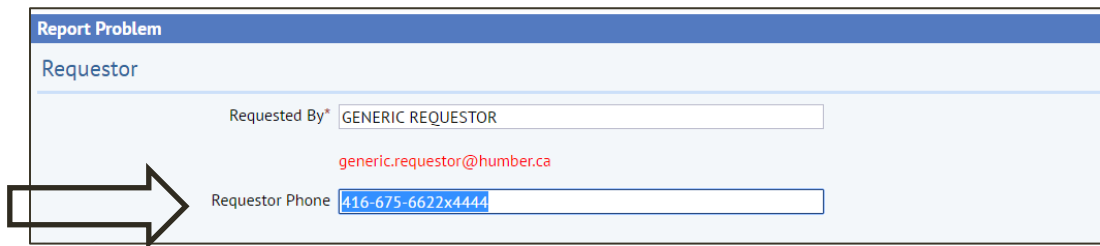
The screenshot shows the 'Report Problem' form. The form is divided into four main sections, each circled in red:

- Requestor**: Includes a 'Requested By*' dropdown menu (currently showing 'GENERIC REQUESTOR') and a 'Requestor Phone' text input field.
- Location**: Includes a checkbox for 'Use your assigned workspace location', a 'Location*' dropdown menu (with sub-fields for SITE, BUILDING, FLOOR, and ROOM), and a 'Describe the location' text input field.
- Problem**: Includes a 'Type of Problem' dropdown menu and a 'View All Problem Types' button.
- Description**: Includes a 'Description*' text input field and a 'Select Description' button.

At the bottom of the form, there is a 'Workflow' section with the following text: 'Response required within 30 Minutes', 'Workflow Steps: On status of Requested: Edit and Approve is required by HUMBER DISPATCH'.

FIELD 1 – REQUESTOR

1. Your Humber HCnet ID and your email will have automatically populated in red when this form opened
2. Please enter your contact phone number.



Report Problem

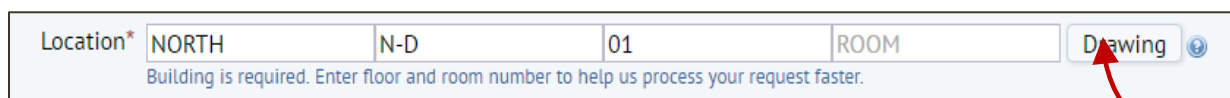
Requestor

Requested By* GENERIC REQUESTOR

generic.requestor@humber.ca

Requestor Phone 416-675-6622x4444

FIELD 2 – LOCATION

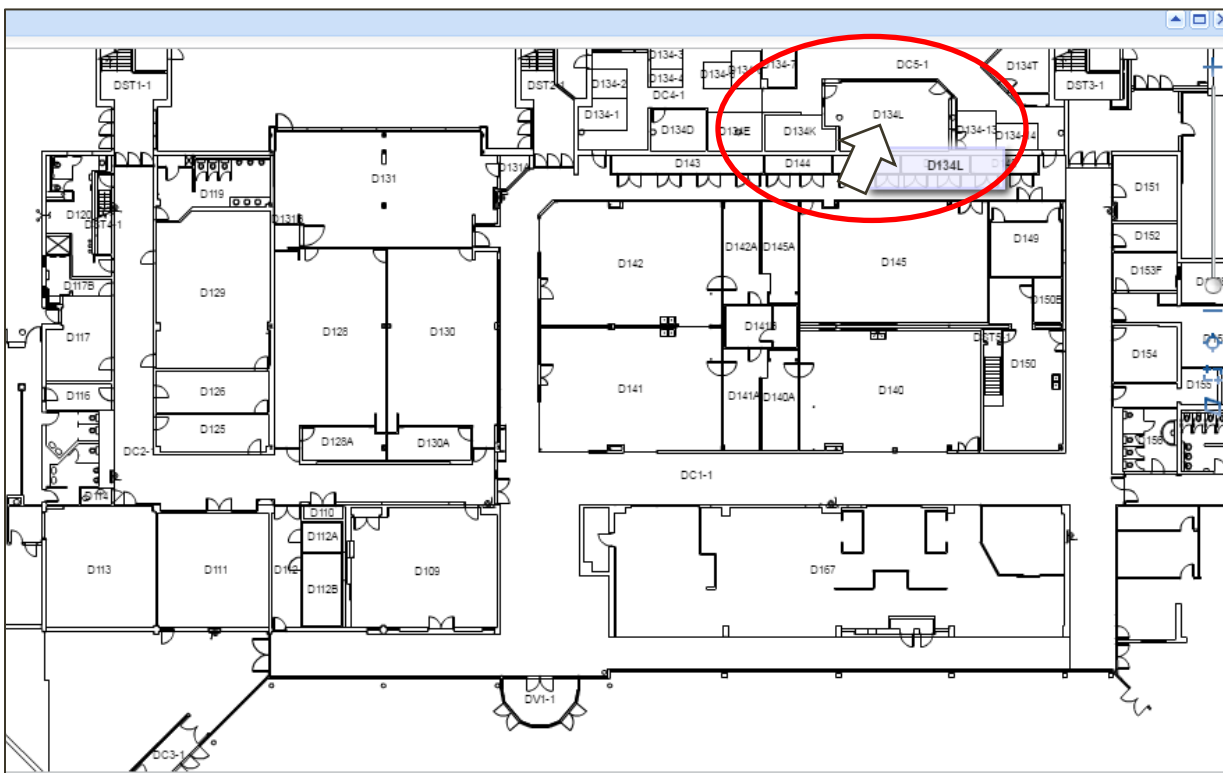


Location* NORTH N-D 01 ROOM Drawing

Building is required. Enter floor and room number to help us process your request faster.

This is done by clicking on the light blue select value icon that will appear in each field when you float your cursor over the area **NEW - FIND A ROOM** – If you do not know a room number click


A floorplan will open. This is the floorplan for North D Building 01 Floor.



Choose the room you want by **clicking on the Room Number text** the area will turn yellow, the floorplan will close and the selected room number will automatically be added to your Work Order request.

We chose **Room D134L**.

Step 2 – if required you may describe the location further to provide more specifics – such as “at the very back of the classroom”

Describe the location 
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

FIELD 3 - Problem

1. **SELECT** a the **Type of Problem** from the first dropdown menu

Problem

Type of Problem

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

Problem

Type of Problem

Description

Description*

[Select Description](#)

no can help.

We selected **Custodial Services** because the office Recycling Bin needs to be changed

Type of Problem

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

Now pick the sub category – in this case it would be **4.WASTE**

Problem

Type of Problem

- 1 CLEANING
- 2 SPILLS
- 3 SUPPLIES
- 4 WASTE

This is the Problem category menu. This menu shows only tasks related to the "Type of Problem" chosen above – i.e. 3.Custodial Services

1. Help Tip If you are uncertain what to choose.....

View All Problem Types

Type of Problem

View All Problem Types

A full list of all the **Problem Types** along with a detailed **Problem Type Description** will appear in a pop up window and you can **Select** easily from there.

Select Value - Problem Type

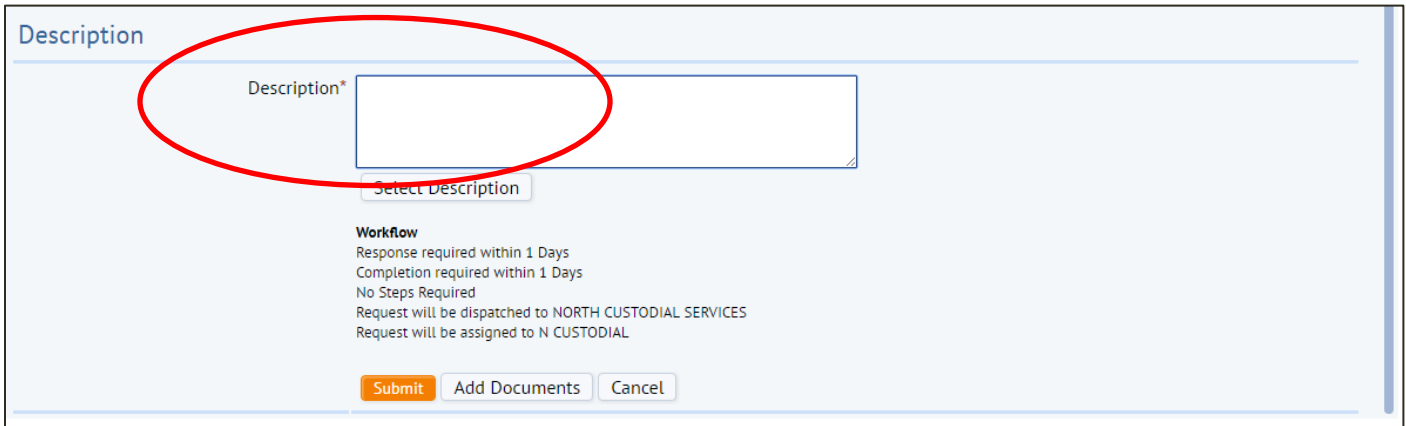
Problem Type Code: 1[5] 2[5] 3[5] 4[3] 5[3] 6[3] 7[5] 8[3] 9[4] All[36]

Problem Type Code	Problem Type Description
1 BUILDING SERVICES	
1 BUILDING SERVICES 1 FINISHES	Ceiling , walls flooring, light lens, tile repa...
1 BUILDING SERVICES 2 DOORWAYS	Closer malfunction, knobs, glass, hinges.
1 BUILDING SERVICES 3 FURNITURE	Furniture repairs, drawer locks, Hang pictures ...
1 BUILDING SERVICES 4 ENVELOPE	roof issues, drains windows seals or glass, lea...
2 PLANT SERVICES	electrical, temperature or plumbing issues
2 PLANT SERVICES 1 ELECTRICAL	power outage, breakers, lights sensors, outlets
2 PLANT SERVICES 2 PLUMBING	Sink, drains, toilet, waterfountain leaks block...
2 PLANT SERVICES 3 TEMPERATURE	cooling , heating issues, mechanical noises,
2 PLANT SERVICES 4 ODOR	sewer, gas or other smell
3 CUSTODIAL SERVICES	Cleaning Sevices
3 CUSTODIAL SERVICES 1 CLEANING	general cleaning ,vacuuming, debris
3 CUSTODIAL SERVICES 2 SPILLS	water, food, toner spills
3 CUSTODIAL SERVICES 3 SUPPLIES	Soap, toilet paper, paper towel, garbage baqs
3 CUSTODIAL SERVICES 4 WASTE	recycling bins, garbage bins, organics
4 LIGHTING SERVICES	Lightbulb replacement
4 LIGHTING SERVICES 1 INTERNAL	Change light bulbs in office or classroom, hall...
4 LIGHTING SERVICES 2 EXTERNAL	Parking lots and extior building area lighting
5 PEST CONTROL	insect rodent and wildlife control services
5 PEST CONTROL 1 INSECTS	ants, bugs general insect issues
5 PEST CONTROL 2 RODENTS	mice, rats, birds, wildlife concerns, raccoons

Close Add New

FIELD 4 – DESCRIPTION

1. Write what needs to be done and any details you wish us to know.
2. If this is an **Event Setup** provide dates and times for the event and the quantity of tables required
3. If this is a **Moving request** you must provide a departmental FOAP



Description

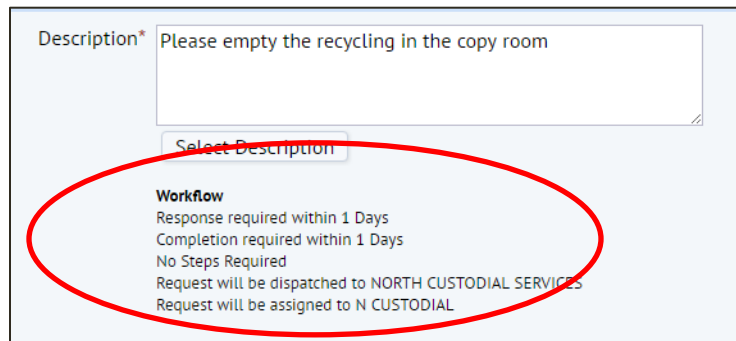
Description*

Select Description

Workflow
Response required within 1 Days
Completion required within 1 Days
No Steps Required
Request will be dispatched to NORTH CUSTODIAL SERVICES
Request will be assigned to N CUSTODIAL

Submit Add Documents Cancel

NEW - at the bottom of the form **WORKFLOW** information will appear that will tells you



Description* Please empty the recycling in the copy room

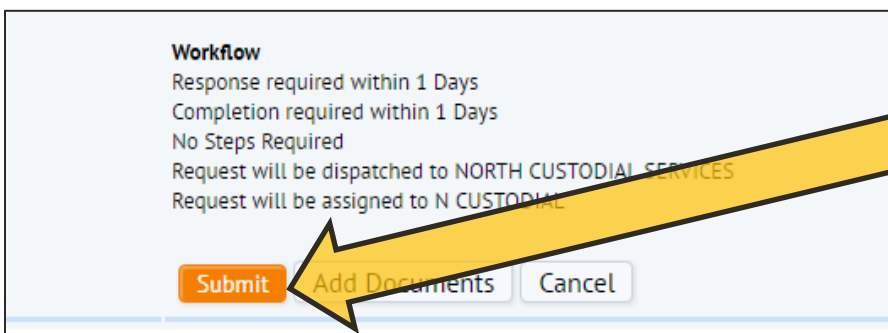
Select Description

Workflow
Response required within 1 Days
Completion required within 1 Days
No Steps Required
Request will be dispatched to NORTH CUSTODIAL SERVICES
Request will be assigned to N CUSTODIAL

Submit Add Documents Cancel

- When a craftsperson will see the request
- When you can expect service to be completed
- Who it has been assigned to

In this case it will be automatically issued to the Custodial Staff at North Campus. Work requests are routed automatically depending on their location and problem types, that's why it is important to use the correct Problem Types and Categories



Workflow
Response required within 1 Days
Completion required within 1 Days
No Steps Required
Request will be dispatched to NORTH CUSTODIAL SERVICES
Request will be assigned to N CUSTODIAL

Submit Add Documents Cancel

NOW CLICK SUBMIT AND YOU ARE ALL DONE !

An ID number window will show up and in the Building Operation Console you can see your Request

The screenshot shows the ARCHIBUS Building Operations Console interface. At the top, there is a navigation bar with the ARCHIBUS logo, a user profile for 'Humber Requestor', and a search bar. Below this is a filter section with dropdown menus for 'Show' (set to 'All'), 'Site', 'Building', 'Floor', and 'Problem Type'. There are also buttons for 'More', 'Clear', 'Filter', and 'Recent', along with a 'Group By' dropdown set to 'Status'. A table of work requests is displayed below, with columns for 'Work Request Code', 'Date Work Requested', 'Problem Type', 'Location', 'Requested by', 'Work Description', 'Assigned To', 'Due Date', and 'Supervisor'. Two rows are highlighted in yellow:

Work Request Code	Date Work Requested	Problem Type	Location	Requested by	Work Description	Assigned To	Due Date	Supervisor
8091	3/2/2017	1 BUILDING SERVICES 3 FURNITURE	L-A-02-A238	GENERIC REQUESTOR	Requestor Name: Requestor Email: generic.requestor@humber.ca keyboard tray needs repairs - this is a test request for training	CHARLES WILKIE	3/13/2017	
8090	3/2/2017	3 CUSTODIAL SERVICES 4 WASTE	N-D-01-D134L	GENERIC REQUESTOR	Requestor Name: Requestor Email: generic.requestor@humber.ca Please empty the recycling in the copy room	N CUSTODIAL	3/3/2017	

As you enter more Work Order Request the Building Console will track them for you. You can always see easily where the request is and what status your request has.

The screenshot shows the ARCHIBUS Building Operations Console interface, similar to the previous one. The table of work requests is now categorized by status. An orange circle highlights the 'Issued and In Process' section, which contains two rows:

Work Request Code	Date Work Requested	Problem Type	Location	Requested by	Work Description	Assigned To	Due Date	Supervisor
8090	3/2/2017	3 CUSTODIAL SERVICES 4 WASTE	N-D-01-D134L	GENERIC REQUESTOR	Requestor Name: Requestor Email: generic.requestor@humber.ca Please empty the recycling in the copy room	N CUSTODIAL	3/3/2017	
8092	3/2/2017	4 LIGHTING SERVICES 1 INTERNAL	N-A-02-A206	GENERIC REQUESTOR	Requestor Name: Requestor Email: generic.requestor@humber.ca my bulb overead is flickering badly please change it	INSIDE LIGHTING	3/7/2017	

Below the highlighted section, there are two other sections: 'On Hold for Parts' (1) and 'Completed' (1), each with one row of data.

END –Level 1 – General Usability Guide

More Questions? – email [-facilities@humber.ca](mailto:facilities@humber.ca) Call 416 675 6622 x4444