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
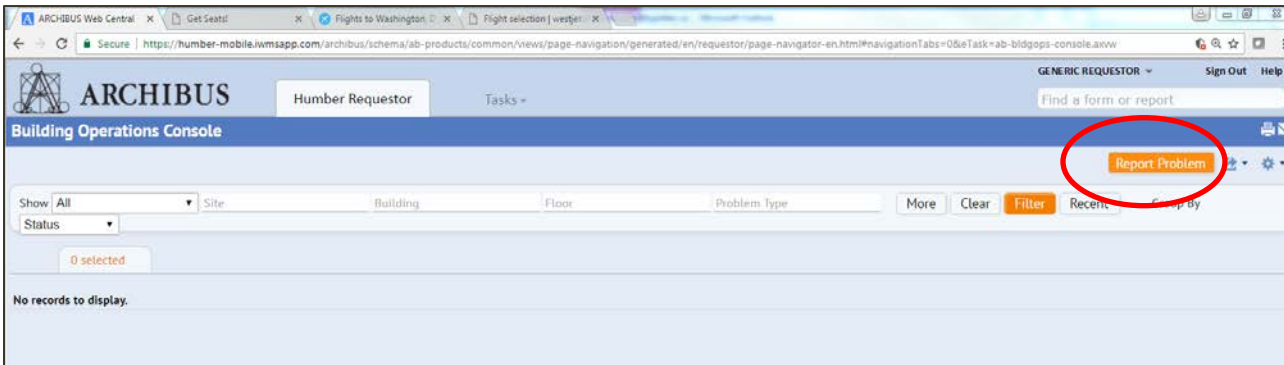
FORM OVERVIEW -There are 4 primary areas to fill in on the form below – they are primarily drop down menus
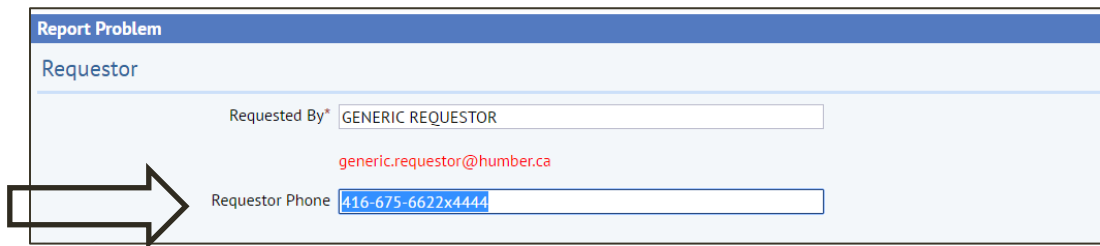
FIELD 1 – REQUESTOR

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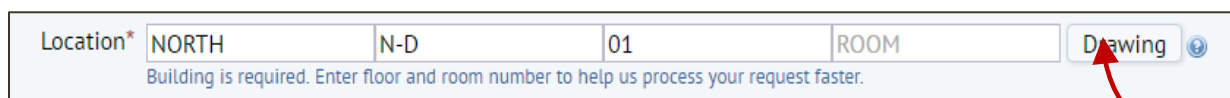
2. Please enter your contact phone number.

FIELD 2 –LOCATION

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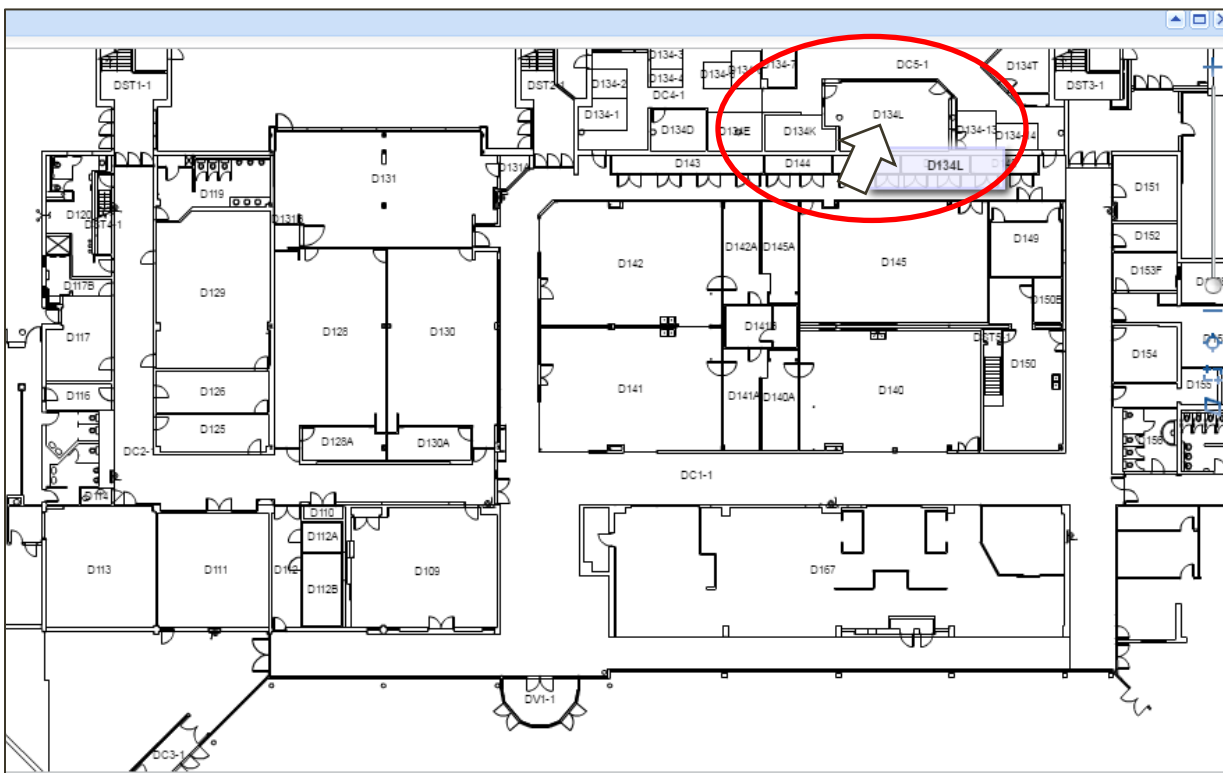
Choose the room you want by **clicking on the Room Number text** the area will turn yellow, the floorplan will close and the selected room number will automatically be added to your Work Order request.

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 | at the very back of the classroom
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

1 BUILDING SERVICES
2 PLANT SERVICES
3 CUSTODIAL SERVICES
4 LIGHTING SERVICES
5 PEST CONTROL   ho can help.
6 EVENTS AND SETUPS
7 SITE SERVICES
8 SAFETY AND HAZARDS
Description   900 CHARGEABLE SERVICE
                             999 ARCHIBUS SYSTEM CONCERN

Description*

Select Description

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

Type of Problem | 3 CUSTODIAL SERVICES

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   3 CUSTODIAL SERVICES ▼

▼

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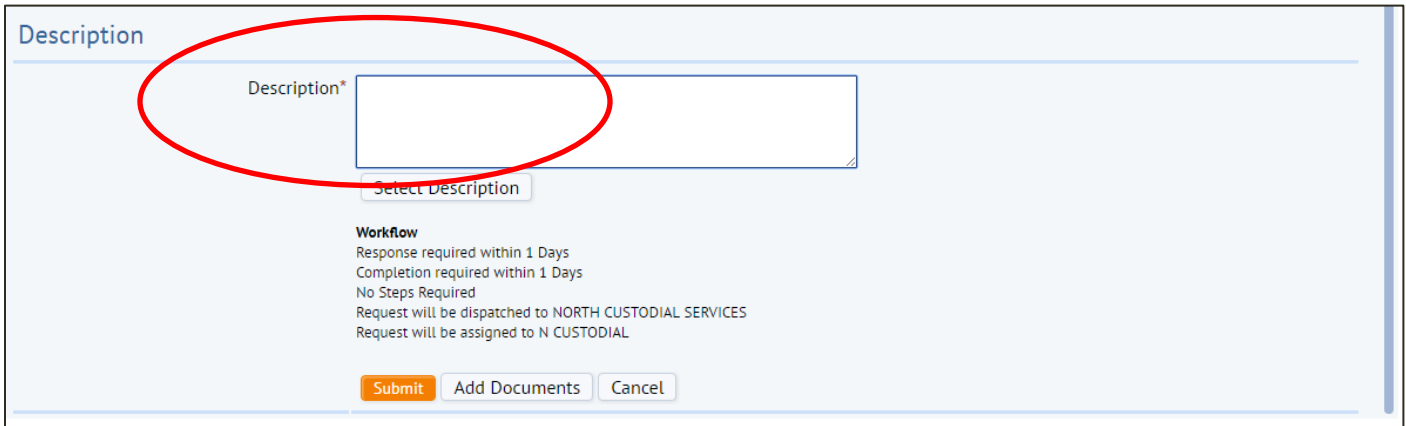
Problem Type Code: 1[5] 2[5] 3[5] 4[3] 5[3] 6[3] 7[5] 8[3] 9[4] ALL[36]

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 bags
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

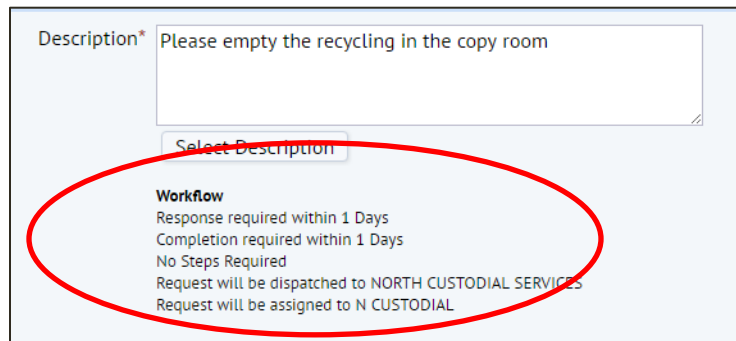NEW - at the bottom of the form **WORKFLOW** information will appear that will tells you
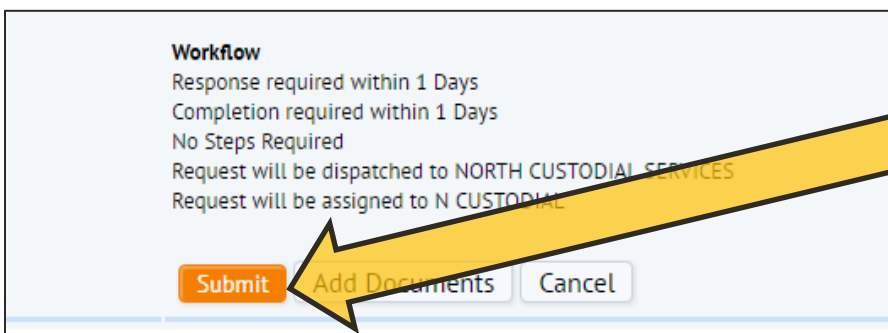
- When a craftsperson will see the request
- When you can expect service to be completed
- Who it has been assigned to

In this case it was 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

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

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.

END –Level 1 – General Usability Guide

More Questions? – email -facilities@humber.ca   Call 416 675 6622 x4444