

# Que Centre 2.0 User's Manual

Rev 2013-Feb-25



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### Log In Screen

**Username:** Type your username. (Same as in previous version)

**Password:** Type your password. (Same as previous version) See User Account Screen for directions on changing your password. Click Login.

\* If you have forgotten your password, click Forgot Password and enter your username. You will receive an e-mail containing your password.

QUE CENTRE TESTING SITE ONLY

Work Order/Preventive Maintenance Management System

QUE CENTRE

Username: joe user

Password: [masked]

Forgot Password

## User Account Screen

### Change Your Password (System - My Account)

**Password/Confirm password:** The password is chosen by the user. The password will be the same password used in the previous version. The password will not appear any time this screen is accessed but may be changed by typing a new password in provided spaces.

See Login Screen for directions on how to access your password if you have forgotten it.

### My Account

My Info    My Favorites

First Name:	<input type="text" value="Joe"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text" value="User"/>
Username:	<input type="text" value="joe user"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Email Address:	<input type="text" value="kelmom10@yahoo.com"/>
Phone Number:	<input type="text"/>
Extension:	<input type="text"/>
User Group:	Basic Requestor

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### **OPTIONAL -- Set Favorites (System-My Account)**

**Favorite Service Area:** Users can choose a favorite service area. This is the service area that will be the default selection on forms where you must select a department. Make the selection from the drop down box.

**Favorite Location:** Users can choose a favorite location. This is the location that will be the default selection on forms where you must select an location. Users will only see locations they are associated with. Make the selections from the dropdown boxes.

**Update:** Click the Update button to save any changes you have made.

#### My Account

My Info | My Favorites

Please select your favorite service area. This is the service area that will be the default selection on forms where you must select a department.

Favorite Service Area:

Please select your favorite location. This is the location that will be the default selection on forms where you must select an location.

Campus:

Building:

Floor:

Room:

**Enter a Work Order (Work Orders - Create Work Order)**

**Work Order Contact:** Automatically entered based on your login.

**Service Area.** Depending on your district, you may need to choose which service area should be receiving this request. (Example: Facilities, IT, Transportation. This selection may change the selections that appear on the work order form, customized for each department.) Make the selection from the drop down box.

**Building:** Select the building in which the problem exists. This may be filled in if a user has selected a favorite building.

**Floor/Ground:** Select the floor or grounds where the problem exists. This may be filled in if a user has selected a favorite floor/ground.

**Room:** Select the room where the problem exists. This may be filled in if a user has selected a favorite room.

**Location:** Type the specific location where the problem exists. For example, in the corner of the room, under the sink, etc

**Description:** Type a detailed description of the problem.

**Status:** Depending on your request and/or district, you may need to select a Status from the drop-down menu. (Ex. New, New Transportation Request.)

**Additional Information:** There may be additional information required on the bottom half of the screen. Fill out as appropriate.

**Save:** Click the Save button to save and submit the work order you have entered.

The screenshot shows a web interface for creating a new work order. At the top left, the title is "Create New Work Order". Below it, there is a "Work Order Contact" section with a text box containing "User, Joe" and the text "In case of Emergency call Chris". To the right of this section are three buttons: "Save" (with a green checkmark icon), "Work Order List" (with a red X icon), and "Update & Print" (with a printer icon). Below the contact section is a "Work Order Details" section. This section is divided into "Details" and "Description". The "Details" section contains several dropdown menus: "Service Area" (set to "- Maintenance"), "Campus" (set to "East Campus"), "Building" (set to "Elementary School"), "Floor" (set to "1st Floor"), and "Room" (set to "Classroom 101"). There is also a "Location" text box. Below these are radio buttons for "Fixed Asset" (selected) and "Equipment". At the bottom of the details section is a "Fixed Assets" dropdown menu (set to "No Records") and a "Refresh Fixed Asset List" button. The "Description" section is a large text area with a toolbar at the top containing icons for undo, redo, bold, italic, and text color. Below the text area, it shows "Words: 0 Characters: 0" and a "Status" dropdown menu set to "New".

**Check the Status of Your Work Orders (Work Orders – View My Work Orders)**

This screen shows new or in progress work orders that you have put in the system.

**Number:** Indicates the number of a work order. Clicking the number of a work order will take you to the Update Work Order Screen for that work order.

**Status:** Indicates the current status of a work order (work orders that have been rejected or are closed will not appear).

**Description:** Shows the Problem Description as it was entered on the Request Screen and indicates any special condition boxes checked by displaying an icon assigned to that special condition. The names of the special conditions can be displayed by “hovering” over the icons.

**Location:** Indicates the Building ,Floor and Room of the work order as they were entered on the Request Screen.

**Updated:** Indicates the last person to act on the work order and the date/time the action took place.

**Requested:** Indicates the person who requested the work order and the date/time of the request.

My Work Orders									
Create New Work Order Filters: Type: <span>Select Type</span> Status: <span>Select Status</span> Find Bulk Operations Export Work Orders									
<input type="checkbox"/>	Number	Type	Status	Description	Location	Assigned To	Updated	Requested	
<input type="checkbox"/>	<a href="#">00146</a>	Regular	New	use this form please 	Area: - Maintenance East Campus Elementary School 1st Floor Classroom 101		Support, Que Centre January 06, 2012 12:56 PM	User, Joe January 05, 2012 11:58 AM	
<input type="checkbox"/>	<a href="#">00030</a>	Regular	Completed	whiteboard needs to be fixed 	Area: - Maintenance East Campus Elementary School 1st Floor Classroom 101		Support, Que Centre November 03, 2011 5:55 PM	User, Joe November 03, 2011 11:13 AM	
<input type="checkbox"/>	<a href="#">00028</a>	Regular	Completed	wewerfwqer	Area: - Maintenance East Campus Elementary School 1st Floor Classroom 101	Cleaner, Bill	Cleaner, Bill December 15, 2011 11:12 AM	User, Joe November 02, 2011 8:01 PM	
<input type="checkbox"/>	<a href="#">00008</a>	Regular	New	The left front speakers are not working	Area: - Technology East Campus High School 1st Floor Auditorium		User, Joe October 26, 2011 11:16 AM	User, Joe October 26, 2011 11:16 AM	
<input type="checkbox"/>	<a href="#">00004</a>	Regular	New	the monitor by the printer has vertical lines going through it 	Area: - Technology East Campus High School 2nd Floor Media Center		Support, Que Centre October 26, 2011 2:56 PM	User, Joe October 25, 2011 3:01 PM	