



Estates and Buildings Information System

User Guide

Web Central

Mobile Application v23

Foreword

This User Guide document has been designed for the purpose of training relevant members of staff within the Estates Department.

System Support

If you require assistance please contact Ebisusers@ed.ac.uk in the first instance. All urgent requests should be directed to the Ebisusers Support Desk on 0131 650 9683.

More information on the EBIS Project is available at:-

<http://www.ed.ac.uk/estates/what-we-do/ebis>

Logging on to Web Central

Login to the mobile app using your user name and password:-

<https://www.webcentralcad.estates.ed.ac.uk/archibus/login.axvw>

The app will download the background data then load in any work allocated to your profile.

Estates Helpdesk

The Estates Helpdesk is open 8am – 6pm during each business day, with Security dealing with emergencies out with these times. Contact details are as follows, telephone 0131 650 2494 or by email estates.helpdesk@ed.ac.uk

Accessibility

If you require this document in an alternative format, please contact estates.helpdesk@ed.ac.uk or telephone 0131 650 2494.

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Document Version Control

Date	Owner	Version	Update
1Aug16	Ben Mawson-Mole	V1.0	Initial Version
20Oct16	Ben Mawson-Mole	V1.1	Incremental Update: Removing reference to completing a WR
28Nov 17	Colin Pritchard	V1.2	V23 update
20 Aug 2019	Eileen Mullan	V1.3	Second Version – General Review
20Sept 2021	Eileen Mullan	V1.4	Mobile App Update
27Apr 2023	Eileen Mullan	V1.5	Stock selection update (P&M)

1. Using The Mobile App To View & Maintain A Work Request

1.1. Purpose

This user guide is for members of the estates maintenance team using a mobile device, and to show the different steps needed to complete the following activities:

- Access the Archibus app on a mobile device
- Retrieve a Work Request
- Place a Work Request on hold
- Update a Work Request to show as completed
- Creating a new Work Request

1.2. Launching The App/ Logging In

The Archibus Mobile App should be pre-installed on your device.

If this has not been done, contact Ebis team to arrange for this to take place.

The App should be a **(A) Shortcut** on the device home screen.

However, if the shortcut is not available, the App can still be accessed by searching the device **(B) Apps Menu**, and then searching the **(C) Archibus** app.

Tapping on the Archibus App Logo will open the App.



1.3. Registering the Device/ Logging In

After opening the App for the first time or following a system outage you may be presented with the connect page, or login page, asking you to enter the UoE WebCentral internet address, which is:

<https://www.webcentralcad.estates.ed.ac.uk/archibus/>

Enter the address and select the **(A) Connect** option

If the device has been used previously, the internet address may have been saved to the memory and can be accessed by selecting the **(B) Previous URL** option.

The system will then display the login page, asking you to enter your **(C) Archibus User Name and Password**.

Enter your details then select the **(D) Register Device** option.



(NOTE: It is important you log-on as yourself, as the Archibus WebCentral system will use your details to send your jobs to your device. If the device is logged on as someone else, then you will have access to their Work Request list, not your own).

1.4. Sync Your Job List

After Logging in, the **My Work** screen will be displayed. There are three key options you should use from this page:

(A) Sync, this option performs an update of your Work Requests by connecting to the main database. It sends your updated work back into the system, and receives new Work Requests issued to you.

The screen will show an update status while the sync is taking place.

You can repeat this action as many times as you need.

If a specific Work Request is not showing on your list, contact your planner/ATL for further advice.

(B) Group By, allows you to change your view of the Work Requests.

Selecting this option will open a menu list, offering four different ways to view your list of Work Request, grouped by:

- Status
- Escalation
- Location
- Problem type

Use your finger to swipe up and down through the list, until the option you require is in the **(C) Highlighted Space**, then tap the **(D) Done** option.

The device will return you to the list of Work Requests and update the view based on your selection. In each view, the requests will also be in date order with oldest at the top.

You can repeat this action as many times as you wish.

(E) Search, allows you to locate a specific Work Request reference, building or job type.

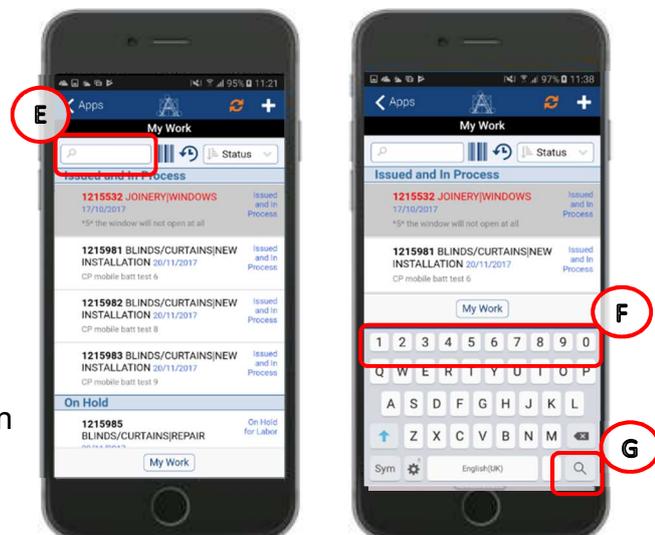
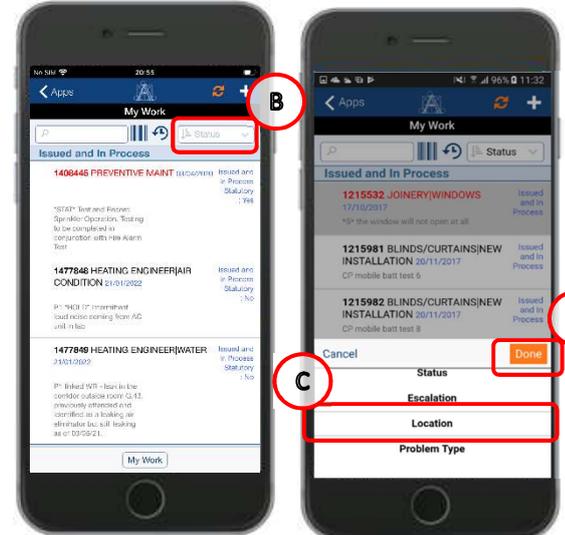
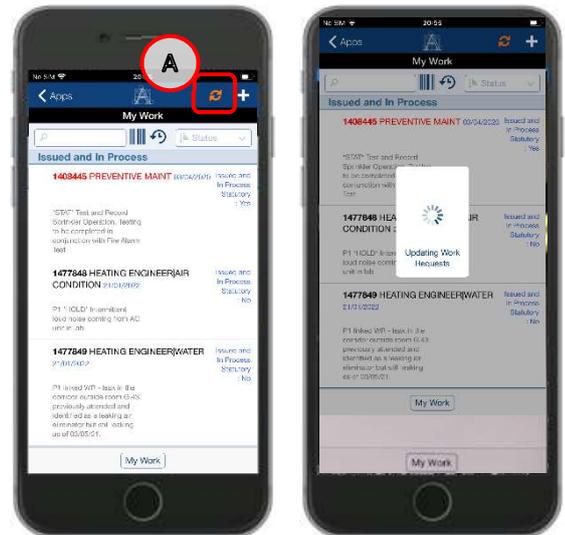
Selecting this option will open the **(F) Keyboard**.

As you start typing the Work Request, the list in the background will automatically start filtering, depending on the details you enter.

Tapping on the **(G) Go** key will return you to the list screen

Tapping on an item in the list will open the Work Request screen.

If you are having issues syncing please check trouble-shooting advice in Appendix C How to Reset the Background Data Sync Flag on the Mobile Device



1.5. Navigating To The Application Menu

Selecting the **(A) Apps** will return you to the applications menu, where you can select different actions.

At present, some devices only have the **(B) Maintenance** option activated, though this may change in the future.

Selecting the **(C) Options cog symbol** will take you to a preferences menu.

The various preferences options available are as follows;

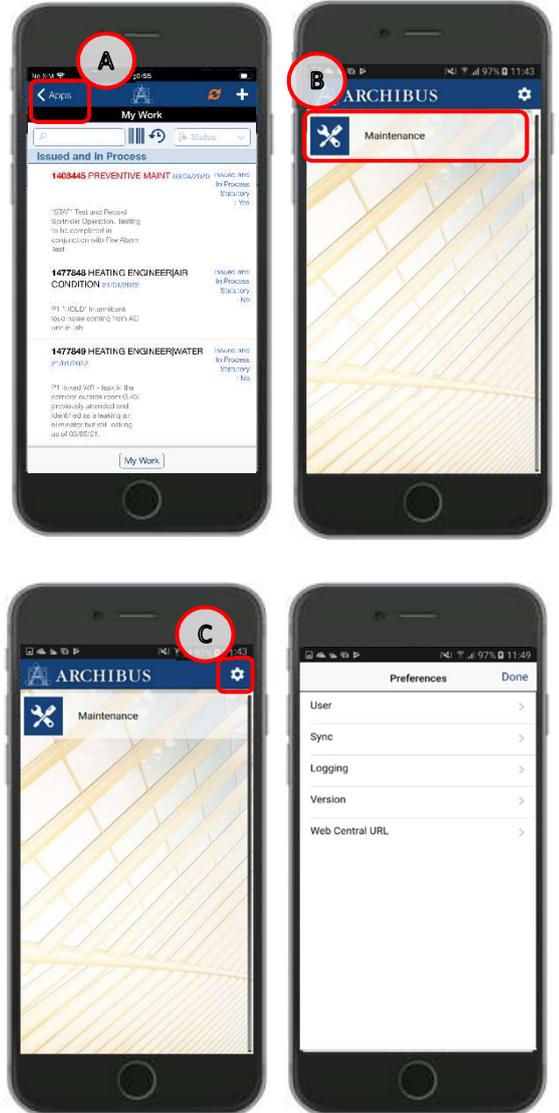
User > Allows the user to log in and log out of the app

Sync > Allows the user to reset the background data, and clear the settings data stored on the phone

Logging > Allows data logging of the phone for system diagnostic purposes

Version > Allows the user to view the current version of the app

Web Central URL > Allows the user to view and update the URL the app is connected to



Please note - these menu options should not be used unless there is a problem with your phone.

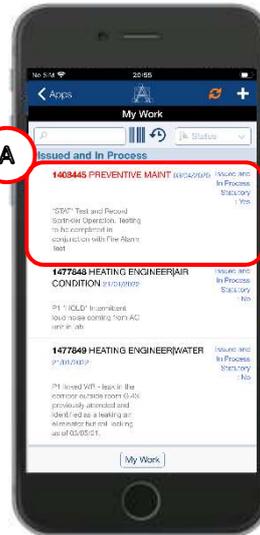
1.6. Retrieving A Work Request

(A) **Work request** shows a brief description of the Work Request details including WR number, problem type, date requested, current status, if PPM is statutory and the WR description.

To select just click on a WR in the list, the device will display the Work Request screen that has two risk for you to respond to.

Tapping on the Yes option will allow you to progress through the two statements and access the Work Request.

Tapping on the No option will return you to the **My Work** screen.



Risk Assessment	
Please confirm that you have read and understood the guidance on risk assessment and safe systems of work, which is available on your phone.	
No	Yes

assessment statements

Risk Assessment	
Please confirm that you know that you can STOP the job at any time if it cannot be done without putting yourself or anyone else at significant risk.	
No	Yes

You will need to flag any risks to your ATL and ensure safety steps are in place before you can continue with the Work Request.

When you have access to the Work Request, you can use your finger to swipe the page up and down to view details of the Work Request.

1.7. Navigating A Work Request

Some of the symbols at the top and bottom of the screen will help you perform different actions within the Work Request:

(A) Back Symbol, will close the Work Request without making any changes to it, and return you to the **My Work** list

(B) Camera Symbol, will allow you to upload a photo as a document. Taking a photo can help support the work you have undertaken or explain why additional work required. (see section **1.10 Adding A Photo To A Work Request**)

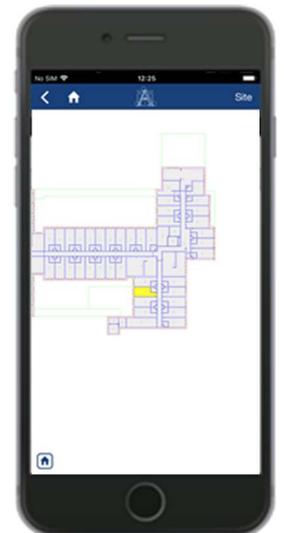
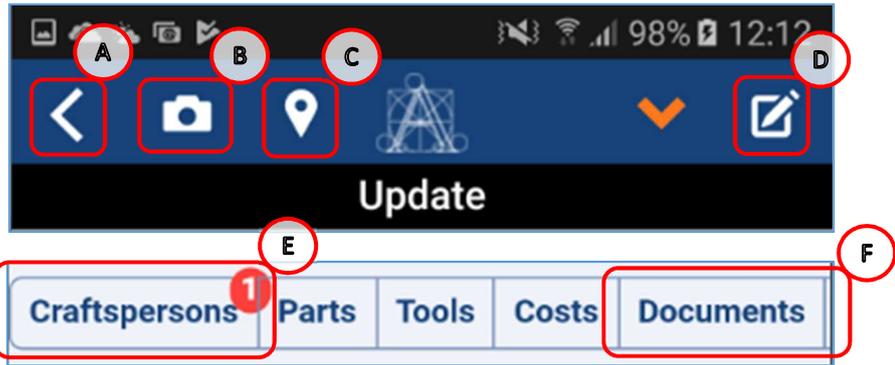
(C) Location Symbol, if a room code has been entered against the work request, the location symbol will become available and open a screen that will display a floor plan to help identify the location assigned to the Work Request. The selected room will be coloured yellow **(G)** with a blue outline.

(D) Drawing Symbol, will access the floor plan and enable you to redline the plan with notes or markings to further highlight an update or issue with the work.

(E) Craftspersons, the number in the circle will indicate the number of visits the job has had. Tapping on the option will open a new screen that will display which Craftspersons are allocated to the job, and their time recorded to date.

(F) Documents, the number in the red circle will indicate if any additional information has been attached to the Work Request, such as a photo or explanatory document.

Tapping on the option will open a new screen and display details of the documents, which can be opened and closed.



1.8. Placing A Work Request On Hold/ Resuming A Held Work Request

If you are unable to complete the Work Request, you can select the **(F) Downward arrow** to access the update menu and place the work on hold.

The device will display an update menu with a number of options:

- **On Hold For (Parts/ Labour/ Access)** will allow you to place the Work Request on hold. The Work Request will remain on your queue until the issue has been resolved.

Parts – Use this option if parts/materials are not in stock.

Labour – Use this option if an additional trade/additional labour is required.

Access – Use this option if when you attend access arrangements are required to be made via the ATL. If you are given a time/date to return, this option is not necessary.

(NOTE: discuss separately with planner/ATL to ensure issues resolved promptly)

- **Resume To Issued**, if a job is on hold, this will allow you to resume the job back to Issued and in Process.

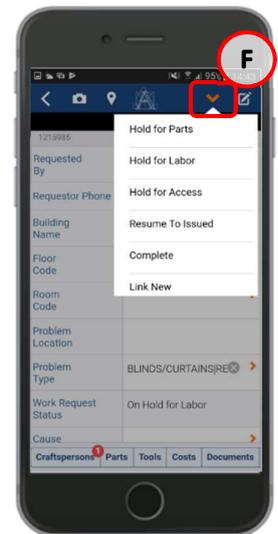
The remaining options in this menu are covered later in this guide, but are summarised as follows;

- **Complete** to indicate the job has been completed. This will result in the job being moved off your mobile work queue the next time a sync is performed.

(NOTE: Please ensure all information has been added to the work request first i.e. notes, hours & date started, Cause Code, and Repair Type.)

- **Link New** allows a new work request to be raised that is linked to the work request you are currently in. This is mainly used for logging faults found whilst carrying out PPM.

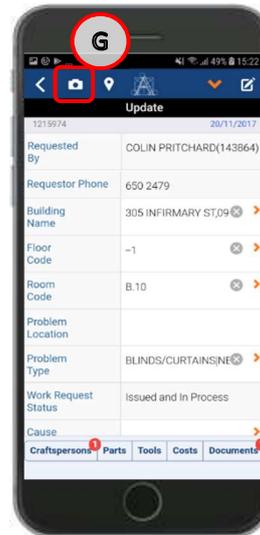
(NOTE: A linked work request will be sent to the Helpdesk for approval and follow the normal workflow.)



1.9. Adding A Photo To A Work Request

While performing the work, you may wish to add a photo to the work request, to support the work you have performed.

Selecting the **(G) Photo** will open the mobile devices camera function. Use the **(H) Camera symbol** to take a photo.

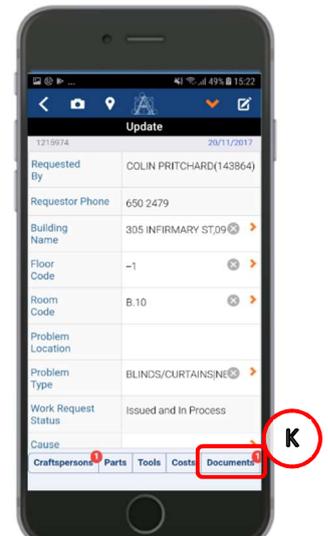


Once you have taken a photo, the mobile device will preview the image and offer two options.

If you are satisfied with the photo, select the **(I) OK** option.

When you select this option, the device will save the image and return you to the work request screen.

The screen will now indicate a document is **(K) attached to the work request**.



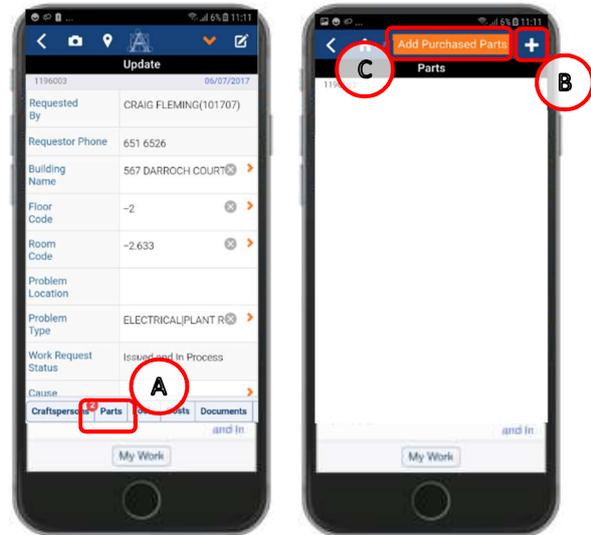
If you are not satisfied with the photo, you can select the **(J) Retry** option, which will return you to the previous step to re-take the photo. You can perform this step as many times as needed, until you are happy with the photo.

1.10 Adding Stock to a Work Request

In order to complete the work required you might need to use stock. You can add these to a work request by selecting **(A) Parts**.

Then selecting **(B) + symbol** will take you to the Add Part screen, which will allow you to confirm the materials used.

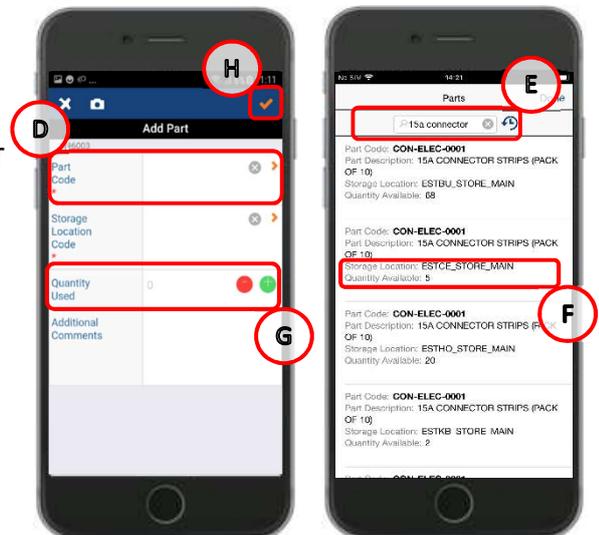
(NOTE: The (C) Add Purchased Parts option is not being used and should not be selected.)



To add parts from the Add part screen, select the **(D) Part Code** option.

Then use the **(E) search box** to enter the part description or code, each part will appear a number of times under different **(F) Storage Location**. Ensure you select the part from the correct storage location (see table below), this will then take you back to the Add part screen.

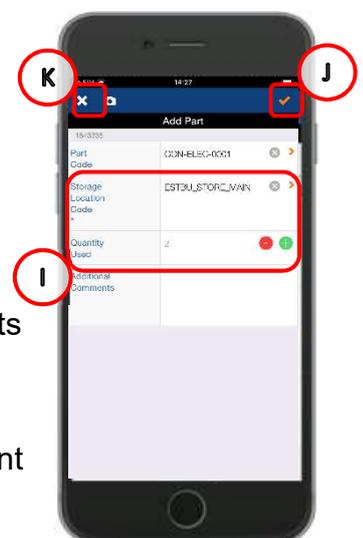
Use the **(G) +/- symbols** to adjust the quantity required. Once the correct number to be used is displayed select **(H) tick symbol**.



Storage Location Code	Storage Location Description
ESTBU_STORE_MAIN	EASTER BUSH STORE
ESTBU_STORE_ROOFING	EASTER BUSH ROOFING STORE
ESTCE_STORE_GLAZING	CENTRAL GLAZING STORE
ESTCE_STORE_KEYS	CENTRAL KEYS STORE
ESTCE_STORE_MAIN	CENTRAL STORE
ESTCE_STORE_ROOFING	CENTRAL ROOFING STORE
ESTHO_STORE_MAIN	HOLYROOD STORE
ESTKB_STORE_MAIN	KB STORE
ESTPO_STORE_MAIN	POLLOCK STORE

The parts selected will then be **(I) summarised** for information. Further parts can be added by selecting **(J) + symbol**. The **(K) arrow symbol** will return you to the work request screen.

Note: Remember to sync your phone as this will update stock to take account of the part you have ordered



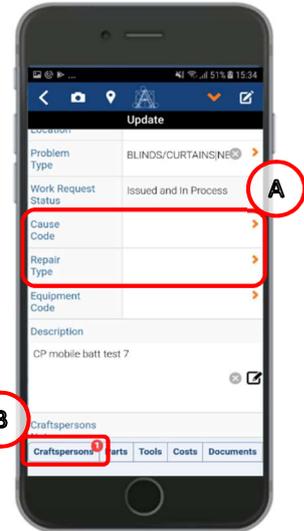
1.11 Updating & Completing A Work Request

When you have completed the work, there are three key actions you need to perform:

Step 1 is updating the **(A) Cause Code and Repair Type** fields, use your finger to swipe the screen down till you can see these fields, then select each one in turn, which will open a selection pop up screen. See Appendix B Cause Codes

Tap on the relevant selection, which will select the option, close the pop up screen and populate the details into the screen shown.

This information is used by the Building Services group to understand what type of work has been carried out, and help inform planned maintenance.



Step 2 is adding the hours worked via the **(B) Craftspersons** option.

The number in the red circle will indicate how many visits have been logged against the Work Request. Tapping on the Craftsperson option will display a screen that will show you the names attached to the Work Request and the hours worked.

Tapping on the **(C) Name** will open a screen to record hours worked.

Select the appropriate **(D) Field** to record your hours, either actual, overtime or double-time. If you have made an error, use the X option to the right hand side to delete any entries made.

Actual Hours – Used to capture all hours during normal working hours

Overtime Hours – Used to capture all hours during overtime working hours

Double Time Hours - Used to capture all hours during double time hours

(Note: Hours are recorded in decimal format e.g., ½ hour is 0.50)

If you are recording hours for subsequent visits, please refer to section **1.12 Adding A Second Entry Of Time Or Another Craftsperson To The Work Request**

Then select **(E) Date Started Calendar symbol** to confirm the date of attendance.

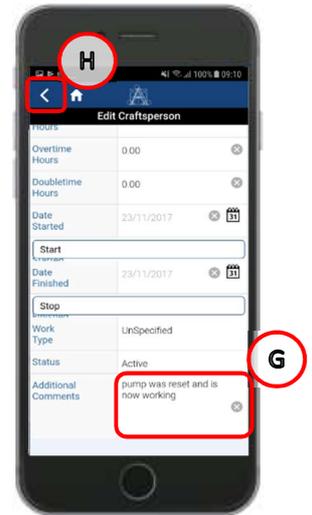
(Note: This is a mandatory field)



Step 3 is adding comments against the work request.

Comments can be added against each entry of time. After you have added hours and date started, swipe down to the bottom of the screen and select **(G) Additional Comments**. Use the keypad to add your notes about the job.

(Note: All comments should be left in this way, and should explain the specifics of the job e.g. **what did you do, why is it not finished, what is going to happen next.**)



Any Health and Safety issues should be captured here. Please ensure to mark any Health and Safety issues clearly with the following prefix **'H&S'** (ensure to leave no spaces and use **'&'** rather than **'and'**) then add the details of the issue you are reporting

All health and safety issues should be reported to your ATL, significant issues will be highlighted to the Health and Safety team

Note: All comments are viewable to console users and requesters

Once the three steps have been completed select **(H) Back button** to return to list of Craftspersons allocated to the work request is displayed, your updates will be summarised against each entry.

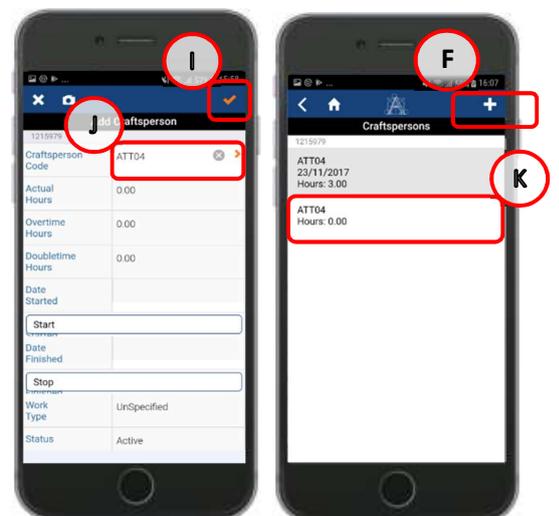
At this point if you have not completed the mandatory Start Date field, you will receive the following message prompting you to enter a date before proceeding.

1.12 Adding A Second Entry Of Time Or Another Craftsperson To The Work Request

If more than one visit is required, a 2nd entry for time and date can be added by selecting **(F) + symbol**, a blank time entry form will be displayed showing who you are adding to the work request. You can either select **(I) Tick symbol** to add a 2nd visit, or use the **(J) X symbol** to change the name and add a colleague to the job. Select **(I) Tick symbol** to confirm and you will be returned to the previous screen where the **(K) Additional entry** will be displayed.

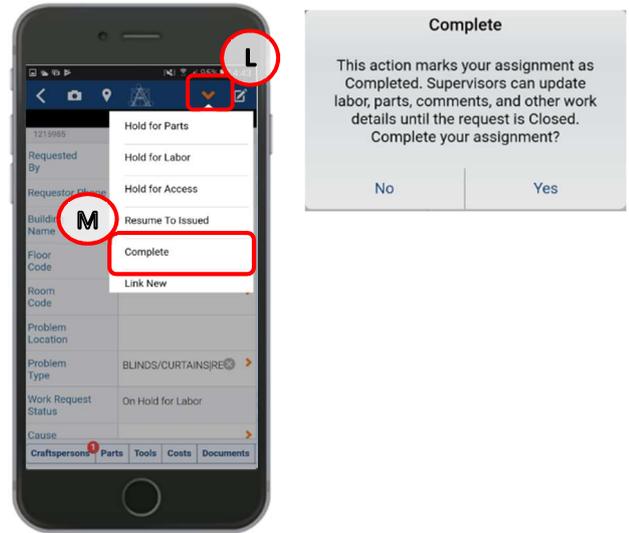
Then repeat the steps in the previous section by selecting **(C) Name** to record the time and date.

(NOTE: If you add a colleague to the job, this will add the job to their mobile, and only they can add time against their entry.)



Once the updates have been added, you need to complete your actions for the work request and remove the job from your work queue. To do this select the **(L)** **Downward Arrow** symbol to access the update menu. Select **(M)** **Complete**.

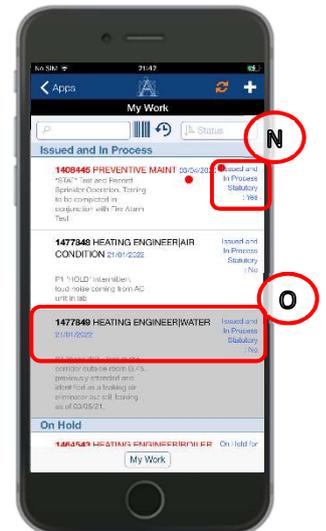
You will then receive a pop up confirmation message.



This will return you to the main work queue. The work request you have completed will now have **(N)** **Red dot** against the status, highlighting that is ready to have its status changed upon the next sync.

(Note – The red will also appear for work requests that have just been put on hold, pending the next sync.)

You can also easily navigate to the last job visited, by viewing the work request that is greyed out. This will help you find your previous position in queue of work requests.



1.12 Adding A Work Request From A Mobile Device

If you notice maintenance work that needs to be undertaken, you can raise a work request from your device.

Select **My Requests** from the **(A) Work type** menu then **(B) + symbol** to direct the new work request to the Helpdesk for approval. This will then be routed to appropriate work team.

(Note: If you raise a work request without changing to my request this will bypass normal approval and issue directly to your phone)

Once you have selected the **(B) + symbol** the device will display the Create Work Request screen for you to enter details, and there are a number of key actions you need to perform.

Step 1 is completing the **(C) Building Name, Floor Code & Room Code** fields; use your finger to swipe the screen until you can see these fields, then select each one in turn, which will open a selection pop up screen.

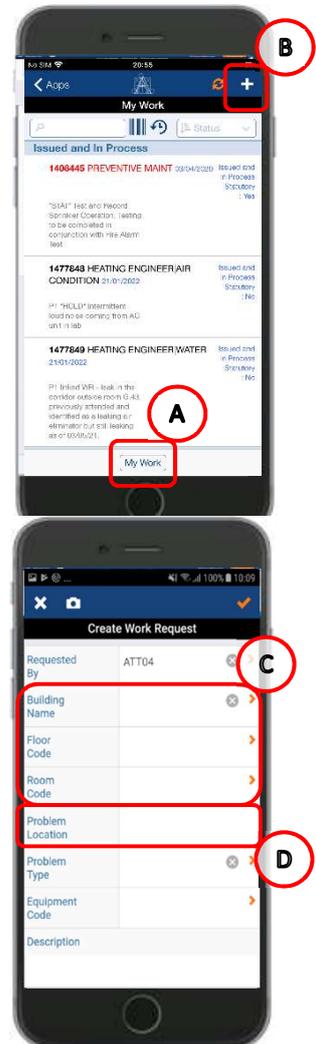
Tap on the relevant selection, which will select the option, close the pop up screen and copy the details into the relevant screen.

Then, add a **(D) Problem Location**, which allows you to add specific details about the problem in free text.

(Note: Selecting the **Red Arrow** to the right, will allow the device to open a screen so you can select the **Relevant Options**.

Selecting the **X** to the right will remove any selected options.

If you select the wrong details, you can repeat these steps a number of times until you have the right information needed.)



Step 2 is adding the **(E) Problem Type** details

Select **(E) Problem Type details** that will open the **Problem Type** pop up screen.

Use your finger to swipe up and down the **Problem Type** screen to review the different problem types, then select the **(F) Grey Arrow** to the right of the item you have selected.

This will open a further problem option screen, to select the second tier of problem type. It is important you select the **(F) Grey Arrow** on both occasions when choosing the problem type, otherwise the second tier will not appear.

(See **appendix A** for details of the different problem type / description combinations available)

Use your finger to swipe up and down the screen to review the different details, and then select the relevant option.

This will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request** screen.

The **Problem Type** and **Detail** will have been saved to the **Problem Type** section of the **(G) Create Work Request** Screen.

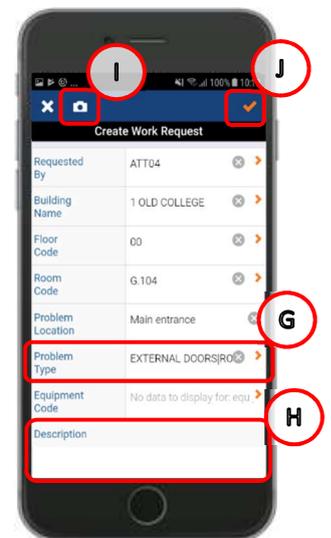
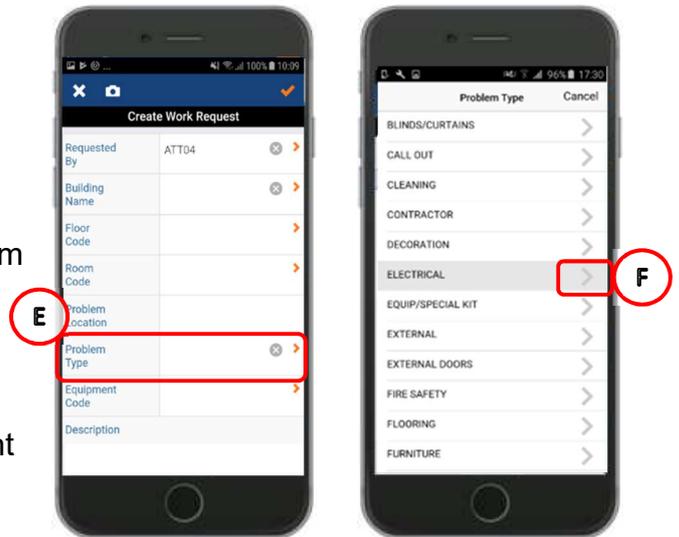
If the screen does not show the 2 pieces of information, repeat step 2, ensuring you select both options.

It is important to add a **(H) Description**. This will open a text free box and allow you to add specific details about the work request, which will be used by both the Helpdesk to correctly assign the work request to the correct team, and by the Planner/ATL/Craftsperson to understand the repair needed.

You can add a photograph to the work request by selecting **(I) Camera symbol**.

The final step when you have the correct details for the work request, is to select the **(I) Tick** option.

This will store the work request on the device and will only upload the next time a sync is carried out.



1.14 Adding a Linked Work Request from a Mobile Device

You can link two or more related work requests together by creating a second new request. Each new request generated follows the normal workflow starting with Helpdesk triage and approval.

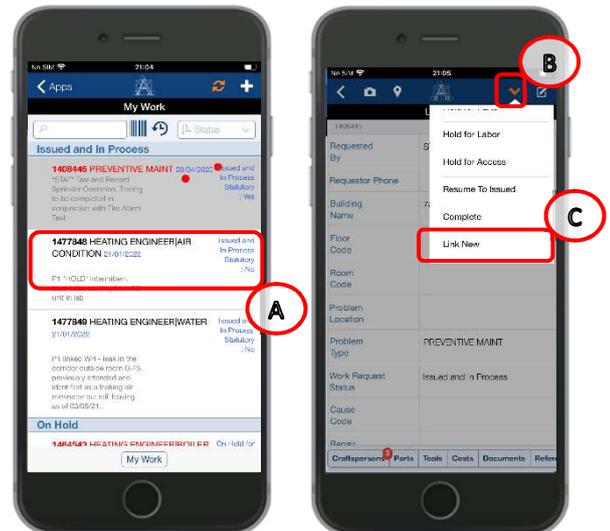
This feature can be used where a work request needs to move work team (e.g., Maintenance Services -> Contract Services). This might be because the work can't be completed by the original team (scale/complexity), or there is an additional or consequential piece of work required that needs another work team to complete.

By creating a link from an existing request to a new request, you can set a new priority timescale, location, and/or problem type for the new request.

To do this access the original work request from your queue by **(A) Selecting** the request.

Pass through the risk assessment statements, then select **(B) Downward arrow** to show the update menu.

Select **(C) Link New**.



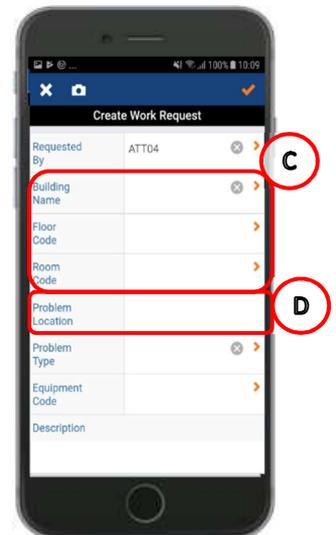
The device will then display the Create Work Request screen for you to enter details, and there are a number of key actions you need to perform.

Some fields will be pre-populated with details when you create a linked request, these can be edited where necessary as outlined below. Please double check all details before submitting.

(Note: Selecting the **Red Arrow** to the right, will allow the device to open a screen so you can select the **Relevant Options**.

Selecting the **X** to the right will remove any selected options.

If you select the wrong details, you can repeat these steps a number of times until you have the right information needed.)



(C) Building Name, Floor Code & Room Code

More specific location information can be added/edited to assist with follow up works. Selecting one of the fields in this section will present a pop up screen containing active building data. The search bar at the top of the page can be used if multiple entries exist. Select the appropriate detail, this will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request screen**.

(D) Problem Location is a free text field which allows you to add specific details about the problem location.

(E) Problem Type details

Selecting the Problem Type will open a new screen displaying the first tier of the problem types available.

Use your finger to swipe up and down the **Problem Type** screen to review the different problem types, then select the **(F) Grey Arrow** to the right of the item you have selected.

This will open a further problem option screen, to select the second tier of problem type. It is important you select both parts of the problem type, otherwise the work request will not be valid.

(See **appendix A** for details of the different problem type / description combinations available)

Use your finger to swipe up and down the screen to review the different details, then select the relevant option.

This will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request screen**.

The **Problem Type** and **Detail** will have been saved to the **(G) Problem Type** section of the **Create Work Request Screen**.

If the screen does not show the 2 pieces of information, repeat step 2, ensuring you select both options.

It is important to add a **(H) Description**. This will open a text free box and allow you to add specific details about the work request, which will be used by both the Helpdesk to correctly assign the work request to the correct team, and by the craftsperson to understand the repair needed.

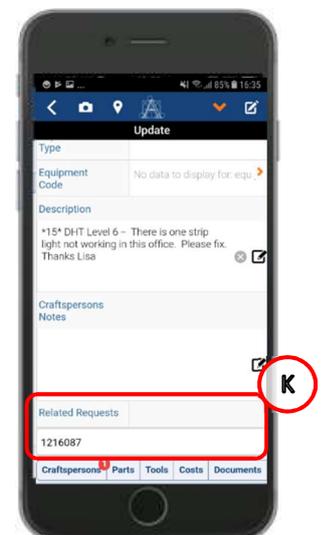
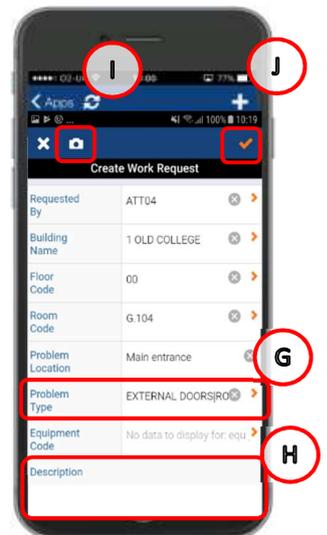
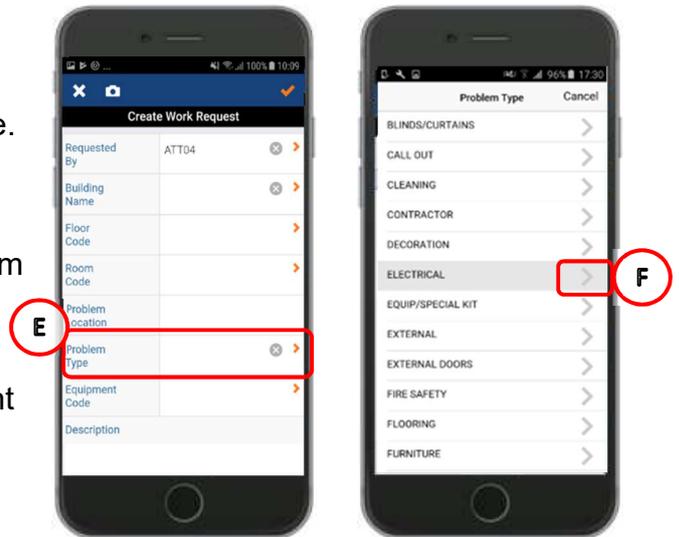
You can add a photograph to the work request by selecting **(I) Camera symbol**.

The final step when you have the correct details for the work request, is to select the **(J) Tick** option.

This will store the work request on the device and will only upload the next time it syncs with the WebCentral system.

Once the new work request has sync'd with the WebCentral system, you can view the new or original request by selecting **(K) Related Requests** when accessing viewing either work request.

Use the back arrow to return the request in your queue.



APPENDIX A**Appendix A: Problem Type/ Description**

The following list provides details of each problem type and problem type description for use in Sections 1.13/1.14.

Problem Type Code	Problem Type Description
ELECTRICAL	ELECTRICAL
ELECTRICAL	LIGHTING
ELECTRICAL	FIRE ALARM
ELECTRICAL	LIGHTING
ELECTRICAL	POWER
ELECTRICAL	SOCKETS/DATA/SWITCHES
ELECTRICAL	SMELL OF BURNING
ELECTRICAL	WIRING/TRUNKING
ELECTRICAL	HEATING
ELECTRICAL	NO HOT WATER
ELECTRICAL	SHOWERS
ELECTRICAL	EMERGENCY LIGHTING
ELECTRICAL	ELECTRICAL EQUIPMENT
ELECTRICAL	EXTRACTOR FAN
ELECTRICAL	HAND/HAIR DRYERS
ELECTRICAL	FUME HOODS
ELECTRICAL	LIFT TRAP
ELECTRICAL	LIFT ISOLATION
ELECTRICAL	WATER AFFECTING
ELECTRICAL	DEMO
ELECTRICAL	GENERATORS
ELECTRICAL	PLANT ROOM CHECKS
ELECTRICAL	ISOLATIONS
ELECTRICAL	AUTOMATIC DOORS
ELECTRICAL	TV AERIAL
ELECTRICAL	PAT TEST
ELECTRICAL	ASSIST CONTRACTOR/CONSULTANT/OTHER TRADE
ELECTRICAL	CCTV/ALARMS
ELECTRICAL	ELECTRIC CAR CHARGES
LIFTS	LIFTS
LIFTS	REPORT MINOR FAULT
LIFTS	BREAKDOWN
LIFTS	LIGHT OUT
LIFTS	DAMAGE INSIDE LIFT
LIFTS	DROPPED INTO LIFT SHAFT
LIFTS	PASSENGER TRAP
HEATING	HEATING
HEATING	HEATING/VENT
HEATING	CALORIFIERS

HEATING	BOILER
HEATING	RADIATORS
HEATING	WATER
HEATING	METER READINGS
HEATING	HEATING TIMES
HEATING	CHP
HEATING	ATTEND DEMO
HEATING	ASSIST CONTRACTOR/CONSULTANT/OTHER TRADE
HEATING	CLEAN AND TIDY PLANT ROOM STORE
HEATING	BMS
HEATING	GAS
HEATING	FUME CUPBOARDS
PLUMBING	PLUMBING
PLUMBING	TAPS
PLUMBING	SHOWERS
PLUMBING	WASH BASINS/SINKS
PLUMBING	TOILETS
PLUMBING	BATHS
PLUMBING	STORAGE TANKS
PLUMBING	NEW INSTALLATION
PLUMBING	HEATING/RADIATORS
PLUMBING	INVESTIGATE SMELL
PLUMBING	FLOOD
PLUMBING	EXTERNAL DRAINAGE
PLUMBING	ATTEND DEMO
PLUMBING	METER READINGS
PLUMBING	INVESTIGATE DAMP
PLUMBING	WATER
JOINERY	JOINERY
JOINERY	DOORS & LOCKS
JOINERY	WINDOWS
JOINERY	FLOORS/SKIRTING/STAIRS
JOINERY	SHELVING/NOTICE BOARDS
JOINERY	FURNITURE REPAIRS
JOINERY	FIXTURES & FITTINGS
JOINERY	PIPE BOXING
JOINERY	CEILINGS
JOINERY	KITCHENS
JOINERY	SIGNAGE
GLAZING	GLAZING
GLAZING	GLAZING REPAIR
GLAZING	GLAZING FILM
GLAZING	MIRROR
GLAZING	HEALTH & SAFETY
GLAZING	SUPPLY GLAZING
KEYS	KEYS
KEYS	SUPPLY NEW KEYS
KEYS	SUPPLY NEW LOCK/CYLINDER
PROJECT	PROJECT
PROJECT	PROJECT REQUEST>£50K
PROJECT	PROJECT REQUEST<£50K

PEST CONTROL	PEST CONTROL
PEST CONTROL	RODENTS/MICE
PEST CONTROL	BIRDS/NESTS
PEST CONTROL	WASPS
PEST CONTROL	ANTS
PEST CONTROL	SQUIRRELS
PEST CONTROL	INSECTS
PEST CONTROL	OTHER
LANDSCAPE	LANDSCAPE
LANDSCAPE	WEEDS
LANDSCAPE	TREE DAMAGE
LANDSCAPE	SNOW/GRITTING
LANDSCAPE	TREES IN HIGH WINDS
LANDSCAPE	SLABS/FOOTPATH
LANDSCAPE	ROAD SURFACE
GRAFFITI	GRAFFITI
GRAFFITI	STICKERS/POSTERS
GRAFFITI	SPRAY
GRAFFITI	CHALK
GRAFFITI	PAINT
FURNITURE	FURNITURE
FURNITURE	UPHOLSTERY
FURNITURE	BROKEN LOCK
FURNITURE	MISSING PART
FURNITURE	REPAIR
FURNITURE	MISC REQUEST
EXTERNAL	EXTERNAL
EXTERNAL	ROOFS
EXTERNAL	HEALTH & SAFETY
EXTERNAL	WALLS
EXTERNAL	SLABS/SURFACE
EXTERNAL	STREET FURNITURE
EXTERNAL	PIPES
DECORATION	DECORATION
DECORATION	PAINTING REQUEST
DECORATION	DAMAGED AREA/WALL
DECORATION	MISC REQUESTS
DECORATION	EXTERNAL
BLINDS/CURTAINS	BLINDS/CURTAINS
BLINDS/CURTAINS	REPAIR
BLINDS/CURTAINS	NEW INSTALLATION
EQUIP/SPECIAL KIT	EQUIP/SPECIAL KIT
EQUIP/SPECIAL KIT	SMART BOARDS
EQUIP/SPECIAL KIT	SPEED LANES
EQUIP/SPECIAL KIT	WATER COOLERS
EQUIP/SPECIAL KIT	HYDROBOILS
EQUIP/SPECIAL KIT	CLOCKS
EQUIP/SPECIAL KIT	TANOY SYSTEMS
EQUIP/SPECIAL KIT	MISCELLANEOUS
EQUIP/SPECIAL KIT	CATERING EQUIPMENT
FLOORING	FLOORING

FLOORING	CARPET
FLOORING	LINO
FLOORING	DOOR MATS
FLOORING	TIMBER FLOORING
FLOORING	QUARY TILES
FLOORING	STAIR TREDS
FLOORING	H&S ISSIUE
EXTERNAL DOORS	EXTERNAL DOORS
EXTERNAL DOORS	AUTO DOORS
EXTERNAL DOORS	ROLLER DOORS
EXTERNAL DOORS	SPEICALIST LOCKS
EXTERNAL DOORS	GATES
EXTERNAL DOORS	BARRIERS
EXTERNAL DOORS	UNSECURE
EXTERNAL DOORS	MISCELLANEOUS
CLEANING	CLEANING
CLEANING	WINDOWS
CLEANING	CIG BINS
CLEANING	VENTS
CLEANING	GENERAL LITTER
CLEANING	CHALK
CLEANING	POSTERS
CLEANING	ENTRANCE/FIRE EXIT
CLEANING	MISC SPILAGE
CLEANING	GENERAL CLEAN UP
CLEANING	BROKEN GLASS
CLEANING	DEEP CLEAN
CLEANING	SUPPLY NEW DISPENSERS
CLEANING	BLOOD
CLEANING	NEEDLES
CLEANING	DOG WASTE
CLEANING	CARPET SHAMPOO
CLEANING	MISCELLANEOUS
FIRE SAFETY	FIRE SAFETY
FIRE SAFETY	EVAC SIGNAGE
FIRE SAFETY	FIRE BLANKET
FIRE SAFETY	EXTINGUISHER

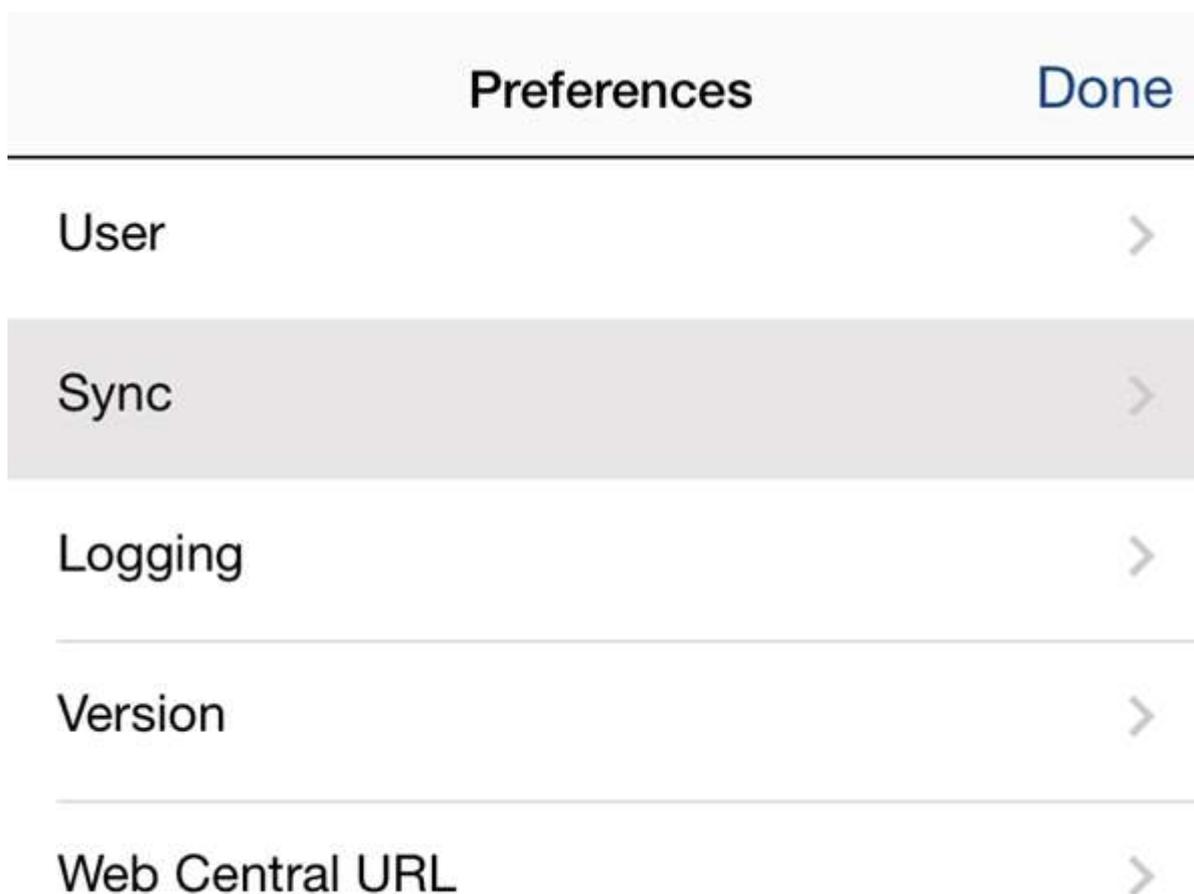
Appendix B Cause Codes

Cause Type Code	Cause Type Description
ELECT_40	E40 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
ELECT_41	E41 SHORT CIRCUITING - SHORT CIRCUIT.
ELECT_42	E42 OPEN CIRCUIT - DISCONNECTION, INTERRUPTION, BROKEN WIRE/CABLE.
ELECT_43	E43 NO POWER/VOLTAGE - MISSING OR INSUFFICIENT ELECTRICAL POWER SUPPLY.
ELECT_44	E44 FAULTY POWER/VOLTAGE - EARTH FAULT, LOW ELECTRICAL RESISTANCE.
ELECT_45	E45 EARTH/ISOLATION FAULT - EARTH FAULT, LOW ELECTRICAL RESISTANCE
ELECT_46	E46 LIGHTING - FAILURE OF A LAMP OR TUBE DUE TO AGEING ONLY.
EXTER_50	EX50 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
EXTER_51	EX51 BLOCKAGE/PLUGGED - FLOW RESTRICTED/BLOCKED - FOULING, CONTAMINATION, ICING, FLOW ASSURANCE
EXTER_52	EX52 CONTAMINATION - CONTAM FLUID/GAS/SURFACE, EG LUBRICATION OIL CONTAM, GAS-DETECTOR HEAD CONTAM
EXTER_53	EX53 MISCELLANEOUS EXTERNAL INFLUENCES - FOREIGN OBJECTS, IMPACTS, ENVIRONMENTAL INFLUENCE
INSTR_30	I30 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
INSTR_31	I31 CONTROL FAILURE - NO, OR FAULTY, REGULATION.
INSTR_32	I32 NO SIGNAL/INDICATION/ALARM - NO SIGNAL/INDICATION/ALARM WHEN EXPECTED.
INSTR_33	I33 FAULTY SIGNAL/ALARM - SIGNAL/INDICATION/ALARM IS WRONG. CAN BE SPURIOUS, INTERMITTENT.
INSTR_34	I34 OUT OF ADJUSTMENT - CALIBRATION ERROR, PARAMETER DRIFT.
INSTR_35	I35 SOFTWARE FAILURE - FAULTY, OR NO, CONTROL/MONITORING/OPERATION DUE TO SOFTWARE FAILURE.
INSTR_36	I36 COMMON CAUSE/MODE FAILURE - SEVERAL INSTRUMENTS FAILED, E.G. REDUNDANT FIRE OR GAS DETECTOR
MATRL_20	MT20 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MATRL_21	MT21 CAVITATION - RELEVANT FOR EQUIPMENT SUCH AS PUMPS AND VALVES.
MATRL_22	MT22 CORROSION - ALL TYPES OF CORROSION, BOTH WET (ELECTROCHEMICAL) AND DRY (CHEMICAL).
MATRL_23	MT23 EROSION - EROSIVE WEAR.
MATRL_24	MT24 WEAR - ABRASIVE AND ADHESIVE WEAR, E.G. SCORING, GALLING, SCUFFING, FRETTING
MATRL_25	MT25 BREAKAGE - FRACTURE, BREACH, CRACK.
MATRL_26	MT26 FATIGUE - IF THE CAUSE OF BREAKAGE CAN BE TRACED TO FATIGUE, THIS CODE SHALL BE USED.
MATRL_27	MT27 OVERHEATING - MATERIAL DAMAGE DUE TO OVERHEATING/BURNING.
MATRL_28	MT28 BURST - ITEM BURST, BLOWN, EXPLODED, IMPLoded, ETC.

MECH_10	MI10 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MECH_11	MI11 LEAKAGE - EXTERNAL AND INTERNAL LEAKAGE, EITHER LIQUIDS OR GASES
MECH_12	MI12 VIBRATION - ABNORMAL VIBRATION: IF THE FAILURE MODE AT EQUIPMENT LEVEL IS VIBRATION.
MECH_13	MI13 CLEARANCE/ALIGNMENT FAILURE - FAILURE CAUSED BY FAULTY CLEARANCE OR ALIGNMENT.
MECH_14	MI14 LOOSENESS - DISCONNECTION, LOOSE ITEMS.
MECH_15	MI15 STICKING - STICKING, SEIZURE, JAMMING - NOT DEFORMATION OR CLEARANCE/ALIGNMENT FAILURES.
MISCE_60	MI60 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MISCE_61	MI61 NO CAUSE FOUND - FAILURE INVESTIGATED BUT CAUSE NOT REVEALED OR TOO UNCERTAIN.
MISCE_62	MI62 COMBINED CAUSES - SEVERAL CAUSES: THE PREDOMINANT CAUSE SHALL BE CODED.
MISCE_63	MI63 OTHER - NO CODE APPLICABLE: USE FREE TEXT IN CRAFTPERSONS NOTES.
MISCE_64	MI64 UNKNOWN - NO INFORMATION AVAILABLE.
MISCE_65	MI65 PLANNED MAINTNEANCE

Appendix C How to Reset the Background Data Sync Flag on the Mobile Device

On the mobile device go to the Maintenance Screen Menu then click on the Cog Wheel at the top right hand corner of the screen (see print below)



Click on Sync

This will take you to the Sync Settings Screen (see below)

Click on Reset Background Data Sync Flag



A message will appear asking you if you wish to Continue with the Reset of the Background data.

Click YES

Click on the Back button

Click on Done

This will take you back to the Maintenance Menu where you should click on Maintenance then **Sync the mobile device.**

Please note you will also need to clear the cache.

To do this :

Double Click the Home button on your phone then swipe the Archibus Mobile Screen upwards to close it down then restart the Archibus mobile app.



Estates and Buildings Information System

User Guide

Web Central

Mobile Application v23

Foreword

This User Guide document has been designed for the purpose of training relevant members of staff within the Estates Department.

System Support

If you require assistance please contact Ebisusers@ed.ac.uk in the first instance. All urgent requests should be directed to the Ebisusers Support Desk on 0131 650 9683.

More information on the EBIS Project is available at:-

<http://www.ed.ac.uk/estates/what-we-do/ebis>

Logging on to Web Central

Login to the mobile app using your user name and password:-

<https://www.webcentralcad.estates.ed.ac.uk/archibus/login.axvw>

The app will download the background data then load in any work allocated to your profile.

Estates Helpdesk

The Estates Helpdesk is open 8am – 6pm during each business day, with Security dealing with emergencies out with these times. Contact details are as follows, telephone 0131 650 2494 or by email estates.helpdesk@ed.ac.uk

Accessibility

If you require this document in an alternative format, please contact estates.helpdesk@ed.ac.uk or telephone 0131 650 2494.

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Document Version Control

Date	Owner	Version	Update
1Aug16	Ben Mawson-Mole	V1.0	Initial Version
20Oct16	Ben Mawson-Mole	V1.1	Incremental Update: Removing reference to completing a WR
28Nov 17	Colin Pritchard	V1.2	V23 update
20 Aug 2019	Eileen Mullan	V1.3	Second Version – General Review
20Sept 2021	Eileen Mullan	V1.4	Mobile App Update
27Apr 2023	Eileen Mullan	V1.5	Stock selection update (P&M)

1. Using The Mobile App To View & Maintain A Work Request

1.1. Purpose

This user guide is for members of the estates maintenance team using a mobile device, and to show the different steps needed to complete the following activities:

- Access the Archibus app on a mobile device
- Retrieve a Work Request
- Place a Work Request on hold
- Update a Work Request to show as completed
- Creating a new Work Request

1.2. Launching The App/ Logging In

The Archibus Mobile App should be pre-installed on your device.

If this has not been done, contact Ebis team to arrange for this to take place.

The App should be a **(A) Shortcut** on the device home screen.

However, if the shortcut is not available, the App can still be accessed by searching the device **(B) Apps Menu**, and then searching the **(C) Archibus** app.

Tapping on the Archibus App Logo will open the App.



1.3. Registering the Device/ Logging In

After opening the App for the first time or following a system outage you may be presented with the connect page, or login page, asking you to enter the UoE WebCentral internet address, which is:

<https://www.webcentralcad.estates.ed.ac.uk/archibus/>

Enter the address and select the **(A) Connect** option

If the device has been used previously, the internet address may have been saved to the memory and can be accessed by selecting the **(B) Previous URL** option.

The system will then display the login page, asking you to enter your **(C) Archibus User Name and Password**.

Enter your details then select the **(D) Register Device** option.



(NOTE: It is important you log-on as yourself, as the Archibus WebCentral system will use your details to send your jobs to your device. If the device is logged on as someone else, then you will have access to their Work Request list, not your own).

1.4. Sync Your Job List

After Logging in, the **My Work** screen will be displayed. There are three key options you should use from this page:

(A) Sync, this option performs an update of your Work Requests by connecting to the main database. It sends your updated work back into the system, and receives new Work Requests issued to you.

The screen will show an update status while the sync is taking place.

You can repeat this action as many times as you need.

If a specific Work Request is not showing on your list, contact your planner/ATL for further advice.

(B) Group By, allows you to change your view of the Work Requests.

Selecting this option will open a menu list, offering four different ways to view your list of Work Request, grouped by:

- Status
- Escalation
- Location
- Problem type

Use your finger to swipe up and down through the list, until the option you require is in the **(C) Highlighted Space**, then tap the **(D) Done** option.

The device will return you to the list of Work Requests and update the view based on your selection. In each view, the requests will also be in date order with oldest at the top.

You can repeat this action as many times as you wish.

(E) Search, allows you to locate a specific Work Request reference, building or job type.

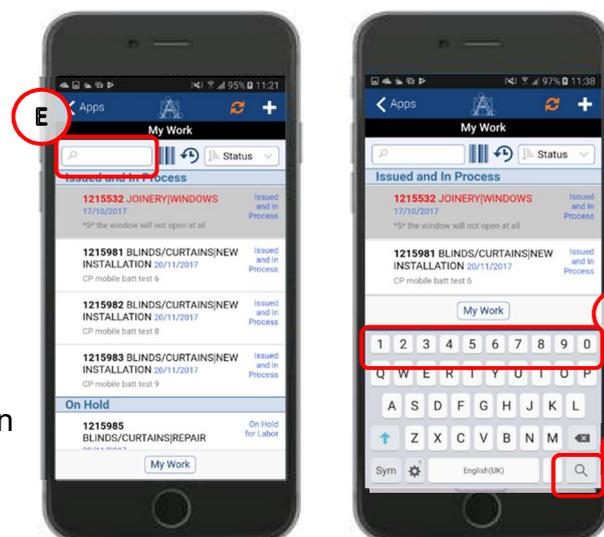
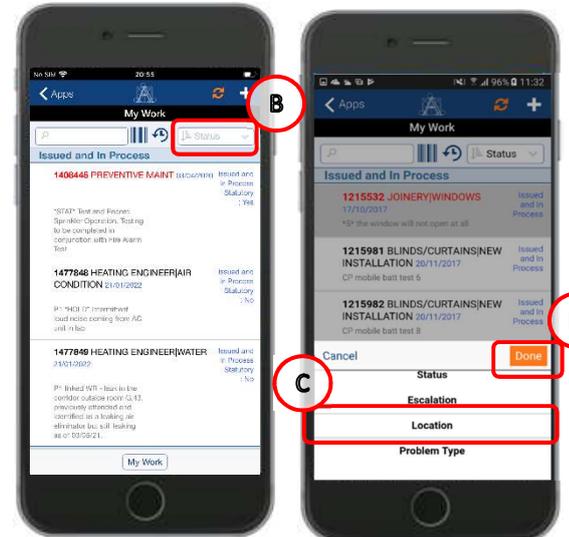
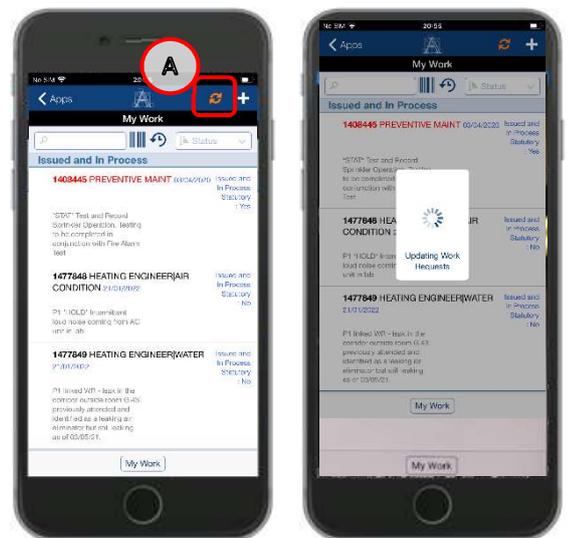
Selecting this option will open the **(F) Keyboard**.

As you start typing the Work Request, the list in the background will automatically start filtering, depending on the details you enter.

Tapping on the **(G) Go** key will return you to the list screen

Tapping on an item in the list will open the Work Request screen.

If you are having issues syncing please check trouble-shooting advice in Appendix C How to Reset the Background Data Sync Flag on the Mobile Device



1.5. Navigating To The Application Menu

Selecting the **(A) Apps** will return you to the applications menu, where you can select different actions.

At present, some devices only have the **(B) Maintenance** option activated, though this may change in the future.

Selecting the **(C) Options cog symbol** will take you to a preferences menu.

The various preferences options available are as follows;

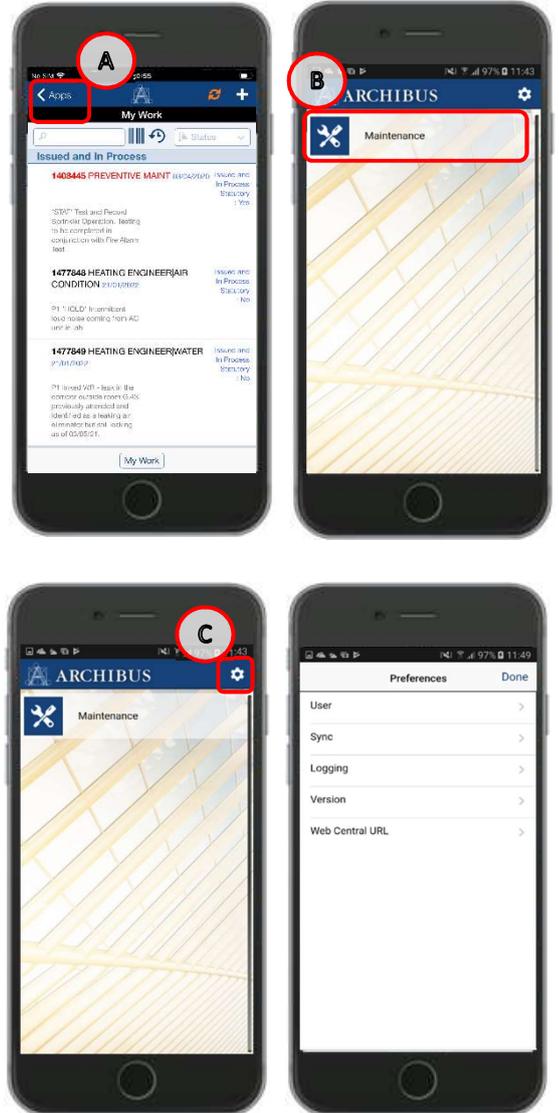
User > Allows the user to log in and log out of the app

Sync > Allows the user to reset the background data, and clear the settings data stored on the phone

Logging > Allows data logging of the phone for system diagnostic purposes

Version > Allows the user to view the current version of the app

Web Central URL > Allows the user to view and update the URL the app is connected to



Please note - these menu options should not be used unless there is a problem with your phone.

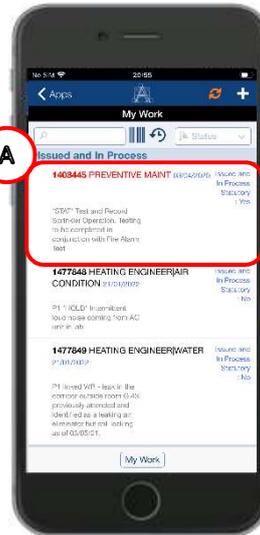
1.6. Retrieving A Work Request

(A) **Work request** shows a brief description of the Work Request details including WR number, problem type, date requested, current status, if PPM is statutory and the WR description.

To select just click on a WR in the list, the device will display the Work Request screen that has two risk for you to respond to.

Tapping on the Yes option will allow you to progress through the two statements and access the Work Request.

Tapping on the No option will return you to the **My Work** screen.



Risk Assessment	
Please confirm that you have read and understood the guidance on risk assessment and safe systems of work, which is available on your phone.	
No	Yes

assessment statements

Risk Assessment	
Please confirm that you know that you can STOP the job at any time if it cannot be done without putting yourself or anyone else at significant risk.	
No	Yes

You will need to flag any risks to your ATL and ensure safety steps are in place before you can continue with the Work Request.

When you have access to the Work Request, you can use your finger to swipe the page up and down to view details of the Work Request.

1.7. Navigating A Work Request

Some of the symbols at the top and bottom of the screen will help you perform different actions within the Work Request:

(A) Back Symbol, will close the Work Request without making any changes to it, and return you to the **My Work** list

(B) Camera Symbol, will allow you to upload a photo as a document. Taking a photo can help support the work you have undertaken or explain why additional work required. (see section **1.10 Adding A Photo To A Work Request**)

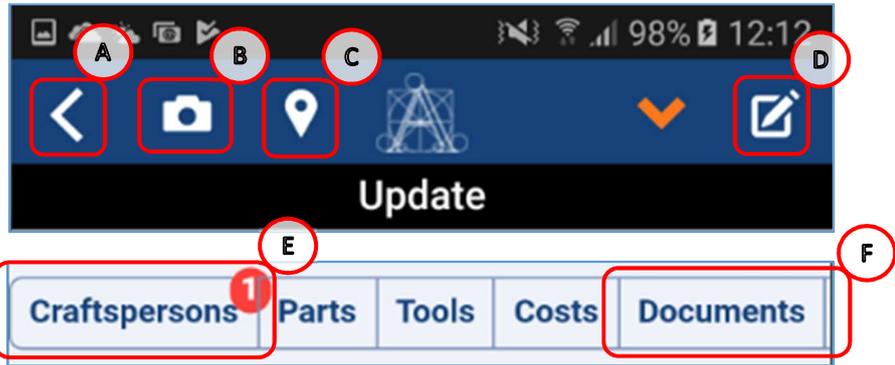
(C) Location Symbol, if a room code has been entered against the work request, the location symbol will become available and open a screen that will display a floor plan to help identify the location assigned to the Work Request. The selected room will be coloured yellow **(G)** with a blue outline.

(D) Drawing Symbol, will access the floor plan and enable you to redline the plan with notes or markings to further highlight an update or issue with the work.

(E) Craftspersons, the number in the circle will indicate the number of visits the job has had. Tapping on the option will open a new screen that will display which Craftspersons are allocated to the job, and their time recorded to date.

(F) Documents, the number in the red circle will indicate if any additional information has been attached to the Work Request, such as a photo or explanatory document.

Tapping on the option will open a new screen and display details of the documents, which can be opened and closed.



1.8. Placing A Work Request On Hold/ Resuming A Held Work Request

If you are unable to complete the Work Request, you can select the **(F) Downward arrow** to access the update menu and place the work on hold.

The device will display an update menu with a number of options:

- **On Hold For (Parts/ Labour/ Access)** will allow you to place the Work Request on hold. The Work Request will remain on your queue until the issue has been resolved.

Parts – Use this option if parts/materials are not in stock.

Labour – Use this option if an additional trade/additional labour is required.

Access – Use this option if when you attend access arrangements are required to be made via the ATL. If you are given a time/date to return, this option is not necessary.

(NOTE: discuss separately with planner/ATL to ensure issues resolved promptly)

- **Resume To Issued**, if a job is on hold, this will allow you to resume the job back to Issued and in Process.

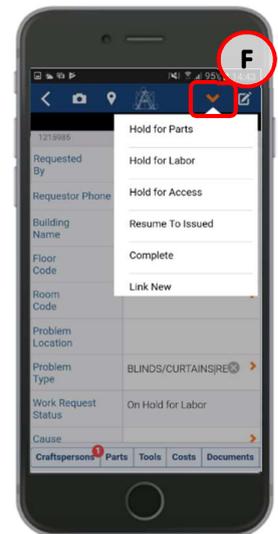
The remaining options in this menu are covered later in this guide, but are summarised as follows;

- **Complete** to indicate the job has been completed. This will result in the job being moved off your mobile work queue the next time a sync is performed.

(NOTE: Please ensure all information has been added to the work request first i.e. notes, hours & date started, Cause Code, and Repair Type.)

- **Link New** allows a new work request to be raised that is linked to the work request you are currently in. This is mainly used for logging faults found whilst carrying out PPM.

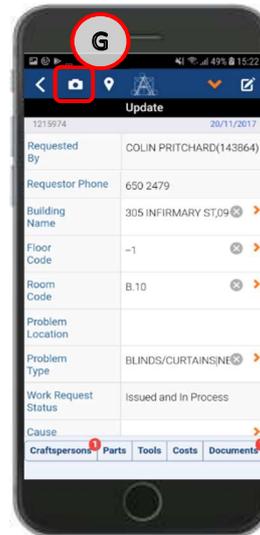
(NOTE: A linked work request will be sent to the Helpdesk for approval and follow the normal workflow.)



1.9. Adding A Photo To A Work Request

While performing the work, you may wish to add a photo to the work request, to support the work you have performed.

Selecting the **(G) Photo** will open the mobile devices camera function. Use the **(H) Camera symbol** to take a photo.

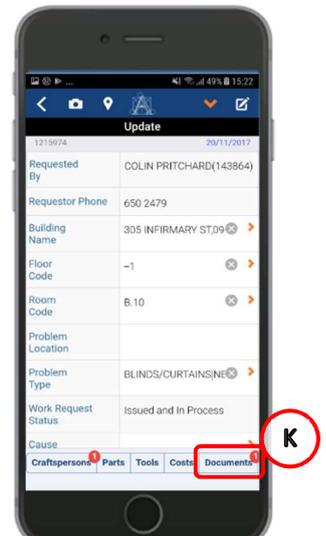


Once you have taken a photo, the mobile device will preview the image and offer two options.

If you are satisfied with the photo, select the **(I) OK** option.

When you select this option, the device will save the image and return you to the work request screen.

The screen will now indicate a document is **(K) attached to the work request**.



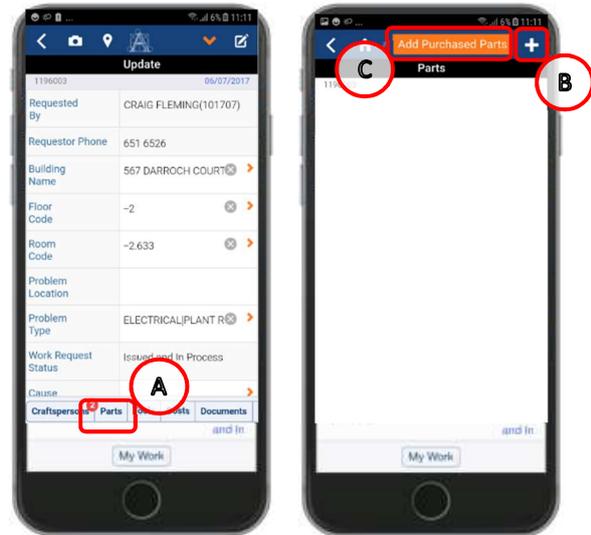
If you are not satisfied with the photo, you can select the **(J) Retry** option, which will return you to the previous step to re-take the photo. You can perform this step as many times as needed, until you are happy with the photo.

1.10 Adding Stock to a Work Request

In order to complete the work required you might need to use stock. You can add these to a work request by selecting **(A) Parts**.

Then selecting **(B) + symbol** will take you to the Add Part screen, which will allow you to confirm the materials used.

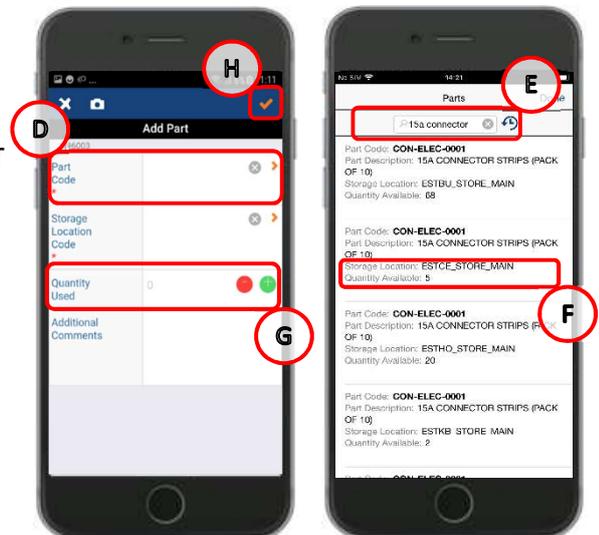
(NOTE: The (C) Add Purchased Parts option is not being used and should not be selected.)



To add parts from the Add part screen, select the **(D) Part Code** option.

Then use the **(E) search box** to enter the part description or code, each part will appear a number of times under different **(F) Storage Location**. Ensure you select the part from the correct storage location (see table below), this will then take you back to the Add part screen.

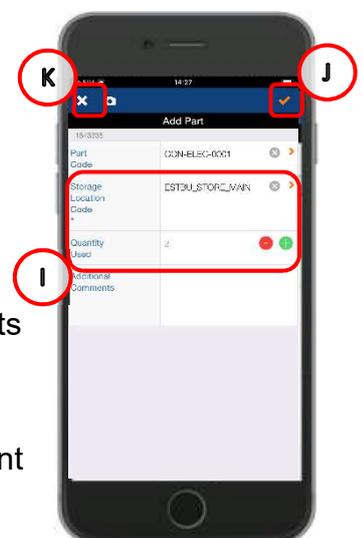
Use the **(G) +/- symbols** to adjust the quantity required. Once the correct number to be used is displayed select **(H) tick symbol**.



Storage Location Code	Storage Location Description
ESTBU_STORE_MAIN	EASTER BUSH STORE
ESTBU_STORE_ROOFING	EASTER BUSH ROOFING STORE
ESTCE_STORE_GLAZING	CENTRAL GLAZING STORE
ESTCE_STORE_KEYS	CENTRAL KEYS STORE
ESTCE_STORE_MAIN	CENTRAL STORE
ESTCE_STORE_ROOFING	CENTRAL ROOFING STORE
ESTHO_STORE_MAIN	HOLYROOD STORE
ESTKB_STORE_MAIN	KB STORE
ESTPO_STORE_MAIN	POLLOCK STORE

The parts selected will then be **(I) summarised** for information. Further parts can be added by selecting **(J) + symbol**. The **(K) arrow symbol** will return you to the work request screen.

Note: Remember to sync your phone as this will update stock to take account of the part you have ordered



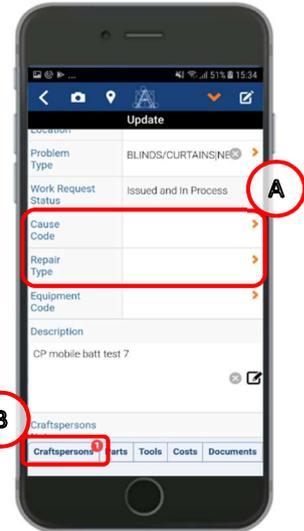
1.11 Updating & Completing A Work Request

When you have completed the work, there are three key actions you need to perform:

Step 1 is updating the **(A) Cause Code and Repair Type** fields, use your finger to swipe the screen down till you can see these fields, then select each one in turn, which will open a selection pop up screen. See Appendix B Cause Codes

Tap on the relevant selection, which will select the option, close the pop up screen and populate the details into the screen shown.

This information is used by the Building Services group to understand what type of work has been carried out, and help inform planned maintenance.



Step 2 is adding the hours worked via the **(B) Craftspersons** option.

The number in the red circle will indicate how many visits have been logged against the Work Request. Tapping on the Craftsperson option will display a screen that will show you the names attached to the Work Request and the hours worked.

Tapping on the **(C) Name** will open a screen to record hours worked.

Select the appropriate **(D) Field** to record your hours, either actual, overtime or double-time. If you have made an error, use the X option to the right hand side to delete any entries made.

Actual Hours – Used to capture all hours during normal working hours

Overtime Hours – Used to capture all hours during overtime working hours

Double Time Hours - Used to capture all hours during double time hours

(Note: Hours are recorded in decimal format e.g., ½ hour is 0.50)

If you are recording hours for subsequent visits, please refer to section **1.12 Adding A Second Entry Of Time Or Another Craftsperson To The Work Request**

Then select **(E) Date Started Calendar symbol** to confirm the date of attendance.

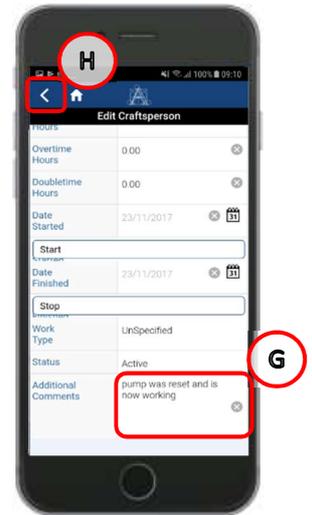
(Note: This is a mandatory field)



Step 3 is adding comments against the work request.

Comments can be added against each entry of time. After you have added hours and date started, swipe down to the bottom of the screen and select **(G) Additional Comments**. Use the keypad to add your notes about the job.

(Note: All comments should be left in this way, and should explain the specifics of the job e.g. **what did you do, why is it not finished, what is going to happen next.**)



Any Health and Safety issues should be captured here. Please ensure to mark any Health and Safety issues clearly with the following prefix **'H&S'** (ensure to leave no spaces and use **'&'** rather than **'and'**) then add the details of the issue you are reporting

All health and safety issues should be reported to your ATL, significant issues will be highlighted to the Health and Safety team

Note: All comments are viewable to console users and requesters

Once the three steps have been completed select **(H) Back button** to return to list of Craftspersons allocated to the work request is displayed, your updates will be summarised against each entry.

At this point if you have not completed the mandatory Start Date field, you will receive the following message prompting you to enter a date before proceeding.

1.12 Adding A Second Entry Of Time Or Another Craftsperson To The Work Request

If more than one visit is required, a 2nd entry for time and date can be added by selecting **(F) + symbol**, a blank time entry form will be displayed showing who you are adding to the work request. You can either select **(I) Tick symbol** to add a 2nd visit, or use the **(J) X symbol** to change the name and add a colleague to the job. Select **(I) Tick symbol** to confirm and you will be returned to the previous screen where the **(K) Additional entry** will be displayed.

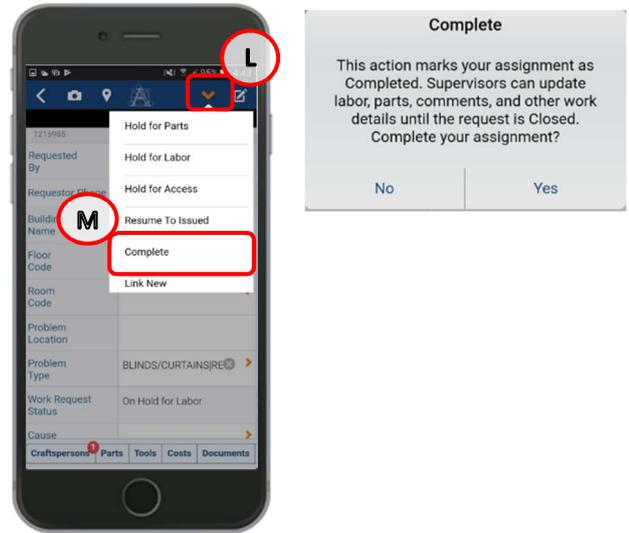
Then repeat the steps in the previous section by selecting **(C) Name** to record the time and date.

(NOTE: If you add a colleague to the job, this will add the job to their mobile, and only they can add time against their entry.)



Once the updates have been added, you need to complete your actions for the work request and remove the job from your work queue. To do this select the **(L)** **Downward Arrow** symbol to access the update menu. Select **(M) Complete**.

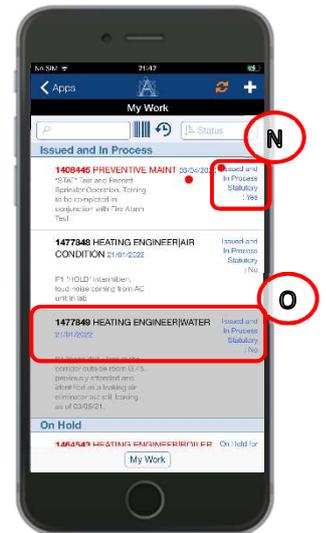
You will then receive a pop up confirmation message.



This will return you to the main work queue. The work request you have completed will now have **(N) Red dot** against the status, highlighting that is ready to have its status changed upon the next sync.

(Note – The red will also appear for work requests that have just been put on hold, pending the next sync.)

You can also easily navigate to the last job visited, by viewing the work request that is greyed out. This will help you find your previous position in queue of work requests.



1.12 Adding A Work Request From A Mobile Device

If you notice maintenance work that needs to be undertaken, you can raise a work request from your device.

Select **My Requests** from the **(A) Work type** menu then **(B) + symbol** to direct the new work request to the Helpdesk for approval. This will then be routed to appropriate work team.

(Note: If you raise a work request without changing to my request this will bypass normal approval and issue directly to your phone)

Once you have selected the **(B) + symbol** the device will display the Create Work Request screen for you to enter details, and there are a number of key actions you need to perform.

Step 1 is completing the **(C) Building Name, Floor Code & Room Code** fields; use your finger to swipe the screen until you can see these fields, then select each one in turn, which will open a selection pop up screen.

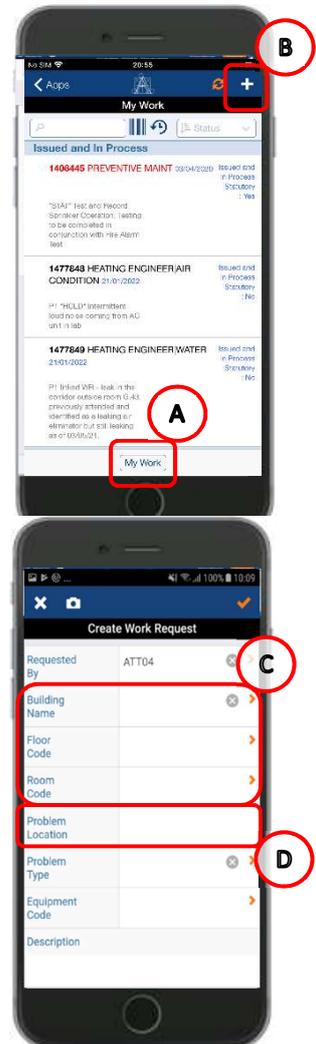
Tap on the relevant selection, which will select the option, close the pop up screen and copy the details into the relevant screen.

Then, add a **(D) Problem Location**, which allows you to add specific details about the problem in free text.

(Note: Selecting the **Red Arrow** to the right, will allow the device to open a screen so you can select the **Relevant Options**.

Selecting the **X** to the right will remove any selected options.

If you select the wrong details, you can repeat these steps a number of times until you have the right information needed.)



Step 2 is adding the **(E) Problem Type** details

Select **(E) Problem Type details** that will open the **Problem Type** pop up screen.

Use your finger to swipe up and down the **Problem Type** screen to review the different problem types, then select the **(F) Grey Arrow** to the right of the item you have selected.

This will open a further problem option screen, to select the second tier of problem type. It is important you select the **(F) Grey Arrow** on both occasions when choosing the problem type, otherwise the second tier will not appear.

(See **appendix A** for details of the different problem type / description combinations available)

Use your finger to swipe up and down the screen to review the different details, and then select the relevant option.

This will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request** screen.

The **Problem Type** and **Detail** will have been saved to the **Problem Type** section of the **(G) Create Work Request** Screen.

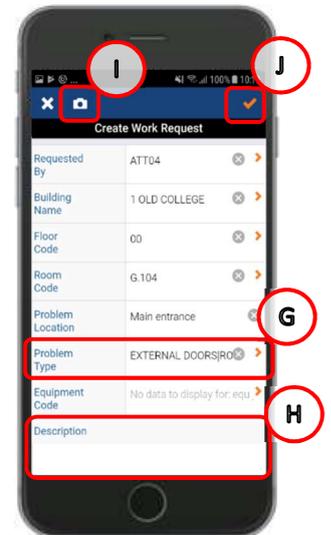
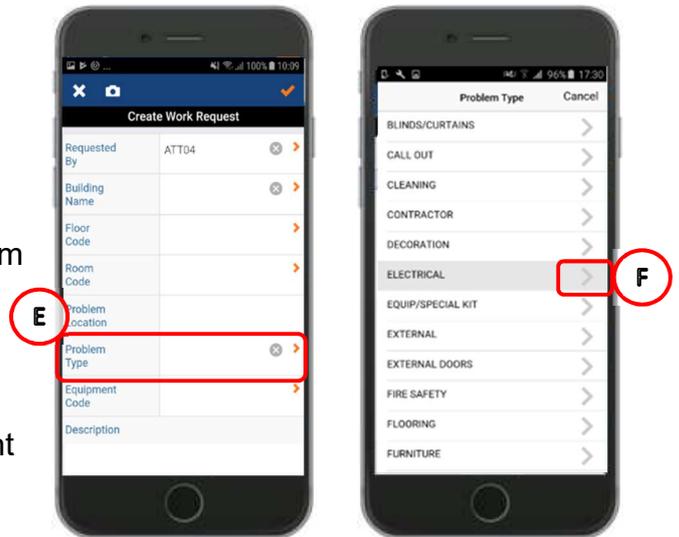
If the screen does not show the 2 pieces of information, repeat step 2, ensuring you select both options.

It is important to add a **(H) Description**. This will open a text free box and allow you to add specific details about the work request, which will be used by both the Helpdesk to correctly assign the work request to the correct team, and by the Planner/ATL/Craftsperson to understand the repair needed.

You can add a photograph to the work request by selecting **(I) Camera symbol**.

The final step when you have the correct details for the work request, is to select the **(I) Tick** option.

This will store the work request on the device and will only upload the next time a sync is carried out.



1.14 Adding a Linked Work Request from a Mobile Device

You can link two or more related work requests together by creating a second new request. Each new request generated follows the normal workflow starting with Helpdesk triage and approval.

This feature can be used where a work request needs to move work team (e.g., Maintenance Services -> Contract Services). This might be because the work can't be completed by the original team (scale/complexity), or there is an additional or consequential piece of work required that needs another work team to complete.

By creating a link from an existing request to a new request, you can set a new priority timescale, location, and/or problem type for the new request.

To do this access the original work request from your queue by **(A) Selecting** the request.

Pass through the risk assessment statements, then select **(B) Downward arrow** to show the update menu.

Select **(C) Link New**.



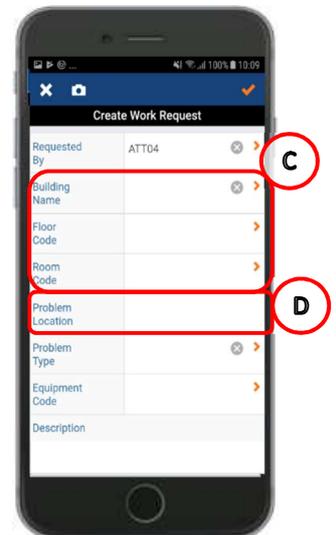
The device will then display the Create Work Request screen for you to enter details, and there are a number of key actions you need to perform.

Some fields will be pre-populated with details when you create a linked request, these can be edited where necessary as outlined below. Please double check all details before submitting.

(Note: Selecting the **Red Arrow** to the right, will allow the device to open a screen so you can select the **Relevant Options**.

Selecting the **X** to the right will remove any selected options.

If you select the wrong details, you can repeat these steps a number of times until you have the right information needed.)



(C) Building Name, Floor Code & Room Code

More specific location information can be added/edited to assist with follow up works. Selecting one of the fields in this section will present a pop up screen containing active building data. The search bar at the top of the page can be used if multiple entries exist. Select the appropriate detail, this will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request screen**.

(D) Problem Location is a free text field which allows you to add specific details about the problem location.

(E) Problem Type details

Selecting the Problem Type will open a new screen displaying the first tier of the problem types available.

Use your finger to swipe up and down the **Problem Type** screen to review the different problem types, then select the **(F) Grey Arrow** to the right of the item you have selected.

This will open a further problem option screen, to select the second tier of problem type. It is important you select both parts of the problem type, otherwise the work request will not be valid.

(See **appendix A** for details of the different problem type / description combinations available)

Use your finger to swipe up and down the screen to review the different details, then select the relevant option.

This will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request screen**.

The **Problem Type** and **Detail** will have been saved to the **(G) Problem Type** section of the **Create Work Request Screen**.

If the screen does not show the 2 pieces of information, repeat step 2, ensuring you select both options.

It is important to add a **(H) Description**. This will open a text free box and allow you to add specific details about the work request, which will be used by both the Helpdesk to correctly assign the work request to the correct team, and by the craftsperson to understand the repair needed.

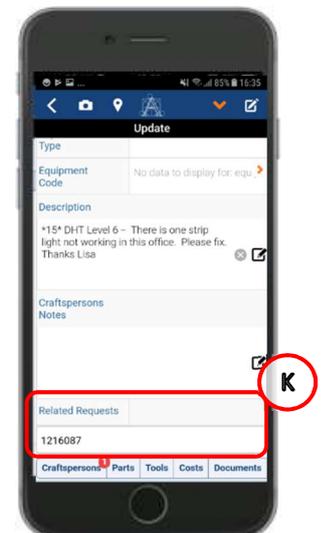
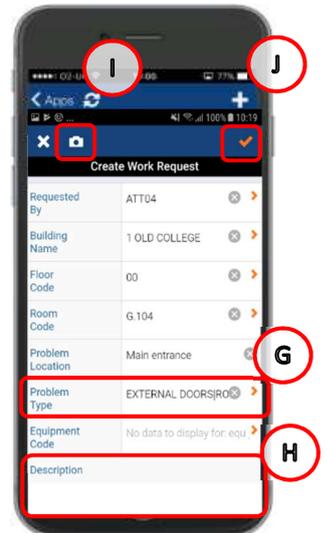
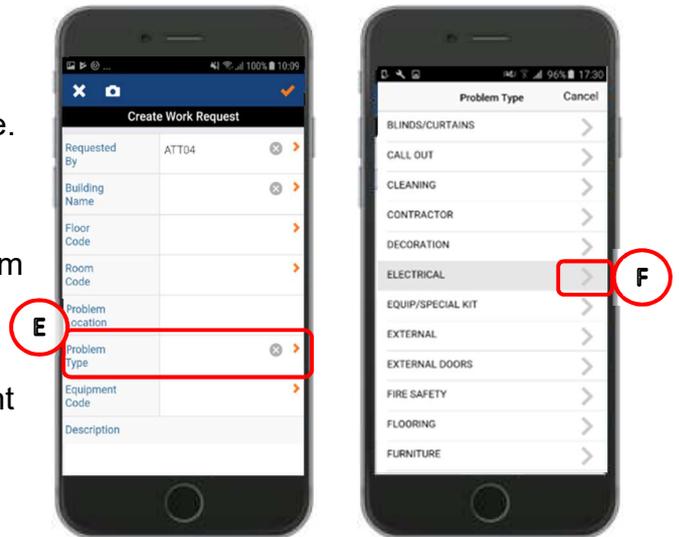
You can add a photograph to the work request by selecting **(I) Camera symbol**.

The final step when you have the correct details for the work request, is to select the **(J) Tick** option.

This will store the work request on the device and will only upload the next time it syncs with the WebCentral system.

Once the new work request has sync'd with the WebCentral system, you can view the new or original request by selecting **(K) Related Requests** when accessing viewing either work request.

Use the back arrow to return the request in your queue.



APPENDIX A**Appendix A: Problem Type/ Description**

The following list provides details of each problem type and problem type description for use in Sections 1.13/1.14.

Problem Type Code	Problem Type Description
ELECTRICAL	ELECTRICAL
ELECTRICAL	LIGHTING
ELECTRICAL	FIRE ALARM
ELECTRICAL	LIGHTING
ELECTRICAL	POWER
ELECTRICAL	SOCKETS/DATA/SWITCHES
ELECTRICAL	SMELL OF BURNING
ELECTRICAL	WIRING/TRUNKING
ELECTRICAL	HEATING
ELECTRICAL	NO HOT WATER
ELECTRICAL	SHOWERS
ELECTRICAL	EMERGENCY LIGHTING
ELECTRICAL	ELECTRICAL EQUIPMENT
ELECTRICAL	EXTRACTOR FAN
ELECTRICAL	HAND/HAIR DRYERS
ELECTRICAL	FUME HOODS
ELECTRICAL	LIFT TRAP
ELECTRICAL	LIFT ISOLATION
ELECTRICAL	WATER AFFECTING
ELECTRICAL	DEMO
ELECTRICAL	GENERATORS
ELECTRICAL	PLANT ROOM CHECKS
ELECTRICAL	ISOLATIONS
ELECTRICAL	AUTOMATIC DOORS
ELECTRICAL	TV AERIAL
ELECTRICAL	PAT TEST
ELECTRICAL	ASSIST CONTRACTOR/CONSULTANT/OTHER TRADE
ELECTRICAL	CCTV/ALARMS
ELECTRICAL	ELECTRIC CAR CHARGES
LIFTS	LIFTS
LIFTS	REPORT MINOR FAULT
LIFTS	BREAKDOWN
LIFTS	LIGHT OUT
LIFTS	DAMAGE INSIDE LIFT
LIFTS	DROPPED INTO LIFT SHAFT
LIFTS	PASSENGER TRAP
HEATING	HEATING
HEATING	HEATING/VENT
HEATING	CALORIFIERS

HEATING	BOILER
HEATING	RADIATORS
HEATING	WATER
HEATING	METER READINGS
HEATING	HEATING TIMES
HEATING	CHP
HEATING	ATTEND DEMO
HEATING	ASSIST CONTRACTOR/CONSULTANT/OTHER TRADE
HEATING	CLEAN AND TIDY PLANT ROOM STORE
HEATING	BMS
HEATING	GAS
HEATING	FUME CUPBOARDS
PLUMBING	PLUMBING
PLUMBING	TAPS
PLUMBING	SHOWERS
PLUMBING	WASH BASINS/SINKS
PLUMBING	TOILETS
PLUMBING	BATHS
PLUMBING	STORAGE TANKS
PLUMBING	NEW INSTALLATION
PLUMBING	HEATING/RADIATORS
PLUMBING	INVESTIGATE SMELL
PLUMBING	FLOOD
PLUMBING	EXTERNAL DRAINAGE
PLUMBING	ATTEND DEMO
PLUMBING	METER READINGS
PLUMBING	INVESTIGATE DAMP
PLUMBING	WATER
JOINERY	JOINERY
JOINERY	DOORS & LOCKS
JOINERY	WINDOWS
JOINERY	FLOORS/SKIRTING/STAIRS
JOINERY	SHELVING/NOTICE BOARDS
JOINERY	FURNITURE REPAIRS
JOINERY	FIXTURES & FITTINGS
JOINERY	PIPE BOXING
JOINERY	CEILINGS
JOINERY	KITCHENS
JOINERY	SIGNAGE
GLAZING	GLAZING
GLAZING	GLAZING REPAIR
GLAZING	GLAZING FILM
GLAZING	MIRROR
GLAZING	HEALTH & SAFETY
GLAZING	SUPPLY GLAZING
KEYS	KEYS
KEYS	SUPPLY NEW KEYS
KEYS	SUPPLY NEW LOCK/CYLINDER
PROJECT	PROJECT
PROJECT	PROJECT REQUEST>£50K
PROJECT	PROJECT REQUEST<£50K

PEST CONTROL	PEST CONTROL
PEST CONTROL	RODENTS/MICE
PEST CONTROL	BIRDS/NESTS
PEST CONTROL	WASPS
PEST CONTROL	ANTS
PEST CONTROL	SQUIRRELS
PEST CONTROL	INSECTS
PEST CONTROL	OTHER
LANDSCAPE	LANDSCAPE
LANDSCAPE	WEEDS
LANDSCAPE	TREE DAMAGE
LANDSCAPE	SNOW/GRITTING
LANDSCAPE	TREES IN HIGH WINDS
LANDSCAPE	SLABS/FOOTPATH
LANDSCAPE	ROAD SURFACE
GRAFFITI	GRAFFITI
GRAFFITI	STICKERS/POSTERS
GRAFFITI	SPRAY
GRAFFITI	CHALK
GRAFFITI	PAINT
FURNITURE	FURNITURE
FURNITURE	UPHOLSTERY
FURNITURE	BROKEN LOCK
FURNITURE	MISSING PART
FURNITURE	REPAIR
FURNITURE	MISC REQUEST
EXTERNAL	EXTERNAL
EXTERNAL	ROOFS
EXTERNAL	HEALTH & SAFETY
EXTERNAL	WALLS
EXTERNAL	SLABS/SURFACE
EXTERNAL	STREET FURNITURE
EXTERNAL	PIPES
DECORATION	DECORATION
DECORATION	PAINTING REQUEST
DECORATION	DAMAGED AREA/WALL
DECORATION	MISC REQUESTS
DECORATION	EXTERNAL
BLINDS/CURTAINS	BLINDS/CURTAINS
BLINDS/CURTAINS	REPAIR
BLINDS/CURTAINS	NEW INSTALLATION
EQUIP/SPECIAL KIT	EQUIP/SPECIAL KIT
EQUIP/SPECIAL KIT	SMART BOARDS
EQUIP/SPECIAL KIT	SPEED LANES
EQUIP/SPECIAL KIT	WATER COOLERS
EQUIP/SPECIAL KIT	HYDROBOILS
EQUIP/SPECIAL KIT	CLOCKS
EQUIP/SPECIAL KIT	TANOY SYSTEMS
EQUIP/SPECIAL KIT	MISCELLANEOUS
EQUIP/SPECIAL KIT	CATERING EQUIPMENT
FLOORING	FLOORING

FLOORING	CARPET
FLOORING	LINO
FLOORING	DOOR MATS
FLOORING	TIMBER FLOORING
FLOORING	QUARY TILES
FLOORING	STAIR TREDS
FLOORING	H&S ISSIUE
EXTERNAL DOORS	EXTERNAL DOORS
EXTERNAL DOORS	AUTO DOORS
EXTERNAL DOORS	ROLLER DOORS
EXTERNAL DOORS	SPEICALIST LOCKS
EXTERNAL DOORS	GATES
EXTERNAL DOORS	BARRIERS
EXTERNAL DOORS	UNSECURE
EXTERNAL DOORS	MISCELLANEOUS
CLEANING	CLEANING
CLEANING	WINDOWS
CLEANING	CIG BINS
CLEANING	VENTS
CLEANING	GENERAL LITTER
CLEANING	CHALK
CLEANING	POSTERS
CLEANING	ENTRANCE/FIRE EXIT
CLEANING	MISC SPILAGE
CLEANING	GENERAL CLEAN UP
CLEANING	BROKEN GLASS
CLEANING	DEEP CLEAN
CLEANING	SUPPLY NEW DISPENSERS
CLEANING	BLOOD
CLEANING	NEEDLES
CLEANING	DOG WASTE
CLEANING	CARPET SHAMPOO
CLEANING	MISCELLANEOUS
FIRE SAFETY	FIRE SAFETY
FIRE SAFETY	EVAC SIGNAGE
FIRE SAFETY	FIRE BLANKET
FIRE SAFETY	EXTINGUISHER

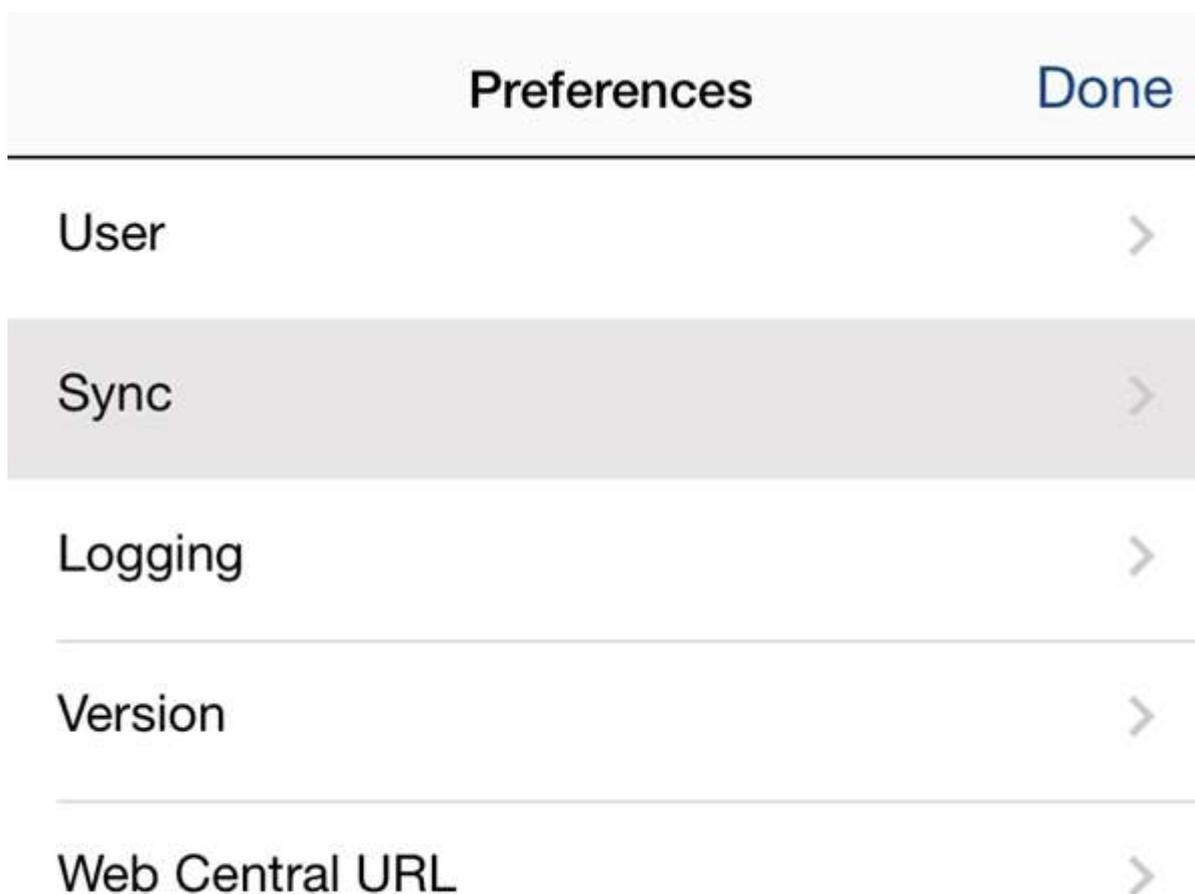
Appendix B Cause Codes

Cause Type Code	Cause Type Description
ELECT_40	E40 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
ELECT_41	E41 SHORT CIRCUITING - SHORT CIRCUIT.
ELECT_42	E42 OPEN CIRCUIT - DISCONNECTION, INTERRUPTION, BROKEN WIRE/CABLE.
ELECT_43	E43 NO POWER/VOLTAGE - MISSING OR INSUFFICIENT ELECTRICAL POWER SUPPLY.
ELECT_44	E44 FAULTY POWER/VOLTAGE - EARTH FAULT, LOW ELECTRICAL RESISTANCE.
ELECT_45	E45 EARTH/ISOLATION FAULT - EARTH FAULT, LOW ELECTRICAL RESISTANCE
ELECT_46	E46 LIGHTING - FAILURE OF A LAMP OR TUBE DUE TO AGEING ONLY.
EXTER_50	EX50 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
EXTER_51	EX51 BLOCKAGE/PLUGGED - FLOW RESTRICTED/BLOCKED - FOULING, CONTAMINATION, ICING, FLOW ASSURANCE
EXTER_52	EX52 CONTAMINATION - CONTAM FLUID/GAS/SURFACE, EG LUBRICATION OIL CONTAM, GAS-DETECTOR HEAD CONTAM
EXTER_53	EX53 MISCELLANEOUS EXTERNAL INFLUENCES - FOREIGN OBJECTS, IMPACTS, ENVIRONMENTAL INFLUENCE
INSTR_30	I30 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
INSTR_31	I31 CONTROL FAILURE - NO, OR FAULTY, REGULATION.
INSTR_32	I32 NO SIGNAL/INDICATION/ALARM - NO SIGNAL/INDICATION/ALARM WHEN EXPECTED.
INSTR_33	I33 FAULTY SIGNAL/ALARM - SIGNAL/INDICATION/ALARM IS WRONG. CAN BE SPURIOUS, INTERMITTENT.
INSTR_34	I34 OUT OF ADJUSTMENT - CALIBRATION ERROR, PARAMETER DRIFT.
INSTR_35	I35 SOFTWARE FAILURE - FAULTY, OR NO, CONTROL/MONITORING/OPERATION DUE TO SOFTWARE FAILURE.
INSTR_36	I36 COMMON CAUSE/MODE FAILURE - SEVERAL INSTRUMENTS FAILED, E.G. REDUNDANT FIRE OR GAS DETECTOR
MATRL_20	MT20 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MATRL_21	MT21 CAVITATION - RELEVANT FOR EQUIPMENT SUCH AS PUMPS AND VALVES.
MATRL_22	MT22 CORROSION - ALL TYPES OF CORROSION, BOTH WET (ELECTROCHEMICAL) AND DRY (CHEMICAL).
MATRL_23	MT23 EROSION - EROSIVE WEAR.
MATRL_24	MT24 WEAR - ABRASIVE AND ADHESIVE WEAR, E.G. SCORING, GALLING, SCUFFING, FRETTING
MATRL_25	MT25 BREAKAGE - FRACTURE, BREACH, CRACK.
MATRL_26	MT26 FATIGUE - IF THE CAUSE OF BREAKAGE CAN BE TRACED TO FATIGUE, THIS CODE SHALL BE USED.
MATRL_27	MT27 OVERHEATING - MATERIAL DAMAGE DUE TO OVERHEATING/BURNING.
MATRL_28	MT28 BURST - ITEM BURST, BLOWN, EXPLODED, IMPLoded, ETC.

MECH_10	MI10 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MECH_11	MI11 LEAKAGE - EXTERNAL AND INTERNAL LEAKAGE, EITHER LIQUIDS OR GASES
MECH_12	MI12 VIBRATION - ABNORMAL VIBRATION: IF THE FAILURE MODE AT EQUIPMENT LEVEL IS VIBRATION.
MECH_13	MI13 CLEARANCE/ALIGNMENT FAILURE - FAILURE CAUSED BY FAULTY CLEARANCE OR ALIGNMENT.
MECH_14	MI14 LOOSENESS - DISCONNECTION, LOOSE ITEMS.
MECH_15	MI15 STICKING - STICKING, SEIZURE, JAMMING - NOT DEFORMATION OR CLEARANCE/ALIGNMENT FAILURES.
MISCE_60	MI60 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MISCE_61	MI61 NO CAUSE FOUND - FAILURE INVESTIGATED BUT CAUSE NOT REVEALED OR TOO UNCERTAIN.
MISCE_62	MI62 COMBINED CAUSES - SEVERAL CAUSES: THE PREDOMINANT CAUSE SHALL BE CODED.
MISCE_63	MI63 OTHER - NO CODE APPLICABLE: USE FREE TEXT IN CRAFTPERSONS NOTES.
MISCE_64	MI64 UNKNOWN - NO INFORMATION AVAILABLE.
MISCE_65	MI65 PLANNED MAINTNEANCE

Appendix C How to Reset the Background Data Sync Flag on the Mobile Device

On the mobile device go to the Maintenance Screen Menu then click on the Cog Wheel at the top right hand corner of the screen (see print below)



Click on Sync

This will take you to the Sync Settings Screen (see below)

Click on Reset Background Data Sync Flag



A message will appear asking you if you wish to Continue with the Reset of the Background data.

Click YES

Click on the Back button

Click on Done

This will take you back to the Maintenance Menu where you should click on Maintenance then **Sync the mobile device.**

Please note you will also need to clear the cache.

To do this :

Double Click the Home button on your phone then swipe the Archibus Mobile Screen upwards to close it down then restart the Archibus mobile app.



Estates and Buildings Information System

User Guide

Web Central

Mobile Application v23

Foreword

This User Guide document has been designed for the purpose of training relevant members of staff within the Estates Department.

System Support

If you require assistance please contact Ebisusers@ed.ac.uk in the first instance. All urgent requests should be directed to the Ebisusers Support Desk on 0131 650 9683.

More information on the EBIS Project is available at:-

<http://www.ed.ac.uk/estates/what-we-do/ebis>

Logging on to Web Central

Login to the mobile app using your user name and password:-

<https://www.webcentralcad.estates.ed.ac.uk/archibus/login.axvw>

The app will download the background data then load in any work allocated to your profile.

Estates Helpdesk

The Estates Helpdesk is open 8am – 6pm during each business day, with Security dealing with emergencies out with these times. Contact details are as follows, telephone 0131 650 2494 or by email estates.helpdesk@ed.ac.uk

Accessibility

If you require this document in an alternative format, please contact estates.helpdesk@ed.ac.uk or telephone 0131 650 2494.

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27Apr 2023	Eileen Mullan	V1.5	Stock selection update (P&M)

1. Using The Mobile App To View & Maintain A Work Request

1.1. Purpose

This user guide is for members of the estates maintenance team using a mobile device, and to show the different steps needed to complete the following activities:

- Access the Archibus app on a mobile device
- Retrieve a Work Request
- Place a Work Request on hold
- Update a Work Request to show as completed
- Creating a new Work Request

1.2. Launching The App/ Logging In

The Archibus Mobile App should be pre-installed on your device.

If this has not been done, contact Ebis team to arrange for this to take place.

The App should be a **(A) Shortcut** on the device home screen.

However, if the shortcut is not available, the App can still be accessed by searching the device **(B) Apps Menu**, and then searching the **(C) Archibus** app.

Tapping on the Archibus App Logo will open the App.



1.3. Registering the Device/ Logging In

After opening the App for the first time or following a system outage you may be presented with the connect page, or login page, asking you to enter the UoE WebCentral internet address, which is:

<https://www.webcentralcad.estates.ed.ac.uk/archibus/>

Enter the address and select the **(A) Connect** option

If the device has been used previously, the internet address may have been saved to the memory and can be accessed by selecting the **(B) Previous URL** option.

The system will then display the login page, asking you to enter your **(C) Archibus User Name and Password**.

Enter your details then select the **(D) Register Device** option.



(NOTE: It is important you log-on as yourself, as the Archibus WebCentral system will use your details to send your jobs to your device. If the device is logged on as someone else, then you will have access to their Work Request list, not your own).

1.4. Sync Your Job List

After Logging in, the **My Work** screen will be displayed. There are three key options you should use from this page:

(A) Sync, this option performs an update of your Work Requests by connecting to the main database. It sends your updated work back into the system, and receives new Work Requests issued to you.

The screen will show an update status while the sync is taking place.

You can repeat this action as many times as you need.

If a specific Work Request is not showing on your list, contact your planner/ATL for further advice.

(B) Group By, allows you to change your view of the Work Requests.

Selecting this option will open a menu list, offering four different ways to view your list of Work Request, grouped by:

- Status
- Escalation
- Location
- Problem type

Use your finger to swipe up and down through the list, until the option you require is in the **(C) Highlighted Space**, then tap the **(D) Done** option.

The device will return you to the list of Work Requests and update the view based on your selection. In each view, the requests will also be in date order with oldest at the top.

You can repeat this action as many times as you wish.

(E) Search, allows you to locate a specific Work Request reference, building or job type.

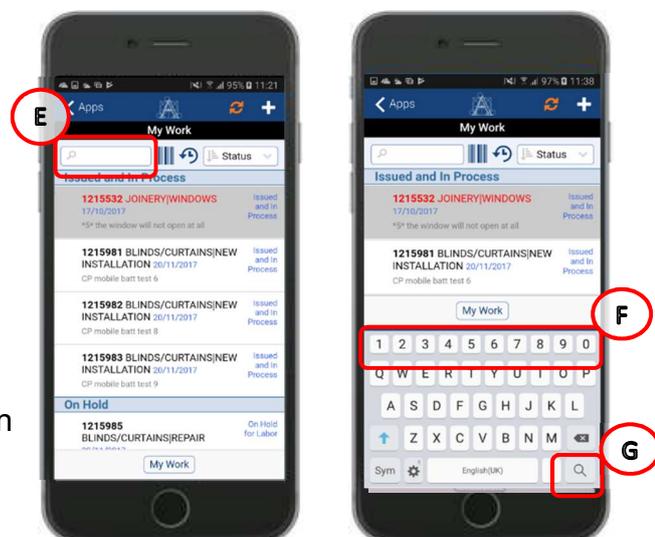
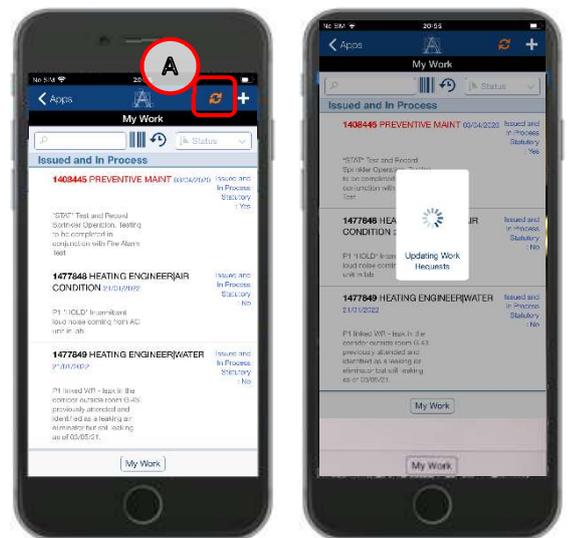
Selecting this option will open the **(F) Keyboard**.

As you start typing the Work Request, the list in the background will automatically start filtering, depending on the details you enter.

Tapping on the **(G) Go** key will return you to the list screen

Tapping on an item in the list will open the Work Request screen.

If you are having issues syncing please check trouble-shooting advice in Appendix C How to Reset the Background Data Sync Flag on the Mobile Device



1.5. Navigating To The Application Menu

Selecting the **(A) Apps** will return you to the applications menu, where you can select different actions.

At present, some devices only have the **(B) Maintenance** option activated, though this may change in the future.

Selecting the **(C) Options cog symbol** will take you to a preferences menu.

The various preferences options available are as follows;

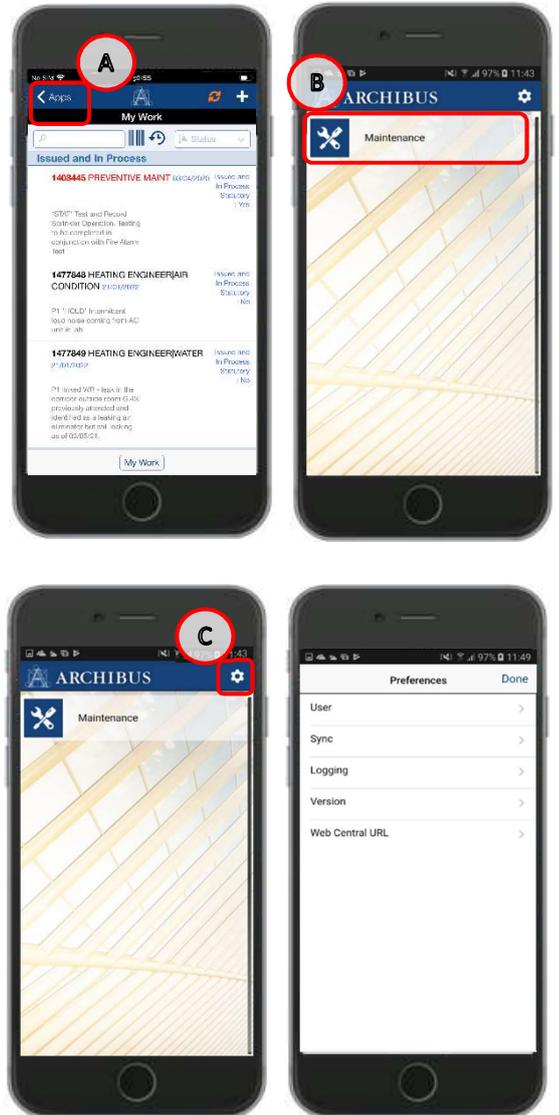
User > Allows the user to log in and log out of the app

Sync > Allows the user to reset the background data, and clear the settings data stored on the phone

Logging > Allows data logging of the phone for system diagnostic purposes

Version > Allows the user to view the current version of the app

Web Central URL > Allows the user to view and update the URL the app is connected to



Please note - these menu options should not be used unless there is a problem with your phone.

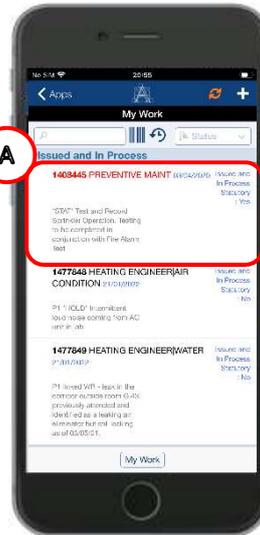
1.6. Retrieving A Work Request

(A) **Work request** shows a brief description of the Work Request details including WR number, problem type, date requested, current status, if PPM is statutory and the WR description.

To select just click on a WR in the list, the device will display the Work Request screen that has two risk for you to respond to.

Tapping on the Yes option will allow you to progress through the two statements and access the Work Request.

Tapping on the No option will return you to the **My Work** screen.



Risk Assessment

Please confirm that you have read and understood the guidance on risk assessment and safe systems of work, which is available on your phone.

assessment statements

Risk Assessment

Please confirm that you know that you can STOP the job at any time if it cannot be done without putting yourself or anyone else at significant risk.

You will need to flag any risks to your ATL and ensure safety steps are in place before you can continue with the Work Request.

When you have access to the Work Request, you can use your finger to swipe the page up and down to view details of the Work Request.

1.7. Navigating A Work Request

Some of the symbols at the top and bottom of the screen will help you perform different actions within the Work Request:

(A) Back Symbol, will close the Work Request without making any changes to it, and return you to the **My Work** list

(B) Camera Symbol, will allow you to upload a photo as a document. Taking a photo can help support the work you have undertaken or explain why additional work required. (see section **1.10 Adding A Photo To A Work Request**)

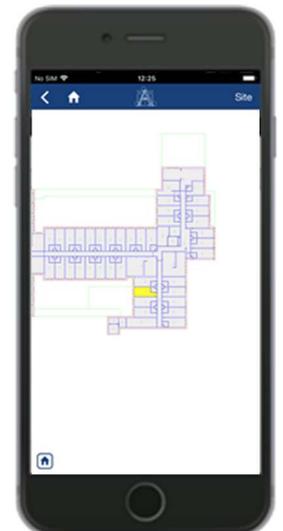
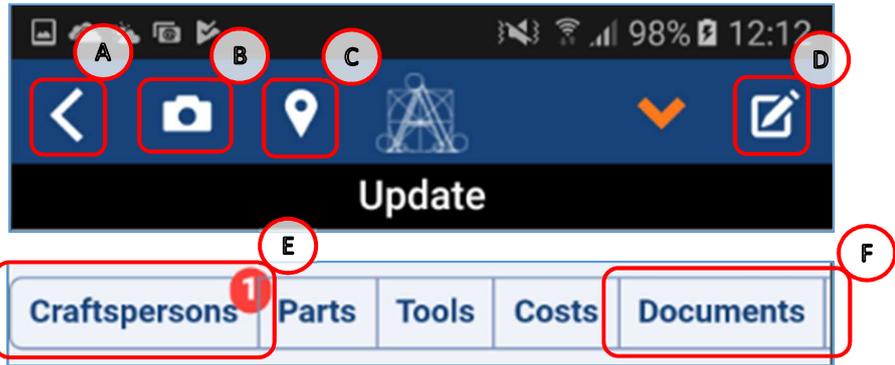
(C) Location Symbol, if a room code has been entered against the work request, the location symbol will become available and open a screen that will display a floor plan to help identify the location assigned to the Work Request. The selected room will be coloured yellow **(G)** with a blue outline.

(D) Drawing Symbol, will access the floor plan and enable you to redline the plan with notes or markings to further highlight an update or issue with the work.

(E) Craftspersons, the number in the circle will indicate the number of visits the job has had. Tapping on the option will open a new screen that will display which Craftspersons are allocated to the job, and their time recorded to date.

(F) Documents, the number in the red circle will indicate if any additional information has been attached to the Work Request, such as a photo or explanatory document.

Tapping on the option will open a new screen and display details of the documents, which can be opened and closed.



1.8. Placing A Work Request On Hold/ Resuming A Held Work Request

If you are unable to complete the Work Request, you can select the **(F) Downward arrow** to access the update menu and place the work on hold.

The device will display an update menu with a number of options:

- **On Hold For (Parts/ Labour/ Access)** will allow you to place the Work Request on hold. The Work Request will remain on your queue until the issue has been resolved.

Parts – Use this option if parts/materials are not in stock.

Labour – Use this option if an additional trade/additional labour is required.

Access – Use this option if when you attend access arrangements are required to be made via the ATL. If you are given a time/date to return, this option is not necessary.

(NOTE: discuss separately with planner/ATL to ensure issues resolved promptly)

- **Resume To Issued**, if a job is on hold, this will allow you to resume the job back to Issued and in Process.

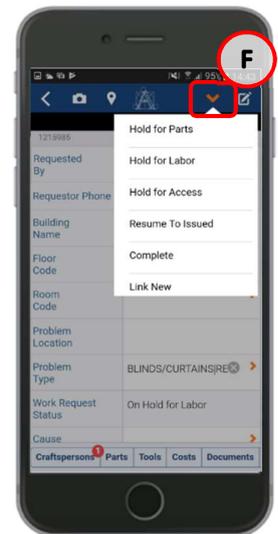
The remaining options in this menu are covered later in this guide, but are summarised as follows;

- **Complete** to indicate the job has been completed. This will result in the job being moved off your mobile work queue the next time a sync is performed.

(NOTE: Please ensure all information has been added to the work request first i.e. notes, hours & date started, Cause Code, and Repair Type.)

- **Link New** allows a new work request to be raised that is linked to the work request you are currently in. This is mainly used for logging faults found whilst carrying out PPM.

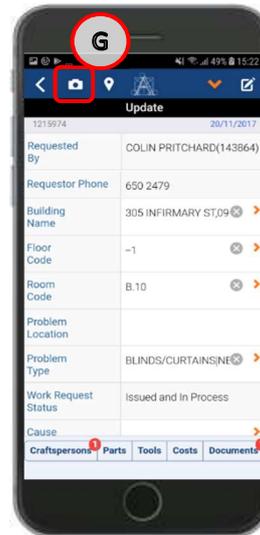
(NOTE: A linked work request will be sent to the Helpdesk for approval and follow the normal workflow.)



1.9. Adding A Photo To A Work Request

While performing the work, you may wish to add a photo to the work request, to support the work you have performed.

Selecting the **(G) Photo** will open the mobile devices camera function. Use the **(H) Camera symbol** to take a photo.

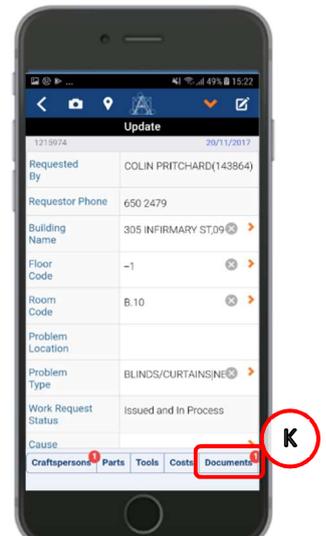


Once you have taken a photo, the mobile device will preview the image and offer two options.

If you are satisfied with the photo, select the **(I) OK** option.

When you select this option, the device will save the image and return you to the work request screen.

The screen will now indicate a document is **(K) attached to the work request**.



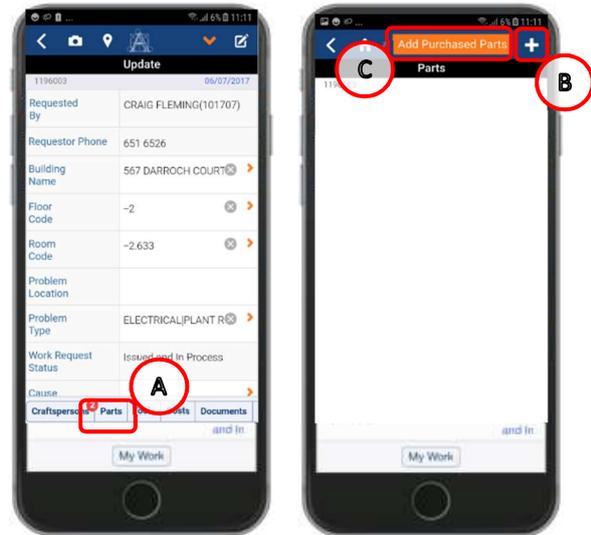
If you are not satisfied with the photo, you can select the **(J) Retry** option, which will return you to the previous step to re-take the photo. You can perform this step as many times as needed, until you are happy with the photo.

1.10 Adding Stock to a Work Request

In order to complete the work required you might need to use stock. You can add these to a work request by selecting **(A) Parts**.

Then selecting **(B) + symbol** will take you to the Add Part screen, which will allow you to confirm the materials used.

(NOTE: The (C) Add Purchased Parts option is not being used and should not be selected.)



To add parts from the Add part screen, select the **(D) Part Code** option.

Then use the **(E) search box** to enter the part description or code, each part will appear a number of times under different **(F) Storage Location**. Ensure you select the part from the correct storage location (see table below), this will then take you back to the Add part screen.

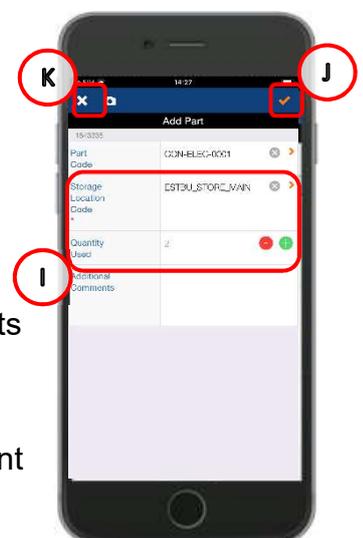
Use the **(G) +/- symbols** to adjust the quantity required. Once the correct number to be used is displayed select **(H) tick symbol**.



Storage Location Code	Storage Location Description
ESTBU_STORE_MAIN	EASTER BUSH STORE
ESTBU_STORE_ROOFING	EASTER BUSH ROOFING STORE
ESTCE_STORE_GLAZING	CENTRAL GLAZING STORE
ESTCE_STORE_KEYS	CENTRAL KEYS STORE
ESTCE_STORE_MAIN	CENTRAL STORE
ESTCE_STORE_ROOFING	CENTRAL ROOFING STORE
ESTHO_STORE_MAIN	HOLYROOD STORE
ESTKB_STORE_MAIN	KB STORE
ESTPO_STORE_MAIN	POLLOCK STORE

The parts selected will then be **(I) summarised** for information. Further parts can be added by selecting **(J) + symbol**. The **(K) arrow symbol** will return you to the work request screen.

Note: Remember to sync your phone as this will update stock to take account of the part you have ordered



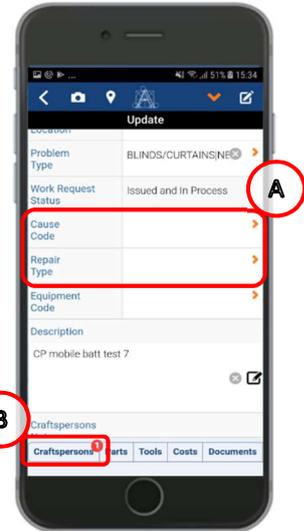
1.11 Updating & Completing A Work Request

When you have completed the work, there are three key actions you need to perform:

Step 1 is updating the **(A) Cause Code and Repair Type** fields, use your finger to swipe the screen down till you can see these fields, then select each one in turn, which will open a selection pop up screen. See Appendix B Cause Codes

Tap on the relevant selection, which will select the option, close the pop up screen and populate the details into the screen shown.

This information is used by the Building Services group to understand what type of work has been carried out, and help inform planned maintenance.



Step 2 is adding the hours worked via the **(B) Craftspersons** option.

The number in the red circle will indicate how many visits have been logged against the Work Request. Tapping on the Craftsperson option will display a screen that will show you the names attached to the Work Request and the hours worked.

Tapping on the **(C) Name** will open a screen to record hours worked.

Select the appropriate **(D) Field** to record your hours, either actual, overtime or double-time. If you have made an error, use the X option to the right hand side to delete any entries made.

Actual Hours – Used to capture all hours during normal working hours

Overtime Hours – Used to capture all hours during overtime working hours

Double Time Hours - Used to capture all hours during double time hours

(Note: Hours are recorded in decimal format e.g., ½ hour is 0.50)

If you are recording hours for subsequent visits, please refer to section **1.12 Adding A Second Entry Of Time Or Another Craftsperson To The Work Request**

Then select **(E) Date Started Calendar symbol** to confirm the date of attendance.

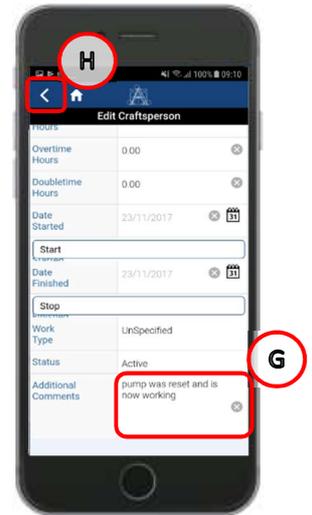
(Note: This is a mandatory field)



Step 3 is adding comments against the work request.

Comments can be added against each entry of time. After you have added hours and date started, swipe down to the bottom of the screen and select **(G) Additional Comments**. Use the keypad to add your notes about the job.

(Note: All comments should be left in this way, and should explain the specifics of the job e.g. **what did you do, why is it not finished, what is going to happen next.**)



Any Health and Safety issues should be captured here. Please ensure to mark any Health and Safety issues clearly with the following prefix **'H&S'** (ensure to leave no spaces and use **'&'** rather than **'and'**) then add the details of the issue you are reporting

All health and safety issues should be reported to your ATL, significant issues will be highlighted to the Health and Safety team

Note: All comments are viewable to console users and requesters

Once the three steps have been completed select **(H) Back button** to return to list of Craftspersons allocated to the work request is displayed, your updates will be summarised against each entry.

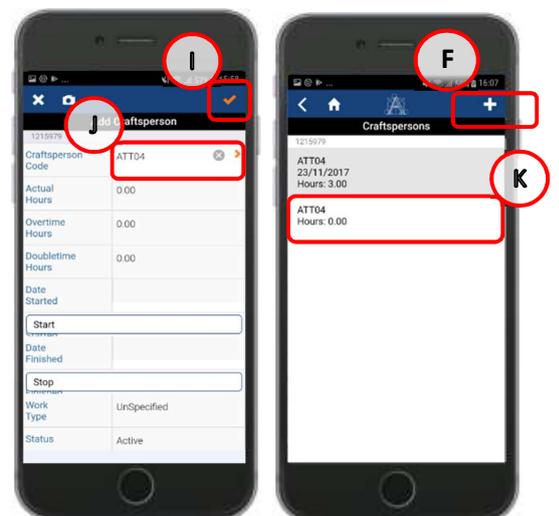
At this point if you have not completed the mandatory Start Date field, you will receive the following message prompting you to enter a date before proceeding.

1.12 Adding A Second Entry Of Time Or Another Craftsperson To The Work Request

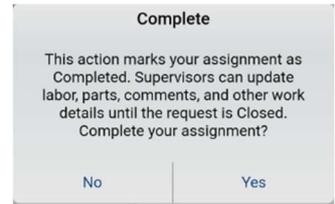
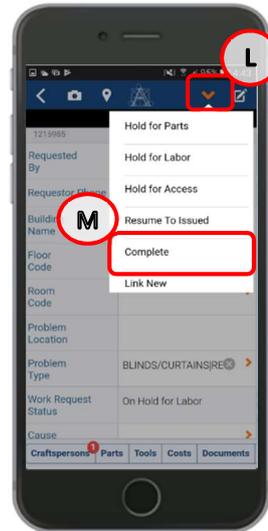
If more than one visit is required, a 2nd entry for time and date can be added by selecting **(F) + symbol**, a blank time entry form will be displayed showing who you are adding to the work request. You can either select **(I) Tick symbol** to add a 2nd visit, or use the **(J) X symbol** to change the name and add a colleague to the job. Select **(I) Tick symbol** to confirm and you will be returned to the previous screen where the **(K) Additional entry** will be displayed.

Then repeat the steps in the previous section by selecting **(C) Name** to record the time and date.

(NOTE: If you add a colleague to the job, this will add the job to their mobile, and only they can add time against their entry.)



Once the updates have been added, you need to complete your actions for the work request and remove the job from your work queue. To do this select the **(L)** **Downward Arrow** symbol to access the update menu. Select **(M) Complete**.



You will then receive a pop up confirmation message.

This will return you to the main work queue. The work request you have completed will now have **(N) Red dot** against the status, highlighting that is ready to have its status changed upon the next sync.

(Note – The red will also appear for work requests that have just been put on hold, pending the next sync.)

You can also easily navigate to the last job visited, by viewing the work request that is greyed out. This will help you find your previous position in queue of work requests.



1.12 Adding A Work Request From A Mobile Device

If you notice maintenance work that needs to be undertaken, you can raise a work request from your device.

Select **My Requests** from the **(A) Work type** menu then **(B) + symbol** to direct the new work request to the Helpdesk for approval. This will then be routed to appropriate work team.

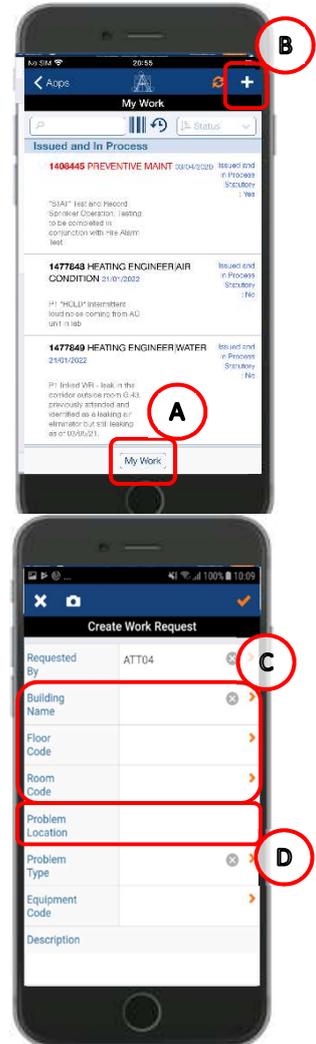
(Note: If you raise a work request without changing to my request this will bypass normal approval and issue directly to your phone)

Once you have selected the **(B) + symbol** the device will display the Create Work Request screen for you to enter details, and there are a number of key actions you need to perform.

Step 1 is completing the **(C) Building Name, Floor Code & Room Code** fields; use your finger to swipe the screen until you can see these fields, then select each one in turn, which will open a selection pop up screen.

Tap on the relevant selection, which will select the option, close the pop up screen and copy the details into the relevant screen.

Then, add a **(D) Problem Location**, which allows you to add specific details about the problem in free text.



(Note: Selecting the **Red Arrow** to the right, will allow the device to open a screen so you can select the **Relevant Options**.

Selecting the **X** to the right will remove any selected options.

If you select the wrong details, you can repeat these steps a number of times until you have the right information needed.)

Step 2 is adding the **(E) Problem Type** details

Select **(E) Problem Type details** that will open the **Problem Type** pop up screen.

Use your finger to swipe up and down the **Problem Type** screen to review the different problem types, then select the **(F) Grey Arrow** to the right of the item you have selected.

This will open a further problem option screen, to select the second tier of problem type. It is important you select the **(F) Grey Arrow** on both occasions when choosing the problem type, otherwise the second tier will not appear.

(See **appendix A** for details of the different problem type / description combinations available)

Use your finger to swipe up and down the screen to review the different details, and then select the relevant option.

This will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request** screen.

The **Problem Type** and **Detail** will have been saved to the **Problem Type** section of the **(G) Create Work Request** Screen.

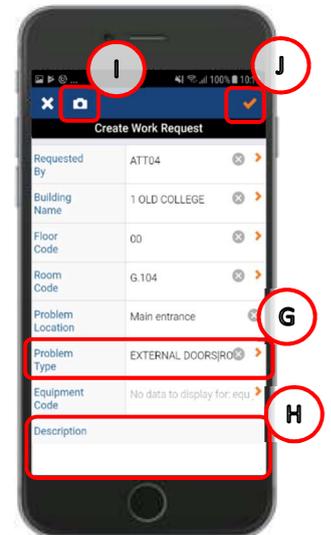
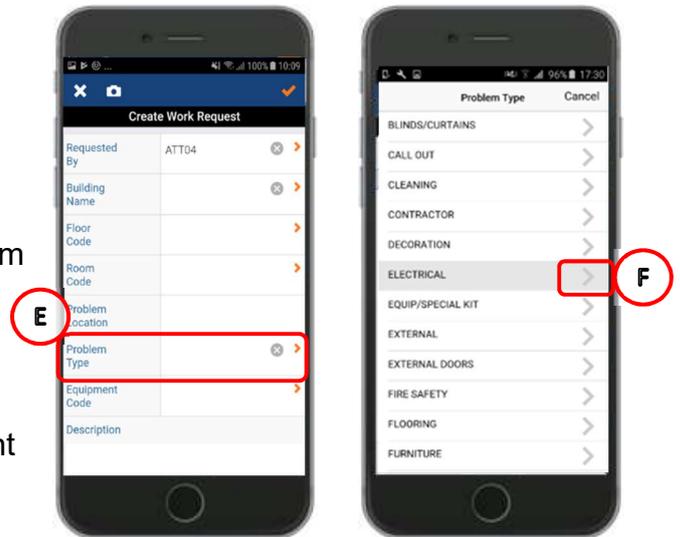
If the screen does not show the 2 pieces of information, repeat step 2, ensuring you select both options.

It is important to add a **(H) Description**. This will open a text free box and allow you to add specific details about the work request, which will be used by both the Helpdesk to correctly assign the work request to the correct team, and by the Planner/ATL/Craftsperson to understand the repair needed.

You can add a photograph to the work request by selecting **(I) Camera symbol**.

The final step when you have the correct details for the work request, is to select the **(I) Tick** option.

This will store the work request on the device and will only upload the next time a sync is carried out.



1.14 Adding a Linked Work Request from a Mobile Device

You can link two or more related work requests together by creating a second new request. Each new request generated follows the normal workflow starting with Helpdesk triage and approval.

This feature can be used where a work request needs to move work team (e.g., Maintenance Services -> Contract Services). This might be because the work can't be completed by the original team (scale/complexity), or there is an additional or consequential piece of work required that needs another work team to complete.

By creating a link from an existing request to a new request, you can set a new priority timescale, location, and/or problem type for the new request.

To do this access the original work request from your queue by **(A) Selecting** the request.

Pass through the risk assessment statements, then select **(B) Downward arrow** to show the update menu.

Select **(C) Link New**.



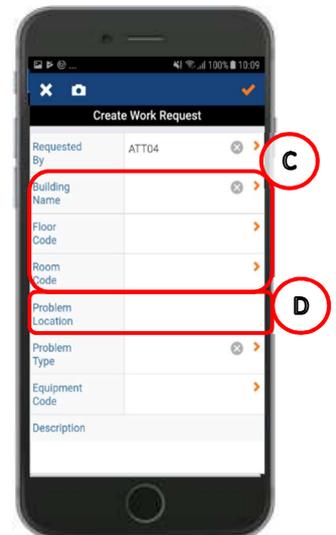
The device will then display the Create Work Request screen for you to enter details, and there are a number of key actions you need to perform.

Some fields will be pre-populated with details when you create a linked request, these can be edited where necessary as outlined below. Please double check all details before submitting.

(Note: Selecting the **Red Arrow** to the right, will allow the device to open a screen so you can select the **Relevant Options**.

Selecting the **X** to the right will remove any selected options.

If you select the wrong details, you can repeat these steps a number of times until you have the right information needed.)



(C) Building Name, Floor Code & Room Code

More specific location information can be added/edited to assist with follow up works. Selecting one of the fields in this section will present a pop up screen containing active building data. The search bar at the top of the page can be used if multiple entries exist. Select the appropriate detail, this will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request screen**.

(D) Problem Location is a free text field which allows you to add specific details about the problem location.

(E) Problem Type details

Selecting the Problem Type will open a new screen displaying the first tier of the problem types available.

Use your finger to swipe up and down the **Problem Type** screen to review the different problem types, then select the **(F) Grey Arrow** to the right of the item you have selected.

This will open a further problem option screen, to select the second tier of problem type. It is important you select both parts of the problem type, otherwise the work request will not be valid.

(See **appendix A** for details of the different problem type / description combinations available)

Use your finger to swipe up and down the screen to review the different details, then select the relevant option.

This will save the problem type and detail selected, close the pop up screens, and return you to the **Create Work Request screen**.

The **Problem Type** and **Detail** will have been saved to the **(G) Problem Type** section of the **Create Work Request Screen**.

If the screen does not show the 2 pieces of information, repeat step 2, ensuring you select both options.

It is important to add a **(H) Description**. This will open a text free box and allow you to add specific details about the work request, which will be used by both the Helpdesk to correctly assign the work request to the correct team, and by the craftsperson to understand the repair needed.

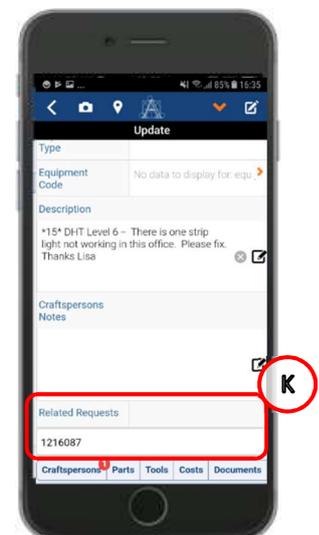
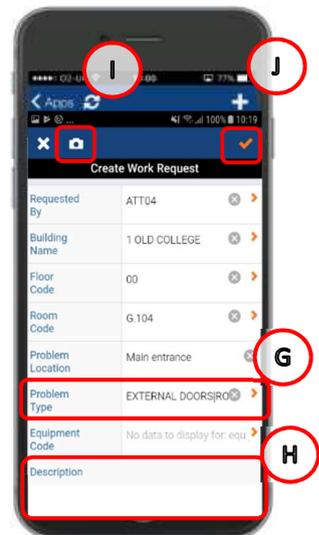
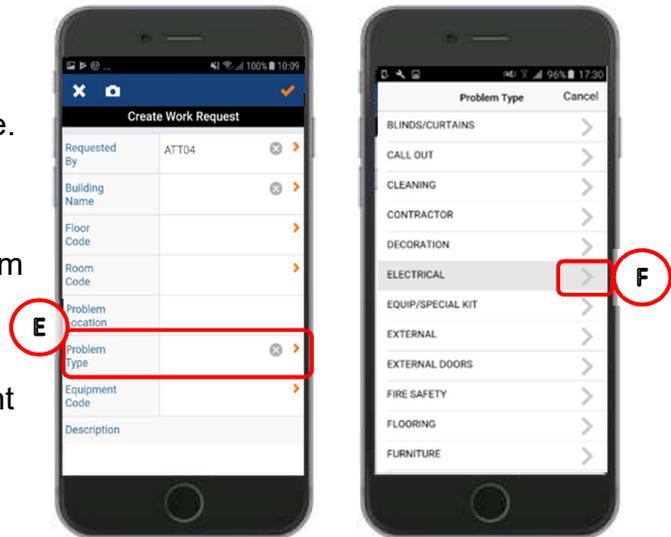
You can add a photograph to the work request by selecting **(I) Camera symbol**.

The final step when you have the correct details for the work request, is to select the **(J) Tick** option.

This will store the work request on the device and will only upload the next time it syncs with the WebCentral system.

Once the new work request has sync'd with the WebCentral system, you can view the new or original request by selecting **(K) Related Requests** when accessing viewing either work request.

Use the back arrow to return the request in your queue.



APPENDIX A**Appendix A: Problem Type/ Description**

The following list provides details of each problem type and problem type description for use in Sections 1.13/1.14.

Problem Type Code	Problem Type Description
ELECTRICAL	ELECTRICAL
ELECTRICAL	LIGHTING
ELECTRICAL	FIRE ALARM
ELECTRICAL	LIGHTING
ELECTRICAL	POWER
ELECTRICAL	SOCKETS/DATA/SWITCHES
ELECTRICAL	SMELL OF BURNING
ELECTRICAL	WIRING/TRUNKING
ELECTRICAL	HEATING
ELECTRICAL	NO HOT WATER
ELECTRICAL	SHOWERS
ELECTRICAL	EMERGENCY LIGHTING
ELECTRICAL	ELECTRICAL EQUIPMENT
ELECTRICAL	EXTRACTOR FAN
ELECTRICAL	HAND/HAIR DRYERS
ELECTRICAL	FUME HOODS
ELECTRICAL	LIFT TRAP
ELECTRICAL	LIFT ISOLATION
ELECTRICAL	WATER AFFECTING
ELECTRICAL	DEMO
ELECTRICAL	GENERATORS
ELECTRICAL	PLANT ROOM CHECKS
ELECTRICAL	ISOLATIONS
ELECTRICAL	AUTOMATIC DOORS
ELECTRICAL	TV AERIAL
ELECTRICAL	PAT TEST
ELECTRICAL	ASSIST CONTRACTOR/CONSULTANT/OTHER TRADE
ELECTRICAL	CCTV/ALARMS
ELECTRICAL	ELECTRIC CAR CHARGES
LIFTS	LIFTS
LIFTS	REPORT MINOR FAULT
LIFTS	BREAKDOWN
LIFTS	LIGHT OUT
LIFTS	DAMAGE INSIDE LIFT
LIFTS	DROPPED INTO LIFT SHAFT
LIFTS	PASSENGER TRAP
HEATING	HEATING
HEATING	HEATING/VENT
HEATING	CALORIFIERS

HEATING	BOILER
HEATING	RADIATORS
HEATING	WATER
HEATING	METER READINGS
HEATING	HEATING TIMES
HEATING	CHP
HEATING	ATTEND DEMO
HEATING	ASSIST CONTRACTOR/CONSULTANT/OTHER TRADE
HEATING	CLEAN AND TIDY PLANT ROOM STORE
HEATING	BMS
HEATING	GAS
HEATING	FUME CUPBOARDS
PLUMBING	PLUMBING
PLUMBING	TAPS
PLUMBING	SHOWERS
PLUMBING	WASH BASINS/SINKS
PLUMBING	TOILETS
PLUMBING	BATHS
PLUMBING	STORAGE TANKS
PLUMBING	NEW INSTALLATION
PLUMBING	HEATING/RADIATORS
PLUMBING	INVESTIGATE SMELL
PLUMBING	FLOOD
PLUMBING	EXTERNAL DRAINAGE
PLUMBING	ATTEND DEMO
PLUMBING	METER READINGS
PLUMBING	INVESTIGATE DAMP
PLUMBING	WATER
JOINERY	JOINERY
JOINERY	DOORS & LOCKS
JOINERY	WINDOWS
JOINERY	FLOORS/SKIRTING/STAIRS
JOINERY	SHELVING/NOTICE BOARDS
JOINERY	FURNITURE REPAIRS
JOINERY	FIXTURES & FITTINGS
JOINERY	PIPE BOXING
JOINERY	CEILINGS
JOINERY	KITCHENS
JOINERY	SIGNAGE
GLAZING	GLAZING
GLAZING	GLAZING REPAIR
GLAZING	GLAZING FILM
GLAZING	MIRROR
GLAZING	HEALTH & SAFETY
GLAZING	SUPPLY GLAZING
KEYS	KEYS
KEYS	SUPPLY NEW KEYS
KEYS	SUPPLY NEW LOCK/CYLINDER
PROJECT	PROJECT
PROJECT	PROJECT REQUEST>£50K
PROJECT	PROJECT REQUEST<£50K

PEST CONTROL	PEST CONTROL
PEST CONTROL	RODENTS/MICE
PEST CONTROL	BIRDS/NESTS
PEST CONTROL	WASPS
PEST CONTROL	ANTS
PEST CONTROL	SQUIRRELS
PEST CONTROL	INSECTS
PEST CONTROL	OTHER
LANDSCAPE	LANDSCAPE
LANDSCAPE	WEEDS
LANDSCAPE	TREE DAMAGE
LANDSCAPE	SNOW/GRITTING
LANDSCAPE	TREES IN HIGH WINDS
LANDSCAPE	SLABS/FOOTPATH
LANDSCAPE	ROAD SURFACE
GRAFFITI	GRAFFITI
GRAFFITI	STICKERS/POSTERS
GRAFFITI	SPRAY
GRAFFITI	CHALK
GRAFFITI	PAINT
FURNITURE	FURNITURE
FURNITURE	UPHOLSTERY
FURNITURE	BROKEN LOCK
FURNITURE	MISSING PART
FURNITURE	REPAIR
FURNITURE	MISC REQUEST
EXTERNAL	EXTERNAL
EXTERNAL	ROOFS
EXTERNAL	HEALTH & SAFETY
EXTERNAL	WALLS
EXTERNAL	SLABS/SURFACE
EXTERNAL	STREET FURNITURE
EXTERNAL	PIPES
DECORATION	DECORATION
DECORATION	PAINTING REQUEST
DECORATION	DAMAGED AREA/WALL
DECORATION	MISC REQUESTS
DECORATION	EXTERNAL
BLINDS/CURTAINS	BLINDS/CURTAINS
BLINDS/CURTAINS	REPAIR
BLINDS/CURTAINS	NEW INSTALLATION
EQUIP/SPECIAL KIT	EQUIP/SPECIAL KIT
EQUIP/SPECIAL KIT	SMART BOARDS
EQUIP/SPECIAL KIT	SPEED LANES
EQUIP/SPECIAL KIT	WATER COOLERS
EQUIP/SPECIAL KIT	HYDROBOILS
EQUIP/SPECIAL KIT	CLOCKS
EQUIP/SPECIAL KIT	TANOY SYSTEMS
EQUIP/SPECIAL KIT	MISCELLANEOUS
EQUIP/SPECIAL KIT	CATERING EQUIPMENT
FLOORING	FLOORING

FLOORING	CARPET
FLOORING	LINO
FLOORING	DOOR MATS
FLOORING	TIMBER FLOORING
FLOORING	QUARY TILES
FLOORING	STAIR TREDS
FLOORING	H&S ISSIUE
EXTERNAL DOORS	EXTERNAL DOORS
EXTERNAL DOORS	AUTO DOORS
EXTERNAL DOORS	ROLLER DOORS
EXTERNAL DOORS	SPEICALIST LOCKS
EXTERNAL DOORS	GATES
EXTERNAL DOORS	BARRIERS
EXTERNAL DOORS	UNSECURE
EXTERNAL DOORS	MISCELLANEOUS
CLEANING	CLEANING
CLEANING	WINDOWS
CLEANING	CIG BINS
CLEANING	VENTS
CLEANING	GENERAL LITTER
CLEANING	CHALK
CLEANING	POSTERS
CLEANING	ENTRANCE/FIRE EXIT
CLEANING	MISC SPILAGE
CLEANING	GENERAL CLEAN UP
CLEANING	BROKEN GLASS
CLEANING	DEEP CLEAN
CLEANING	SUPPLY NEW DISPENSERS
CLEANING	BLOOD
CLEANING	NEEDLES
CLEANING	DOG WASTE
CLEANING	CARPET SHAMPOO
CLEANING	MISCELLANEOUS
FIRE SAFETY	FIRE SAFETY
FIRE SAFETY	EVAC SIGNAGE
FIRE SAFETY	FIRE BLANKET
FIRE SAFETY	EXTINGUISHER

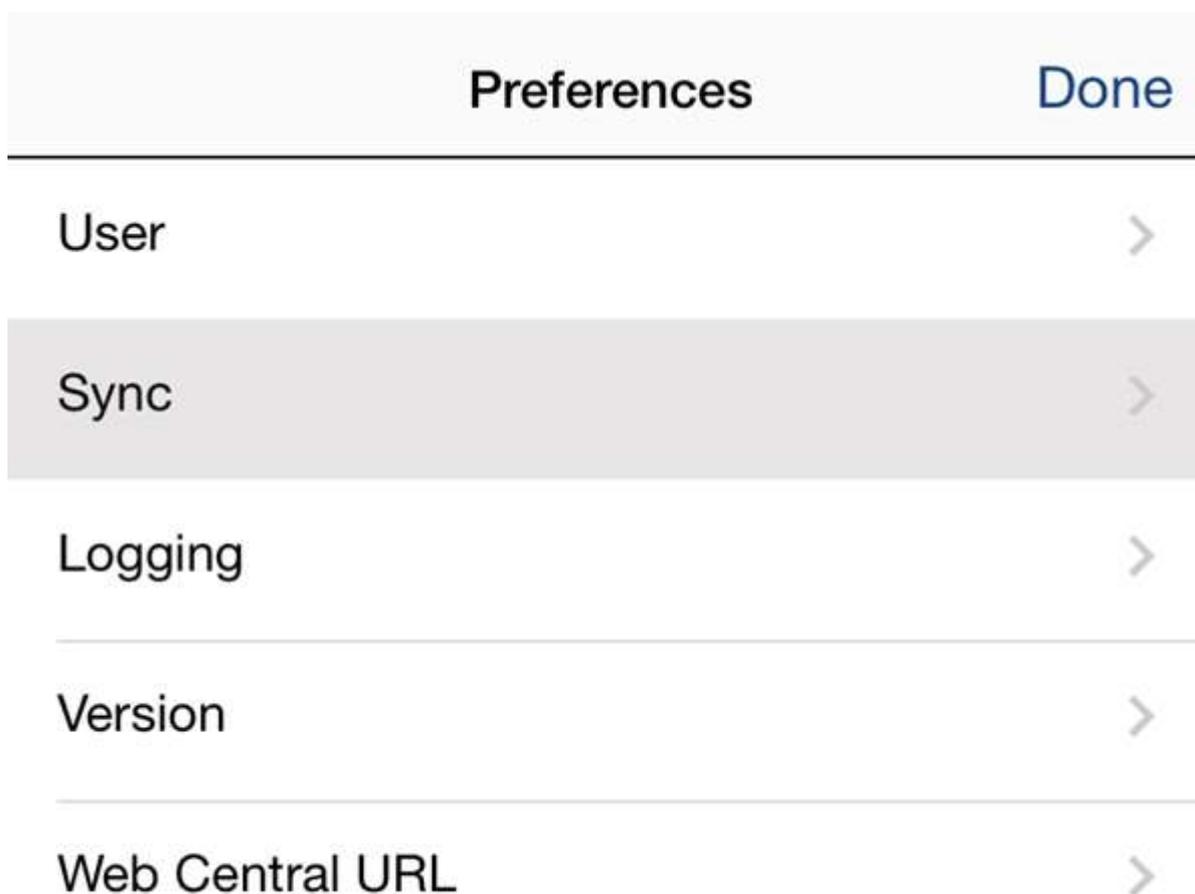
Appendix B Cause Codes

Cause Type Code	Cause Type Description
ELECT_40	E40 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
ELECT_41	E41 SHORT CIRCUITING - SHORT CIRCUIT.
ELECT_42	E42 OPEN CIRCUIT - DISCONNECTION, INTERRUPTION, BROKEN WIRE/CABLE.
ELECT_43	E43 NO POWER/VOLTAGE - MISSING OR INSUFFICIENT ELECTRICAL POWER SUPPLY.
ELECT_44	E44 FAULTY POWER/VOLTAGE - EARTH FAULT, LOW ELECTRICAL RESISTANCE.
ELECT_45	E45 EARTH/ISOLATION FAULT - EARTH FAULT, LOW ELECTRICAL RESISTANCE
ELECT_46	E46 LIGHTING - FAILURE OF A LAMP OR TUBE DUE TO AGEING ONLY.
EXTER_50	EX50 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
EXTER_51	EX51 BLOCKAGE/PLUGGED - FLOW RESTRICTED/BLOCKED - FOULING, CONTAMINATION, ICING, FLOW ASSURANCE
EXTER_52	EX52 CONTAMINATION - CONTAM FLUID/GAS/SURFACE, EG LUBRICATION OIL CONTAM, GAS-DETECTOR HEAD CONTAM
EXTER_53	EX53 MISCELLANEOUS EXTERNAL INFLUENCES - FOREIGN OBJECTS, IMPACTS, ENVIRONMENTAL INFLUENCE
INSTR_30	I30 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
INSTR_31	I31 CONTROL FAILURE - NO, OR FAULTY, REGULATION.
INSTR_32	I32 NO SIGNAL/INDICATION/ALARM - NO SIGNAL/INDICATION/ALARM WHEN EXPECTED.
INSTR_33	I33 FAULTY SIGNAL/ALARM - SIGNAL/INDICATION/ALARM IS WRONG. CAN BE SPURIOUS, INTERMITTENT.
INSTR_34	I34 OUT OF ADJUSTMENT - CALIBRATION ERROR, PARAMETER DRIFT.
INSTR_35	I35 SOFTWARE FAILURE - FAULTY, OR NO, CONTROL/MONITORING/OPERATION DUE TO SOFTWARE FAILURE.
INSTR_36	I36 COMMON CAUSE/MODE FAILURE - SEVERAL INSTRUMENTS FAILED, E.G. REDUNDANT FIRE OR GAS DETECTOR
MATRL_20	MT20 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MATRL_21	MT21 CAVITATION - RELEVANT FOR EQUIPMENT SUCH AS PUMPS AND VALVES.
MATRL_22	MT22 CORROSION - ALL TYPES OF CORROSION, BOTH WET (ELECTROCHEMICAL) AND DRY (CHEMICAL).
MATRL_23	MT23 EROSION - EROSIVE WEAR.
MATRL_24	MT24 WEAR - ABRASIVE AND ADHESIVE WEAR, E.G. SCORING, GALLING, SCUFFING, FRETTING
MATRL_25	MT25 BREAKAGE - FRACTURE, BREACH, CRACK.
MATRL_26	MT26 FATIGUE - IF THE CAUSE OF BREAKAGE CAN BE TRACED TO FATIGUE, THIS CODE SHALL BE USED.
MATRL_27	MT27 OVERHEATING - MATERIAL DAMAGE DUE TO OVERHEATING/BURNING.
MATRL_28	MT28 BURST - ITEM BURST, BLOWN, EXPLODED, IMPLoded, ETC.

MECH_10	MI10 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MECH_11	MI11 LEAKAGE - EXTERNAL AND INTERNAL LEAKAGE, EITHER LIQUIDS OR GASES
MECH_12	MI12 VIBRATION - ABNORMAL VIBRATION: IF THE FAILURE MODE AT EQUIPMENT LEVEL IS VIBRATION.
MECH_13	MI13 CLEARANCE/ALIGNMENT FAILURE - FAILURE CAUSED BY FAULTY CLEARANCE OR ALIGNMENT.
MECH_14	MI14 LOOSENESS - DISCONNECTION, LOOSE ITEMS.
MECH_15	MI15 STICKING - STICKING, SEIZURE, JAMMING - NOT DEFORMATION OR CLEARANCE/ALIGNMENT FAILURES.
MISCE_60	MI60 GENERAL - A FAILURE RELATED TO SOME MECHANICAL DEFECT BUT WHERE NO FURTHER DETAILS ARE KNOWN.
MISCE_61	MI61 NO CAUSE FOUND - FAILURE INVESTIGATED BUT CAUSE NOT REVEALED OR TOO UNCERTAIN.
MISCE_62	MI62 COMBINED CAUSES - SEVERAL CAUSES: THE PREDOMINANT CAUSE SHALL BE CODED.
MISCE_63	MI63 OTHER - NO CODE APPLICABLE: USE FREE TEXT IN CRAFTPERSONS NOTES.
MISCE_64	MI64 UNKNOWN - NO INFORMATION AVAILABLE.
MISCE_65	MI65 PLANNED MAINTENANCE

Appendix C How to Reset the Background Data Sync Flag on the Mobile Device

On the mobile device go to the Maintenance Screen Menu then click on the Cog Wheel at the top right hand corner of the screen (see print below)



Click on Sync

This will take you to the Sync Settings Screen (see below)

Click on Reset Background Data Sync Flag



A message will appear asking you if you wish to Continue with the Reset of the Background data.

Click YES

Click on the Back button

Click on Done

This will take you back to the Maintenance Menu where you should click on Maintenance then **Sync the mobile device.**

Please note you will also need to clear the cache.

To do this :

Double Click the Home button on your phone then swipe the Archibus Mobile Screen upwards to close it down then restart the Archibus mobile app.