



Estates and Buildings Information System

User Guide

ARCHIBUS/FM V17

Work Orders on Core Archibus

Foreword

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

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 ☎ 50 9683.

More information on the EBIS Project is available at:-

<http://www.ebis.estates.ed.ac.uk>

Logging on to EBIS Online

Login to the following url using user name and password which are supplied by Ebisusers.

<https://www-live.ebis.estates.ed.ac.uk>

This will open menu bar showing what access you have been set up with.

Logging on to Archibus

Double click on the Archibus-FM 17 icon  on desktop to open Core Archibus Program.

In Project double click on  to open up Project

Enter User Name and Password – which are supplied by Ebisusers – then click OK

This will now open up the Archibus/FM Navigator showing all modules/groups you have access to.

Raising Work Orders through Core Archibus

To raise Work Orders through Core Archibus open Helpdesk | Operator Call Log for Help Desk

Click on New to generate a new Work Order ID

Request By – enter person reporting fault or pick up from LOV

Tel. – should come up automatically from Requested By or enter telephone number

Bldg. Code – enter building code where fault is or pick up from LOV (this will automatically bring back building name)

Problem Type – Leave as default BREAKDOWN

Trade – pick up Trade required from LOV

Priority – pick up from LOV

Priority Id	Priority Description
C	CYCLIC
E	EMERGENCY - HOURS
O	CALL OUT
P	ROUTINE - HIGH PRIORITY - 7 DAYS
R	ROUTINE - LOW PRIORITY - 21 DAYS
U	URGENT - 1 DAY

Last Date to Perform – will automatically generate according to the Priority selected

If fault is for a rechargeable building but is a Landlords Responsibility then Landlord's Resp box should be ticked.

If Work Order is being raised for an IT then Rechargeable should be ticked and the IT No entered in the IT No field

Change Work Status to Issued and In Process

Enter details of fault in Problem Description field and then Update to commit changes made

This Work Order will now go to List of Work Orders for the Assistant Team Leader for selected Trade