



1



The application icon

Start the ARCHIBUS App Work by Tapping on the application Icon.

2



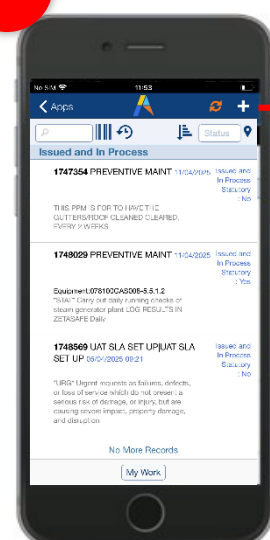
Type in the Web Central URL here

Recently entered WC URL's can be viewed here

Enter the Web Central URL to connect the Mobile App to Archibus now enter your Archibus User name and Password.

Enter your Archibus User Name & Password (case Sensitive)

3



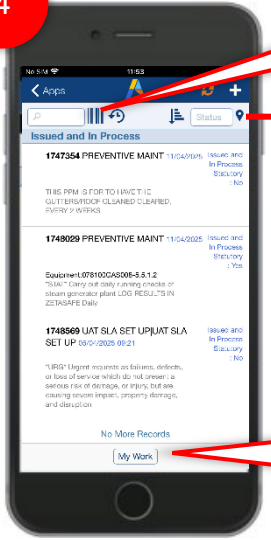
Syncing the Archibus mobile app with and creating a new request.

Back to main apps screen

Create a new request (see step 6)

Sync requests

4

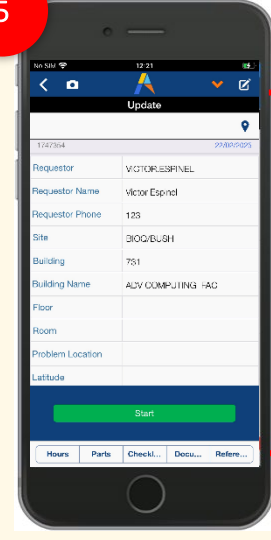


Search for requests by work request code

Once you have sync'd and received your work requests, the sort icon enables to change how these are ordered and displayed. Location is a useful option.

Change between My Work & My Requests – see step 6.

5



Screens for updating an existing request. The icons along the top of the screen allow you do the following.

(A) Use the camera to add images

(B) Use the edit icon to view the location on the drawing

(C) When starting work via the timer select the WORK option

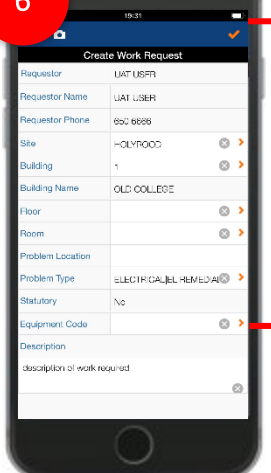
(D) Timer will run until Stop button is used

(E) When timer is stopped you have options to set request to Complete or On Hold

(F) Putting On Hold

(F) Completing. You should also leave any comments about the job at this time.

6



Back to request list

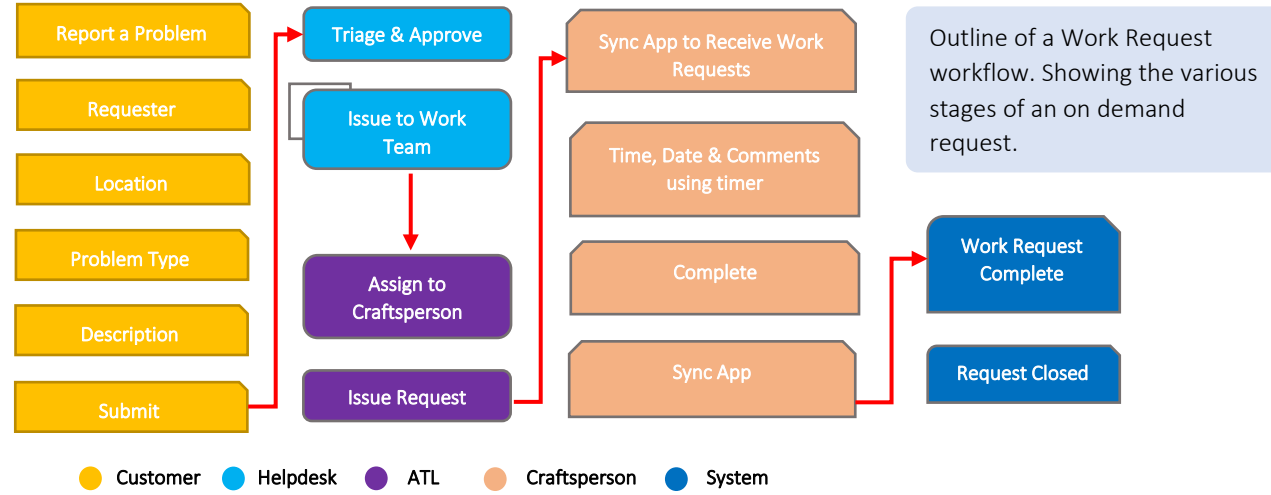
Use the camera to add a photo

Save the new request

By clicking on the + sign in the front screen you can add a new request through the mobile app that will be uploaded to the Archibus system when it next syncs. Before you start make the following selection -

1. My Work – add to my queue 2. My Requests – direct to Helpdesk

(A) Select the first & second problem type by selecting the arrows at the edge of the field



Outline of a Work Request workflow. Showing the various stages of an on demand request.

Report a Problem

Requester

Location

Problem Type

Description

Submit

Triage & Approve

Issue to Work Team

Assign to Craftsperson

Issue Request

Sync App to Receive Work Requests

Time, Date & Comments using timer

Complete

Sync App

Work Request Complete

Request Closed

Customer Helpdesk ATL Craftsperson System