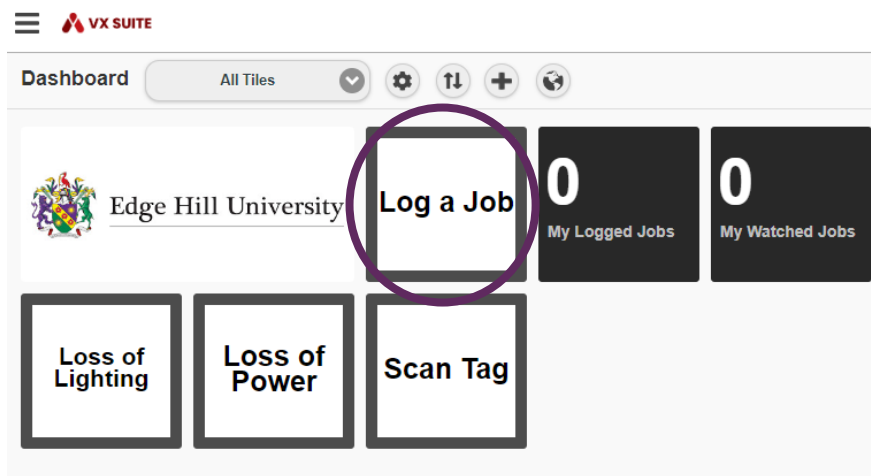


User Guide – How to log a job on MyJobs

To access MyJobs go to the following webpage - www.edgehill.ac.uk/service/myjobs-fm/

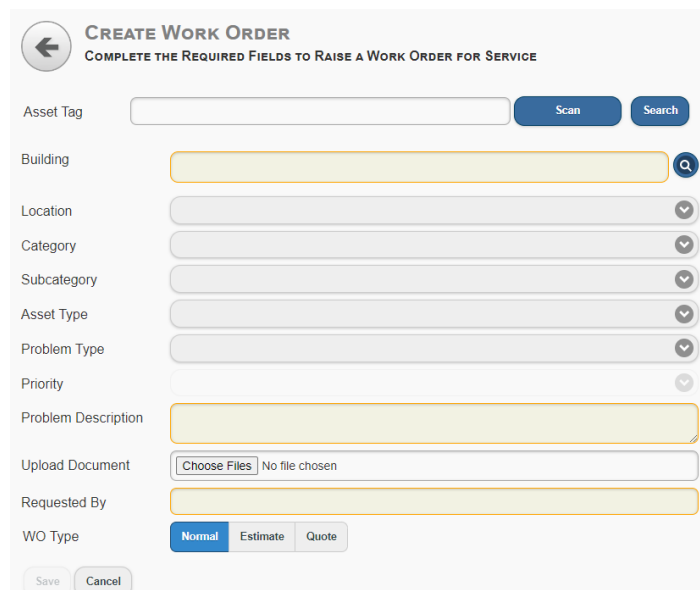
We recommend using Google Chrome via a Desktop PC, but mobile devices and other browsers are compatible (except Internet Explorer).

1. Once you have signed in with your University username and password, you will see a screen of available tiles. To log a job select the **'Log a Job'** tile.



From the homepage, you can also log a job using the quick tiles, such as 'loss of lighting', 'loss of power' etc.

2. The tile will open a **'Create work order'** form. Complete the form by providing as much information as possible. It is important that all required fields (highlighted in yellow) are completed, providing the team with suitable information.

A screenshot of the 'CREATE WORK ORDER' form. The title is 'CREATE WORK ORDER' with a subtitle 'COMPLETE THE REQUIRED FIELDS TO RAISE A WORK ORDER FOR SERVICE'. The form contains several input fields: 'Asset Tag' (text input), 'Building' (text input with a search icon), 'Location' (dropdown), 'Category' (dropdown), 'Subcategory' (dropdown), 'Asset Type' (dropdown), 'Problem Type' (dropdown), 'Priority' (dropdown), 'Problem Description' (text area), 'Upload Document' (file upload), 'Requested By' (text input), and 'WO Type' (radio buttons for 'Normal', 'Estimate', 'Quote'). The 'Building', 'Problem Description', and 'Requested By' fields are highlighted in yellow to indicate they are required. There are 'Scan' and 'Search' buttons next to the 'Asset Tag' field, and 'Save' and 'Cancel' buttons at the bottom.

Using An Asset Tag

1. If you are using a mobile device (phone or tablet) you can simply scan the asset tag's barcode by clicking the '**Scan**' button. If not, you can type out the asset's barcode. Using the asset tag's barcode means several fields will automatically populate, providing a more accurate location.



(Example of an asset tag)

If you cannot find an asset tag, move onto the next step and insert the fields manually.

2. If an asset tag has been inserted, fields such as building, category, subcategory, asset type etc. will be automatically populated. Without this it requires you to manually specify and choose from the drop-down lists.
3. Any fields remaining in yellow will require input from you before you can save the job.

Without An Asset Tag

1. If you cannot locate an asset tag, click the dropdown arrow next to the '**Building**' field and select your building. You may be prompted to then choose the floor level and space.
2. You then need to choose the '**Category**' and '**Subcategory**' associated with this asset. For example, if you are reporting a fault with the floor, this is building general (category) and floor (subcategory).
3. Additional fields (in yellow) may appear for you to add further information or select from the drop-down list.
4. Next you will need to select the '**Problem Type**'. This type will vary depending on the job you are logging and additional required fields (in yellow) will appear for you to complete.
5. Next, add a brief description of the problem into the '**Problem Description**' field. This is really important and the more detailed/specific you can be the better, to help assign the job.

Problem Description

6. Once you have added text into the description, you have the option to upload an image via the '**Upload Document**' field (this is not a required field). If you do wish to upload an image, if you are logging a job via your mobile device select 'Choose File' and your camera will open and you will be able to take a photo. If you are logging a job via a desktop device, a folder within your PC will open when

you click **'Choose File'** and if you have a photograph on your PC you will be able to upload the image this way.

7. Finally, you need to type your name into the **'Requested By'** field.
8. Once all the required fields have been completed you can click 'Save' (any fields in yellow will still need to be completed).

Once your job has been logged a message will appear informing you of this and the work order number. You will also receive an email.

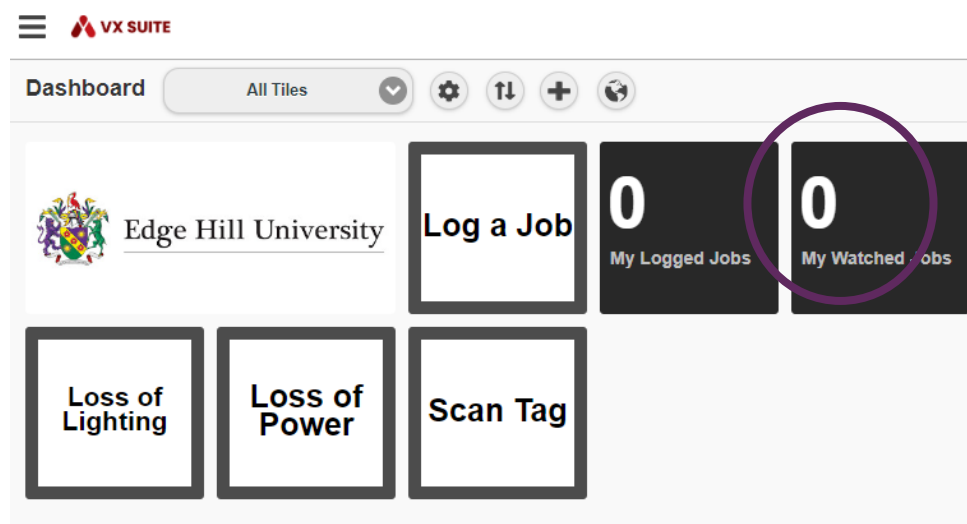
Duplicate Work Orders

As you begin to report a job and insert the asset tag, you may be notified of duplicate work orders found. You can see further details on any of these logged jobs by clicking the blue eight-digit number. If this is the same job as you are reporting, you can select to **'Watch this job'**. Selecting **'Watch'** will ensure you receive updates on this job as it progresses through to completion.

My Watched Jobs

If you select to **'Watch a Job'** you DO NOT need to create a new work order. If you select **'Watch'** and then **'Create Work Order'** you will simply duplicate the job. Instead select **'Watch'** and then **'Cancel'**, this ensures you do not create a duplicate job but will receive updates on any jobs you are watching.

Once you press cancel you will be returned to the main homepage screen. From here if you select the **'My Watched Jobs'** tile, you can track the status of that job, see the details etc.



If you wish to stop watching a job, click the job and from the dropdown menu against **'Select an Action'** select **'Stop Watching Work Order'**. Then click the back arrow and you will be returned to **'My Watched Jobs'** dashboard.

My Logged Jobs

On the main dashboard you can check your logged jobs by selecting the **'My Logged Jobs'** tile.

Once you click this tile you will be taken to a new screen which gives you an overview of the jobs you have logged and the status of the job, a description and other relevant information.

Selecting the job will take you to a new screen where you can select more information under Summary, History, Links and Documents.

Set Default Location

If you are in one building and will only be logging a job associated to that one building, you may wish to default your location. Defaulting your location, automatically applies a filter so you will only see jobs logged against that building.

1. To do this, on the main dashboard, click the three lines situated at the top left of the screen.
2. Select **'Actions'** from the drop-down list and then **'Change Location'**.
3. Select your building from the list.
4. Once you click against your building, this will become your default location, when you next log a job your location will automatically be populated.
5. To change your default location (or remove it), go back to **'Change Location'** and click **'Unfiltered'** this will remove the building location from your 'create work order' screen.