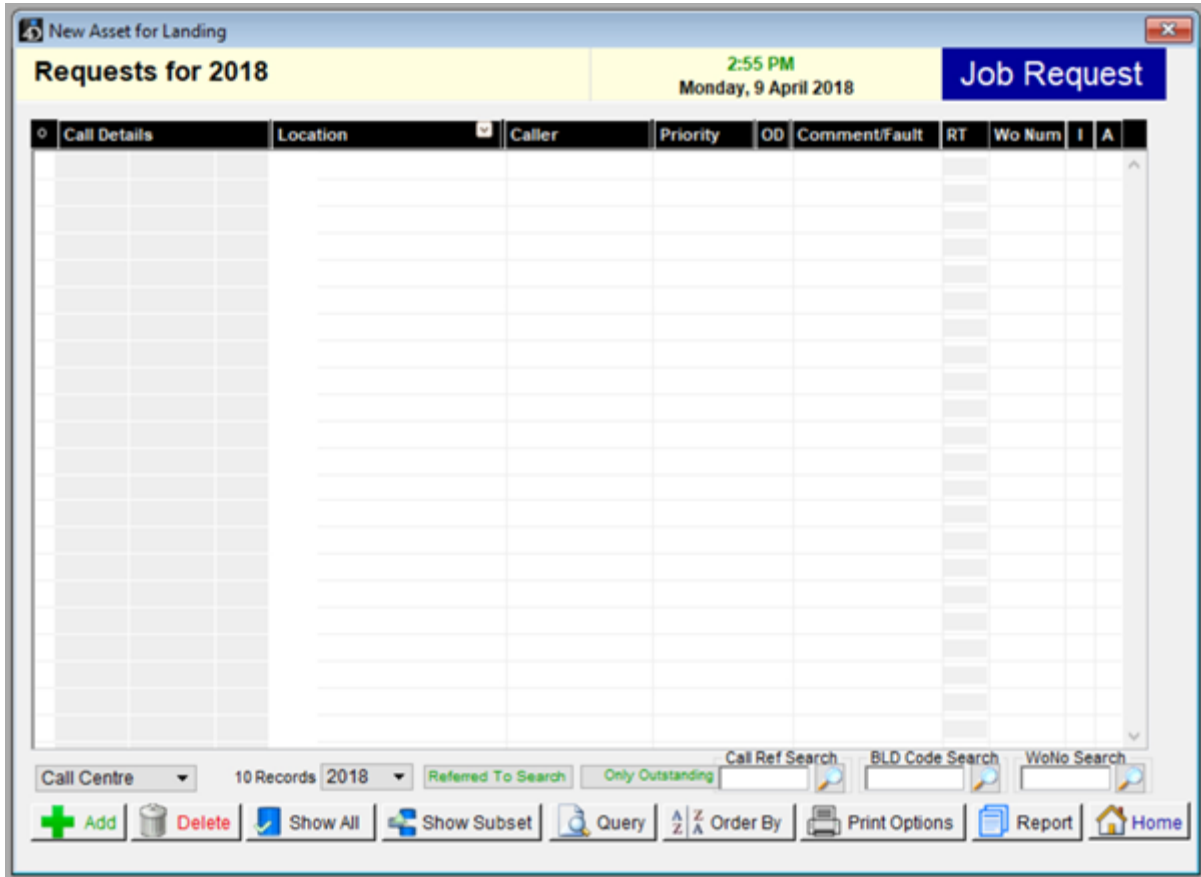**Creating a Job Request:**

From the Home Screen, select '**Works Orders > Job Requests'** on the top toolbar. Alternatively you can access this screen from the right hand Establishment Inspector' panel via 'Job Request'

Once opened your display will look like this:

This list displays all requests made and notes their location , type of job, who has made the request and how urgent it is..

To add a new job request to the list, click **'Add'**

Request Originator:
This is the person who is initiating the job request. The drop down list contains everyone who is permitted to raise Job Requests. Simply select the person from the drop down menu. The **+ button** can be used to add a new requester if they are not on the permitted list already. The email history button will show all the emails that have been sent to the requester concerning this request.

Web Email Notification Enabled:
Tick this box to keep the job requester updated by email, when any actions are taken related to this Job Request. Untick to not send any email.

Comment/ Fault
In this section you will need to designate which building the job request is for. Select **'Building/Space'** to bring up a pop up box which will look like this:

Within this box, use the pick lists to select the building and, if appropriate, the space the request is for, then double click to confirm your selection. Use the **Building Only** button to allocate a job request to the building rather than a space within it, say for as roof or gutter problem. Use the **View Only** button to bring up a set of floor plans showing room numbers so enabling you to choose the correct space for the request.

Next you will need to show which type of job this is. Using the **Job Type** drop down menu, will present a list to choose from.

Simply choose which **job type** you need and then you can choose the **sub type** and then the **problem**

For example, under carpentry, doors and shelves would be an option and for plumbing, sinks and toilets etc.
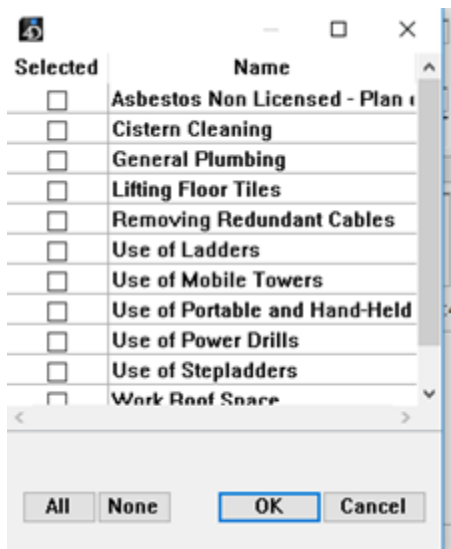
The **Fault /Location** field can be used to locate the fault clearly if needed

In the **action required** box you can, if you require, further outline what needs to be done to fix the problem. The system has a set of priorities for Jobs which in turn dictates the time period for it to be completed, 48Hrs, 28 Days etc. Depending on the importance of the job request, an expected completion period can be chosen from the small drop down menu next to the 'date received' box.

<u>Risks:</u>

If there are any risk assessments that the job operative should be aware of whilst carrying out the work please include them by clicking 'Risks' and selecting as applicable.

Simply tick as required or select all to include all risks for this request.
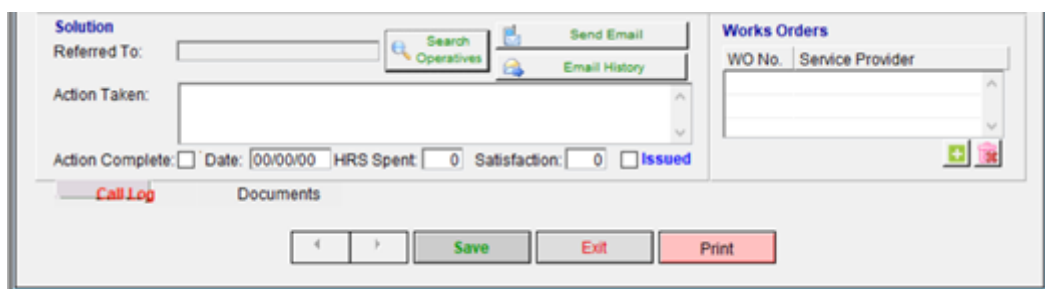

If the risk assessment required for the work to be undertaken does not appear in the list please ask your administrator to add this.
In addition, if the space where the work is to be carried out has a risk present such as asbestos or dangerous chemicals, a marker can be applied to the space record which will then in turn show on the job request along with a reference to the report on the risk.

<u>Solution:</u>

The second half of the Job request form is the solution section. In this section you will be able to assign, from a dedicated list, a member of staff or contractor who should be dealing with this issue. The job request can be sent by email to the operative for their attention and they can use the email to reply to the system direct with their actions and the time taken to complete the task.

A satisfaction rating from the original requester can be added if this procedure is used by your organisation.

The assignee will then be able to note down what they did to fix the issue, how many hours it took and when it was completed.

Works Orders:

Should you need to order spare parts or hire a contractor to fix the issue, you will need to fill out a work order. Simply click on the small plus icon in that box to create one.