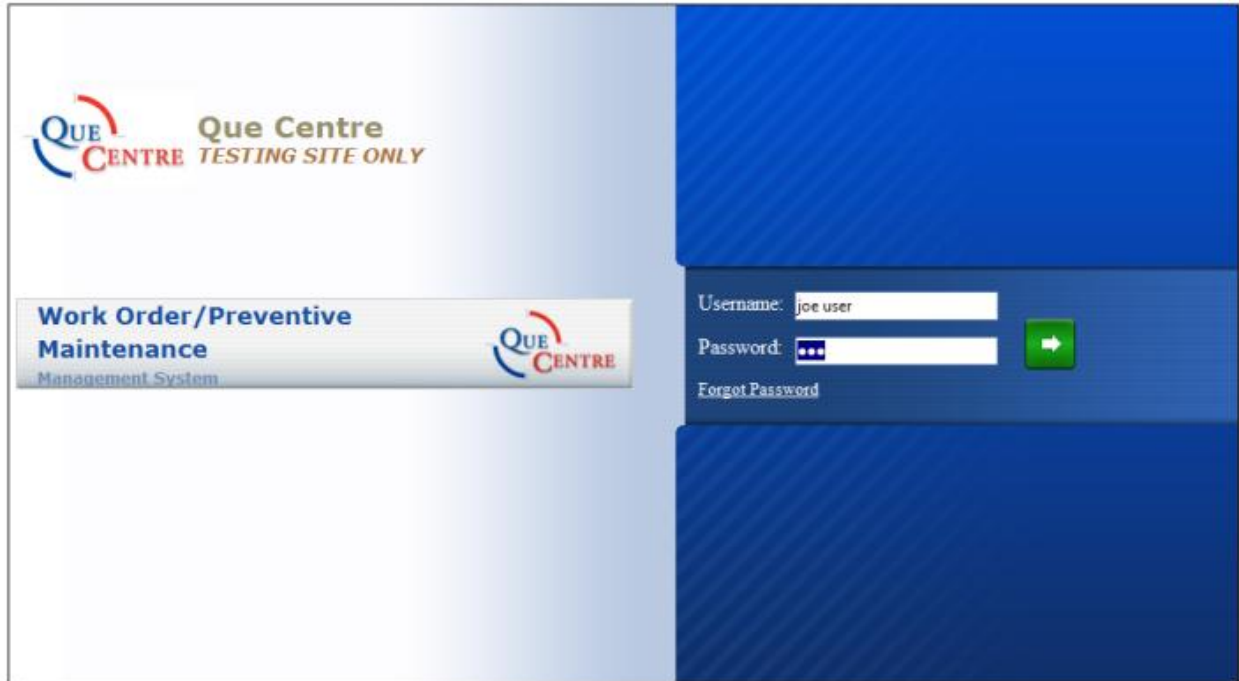




*web based solutions*

## Que Centre 2.0 User's Manual

### Log In Screen



**Username:** Type your username. (Same as in previous version)

**Password:** Type your password. (Same as previous version) See User Account Screen for directions on changing your password. Click Login.

\* If you have forgotten your password, click Forgot Password and enter your username. You will receive an e-mail containing your password.

## User Account Screen

### Change Your Password (System - My Account)

**Password/Confirm password:** The password is chosen by the user. The password will be the same password used in the previous version. The password will not appear any time this screen is accessed but may be changed by typing a new password in provided spaces.

See Login Screen for directions on how to access your password if you have forgotten it.

The screenshot displays the 'My Account' page with two tabs: 'My Info' (selected) and 'My Favorites'. The form contains the following fields and values:

First Name:	Joe
Middle Name:	
Last Name:	User
Username:	joe user
Password:	
Confirm Password:	
Email Address:	kelmom10@yahoo.com
Phone Number:	
Extension:	
User Group:	Basic Requestor

License accepted on 10/25/2011.

At the bottom of the form are two buttons: 'Update' (with a green checkmark icon) and 'Cancel' (with a red X icon).

## Set Favorites (System-My Account)

**Favorite Service Area:** Users can choose a favorite service area. This is the service area that will be the default selection on forms where you must select a department. Make the selection from the drop down box.

**Favorite Location:** Users can choose a favorite location. This is the location that will be the default selection on forms where you must select an location. Users will only see locations they are associated with. Make the selections from the dropdown boxes.

**My Account**

My Info | My Favorites

Please select your favorite service area. This is the service area that will be the default selection on forms where you must select a department.

Favorite Service Area: - Maintenance

Please select your favorite location. This is the location that will be the default selection on forms where you must select an location.

Campus: East Campus

Building: Elementary School

Floor: 1st Floor

Room: Classroom 101

Update Cancel

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**Update:** Click the Update button to save any changes you have made.

## Enter a Work Order (Work Orders – Create Work Order)

**Work Order Contact:** Automatically entered based on your login.

**Building:** Select the building in which the problem exists. This may be filled in if a user has selected a favorite building.

**Floor/Ground:** Select the floor or grounds where the problem exists. This may be filled in if a user has selected a favorite floor/ground.

**Room:** Select the room where the problem exists. This may be filled in if a user has selected a favorite room.

**Location:** Type the specific location where the problem exists. For example, in the corner of the room, under the sink, etc

**Description:** Type a detailed description of the problem.

**Additional Information:** There may be additional information required on the bottom half of the screen. Fill out as appropriate.

**Save:** Click the Update button to save and submit the work order you have entered.

✓ Update🖨 Update And Print🖨 Print✗ Return To List

**Create New Work Order**

Work Order Contact

Requested By: User, Joe

In case of **EMERGENCY**

Work Order DetailsInventory

**Details**

Service Area:

Campus:

Building:

Floor:

Room:

Location:

**Description:**

✓🖨🖨ABC

Words: 0 Characters: 0

Current Status: **New**

✓ Update🖨 Update And Print🖨 Print✗ Return To List

## Check the Status of Your Work Orders (Work Orders – View My Work Orders)

This screen shows new or in progress work orders that you have put in the system.

**Number:** Indicates the number of a work order. Clicking the number of a work order will take you to the Update Work Order Screen for that work order.



**Status:** Indicates the current status of a work order (work orders that have been rejected or are closed will not appear).

**Description:** Shows the Problem Description as it was entered on the Request Screen and indicates any special condition boxes checked by displaying an icon assigned to that special condition. The names of the special conditions can be displayed by “hovering” over the icons.

**Location:** Indicates the Building ,Floor and Room of the work order as they were entered on the Request Screen.

**Updated:** Indicates the last person to act on the work order and the date/time the action took place.

**Requested:** Indicates the person who requested the work order and the date/time of the request.

<a href="#">Create New Work Order</a> <input type="text" value="Search"/>									
Filter For: <a href="#">My Work Orders</a>		Filters: Type: <a href="#">Select Type</a>		Status: <a href="#">Select Status</a>		Bulk Operations		Export Work Orders	
Page 1 of 2									Item 1 to 25 of 37
	Number	Type	Status	Description	Location	Equipment	Assigned To	Updated	Requested
<input type="checkbox"/>	<a href="#">00720</a>	Regular	Approved	test <a href="#">100, Ballast Replacement, Window Repair, Large Text</a> 	Area: - Maintenance East Campus Elementary School 1st Floor Auditorium		Mechanic, Joe	Support, Que Centre Feb 8 2013 12:29PM	User, Joe Feb 6 2013 1:21PM
<input type="checkbox"/>	<a href="#">00703</a>	Regular	Completed	I'm not going to turn on my compatibility mode... <a href="#">100, Ballast Replacement, Window Repair, Rest Room, Large Text</a> 	Area: - Maintenance East Campus Elementary School 1st Floor Auditorium			Support, Que Centre Jan 30 2013 8:16AM	User, Joe Jan 25 2013 3:56PM
<input type="checkbox"/>	<a href="#">00687</a>	Regular	Approved	testing email for new wo <a href="#">Carpet Extraction, Hot/Cold HVAC</a> 	Area: - Maintenance East Campus Elementary School 1st Floor Auditorium			Support, Que Centre Jan 21 2013 3:55PM	User, Joe Jan 21 2013 3:50PM