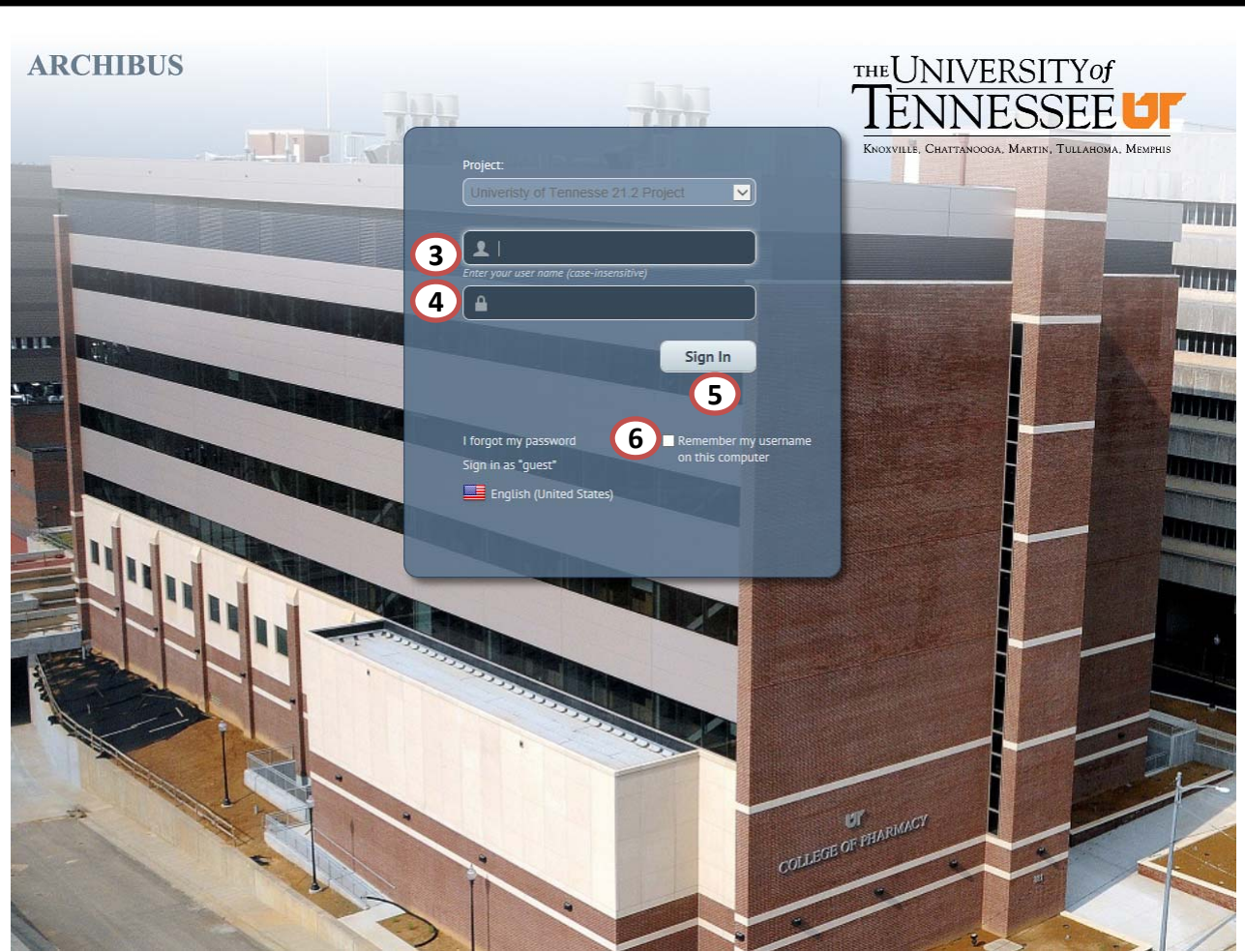




Logging into ARCHIBUS Web Central

Log In Screen

1. Open your Internet browser.
2. Enter the URL to view the ARCHIBUS Login Page: (archibus.tennessee.edu)
3. Enter your **NetID** in the user name field.
4. Enter your **Password** in the password field.
5. Select Sign In.
6. Check off "Remember my username on this computer" to pre-fill your Username on next login. The password is still required



Building Operations Console

The Building Operations Console is where you can manage your daily work request activities from a single web page.

1. On the Process Navigator, click on the On Demand Work application, click on the Client process, and click on the Building Operations Console task.
2. To create a new service request, click on the Request Service button.
3. Use the Filter Console to filter your results by specific restriction criteria.
4. Click on the More button to display additional fields on the filter console.

The screenshot displays the Building Operations Console interface. At the top, there is a header bar with the title "Building Operations Console" and a "Request Service" button. Below the header, there is a filter console with various options: "Show All", "Building", "Floor", "Room", "Problem Type", "More", "Clear", and "Filter". The "More" button is circled with a red "4". Below the filter console, there is a table of work orders. The table has columns for "Work Request Code", "Problem Type", "Location", "Work Description", and "Due Date". The table is currently showing two records under the "Assigned to Work Order" section. The first record is for work request code 541, with problem type "CEILING TILE" and location "50110210-02". The second record is for work request code 542, with problem type "ELECTRICAL - REPAIR/REPLACE" and location "50110100-02". The "Total records: 2" is displayed at the bottom left of the table area.

Work Request Code	Problem Type	Location	Work Description	Due Date
<input type="checkbox"/> 541	CEILING TILE	50110210-02	The ceiling tile by the elevator is...	
<input type="checkbox"/> 542	ELECTRICAL - REPAIR/REPLACE	50110100-02	Electrical power is not currently available in ...	

Building Operations Console

5. The filter console includes a Group By selection that enables you to select how you would like to group the data. For example, the data to the right is grouped by Status.
6. Click on the Filter button to return the specified results.
7. Click on the Clear button to clear the filter.
8. Click on the Work Request number to view the work request details.

The screenshot displays the Building Operations Console interface. At the top, there is a header bar with the title "Building Operations Console" and a "Request Service" button. Below the header, there is a filter console with a "Show All" dropdown, a "Recent" dropdown, and a "Group By" dropdown set to "Status". There are also buttons for "More", "Clear", and "Filter". The "Filter" button is circled with a red "6", and the "Clear" button is circled with a red "7". Below the filter console, there is a table of work requests. The table has columns for "Work Request Code", "Problem Type", "Location", "Work Description", and "Due Date". The table is grouped by "Assigned to Work Order" with a sub-group of "(2)". The first row is circled with a red "5" and contains the work request code "541", the problem type "CEILING TILE", the location "50110210-02", and the description "The ceiling tile by the elevator is...". The second row is circled with a red "8" and contains the work request code "8", the problem type "ELECTRICAL - REPAIR/REPLACE", the location "50110100-02", and the description "Electrical power is not currently available in ...". At the bottom left, it says "Total records: 2".

Work Request Code	Problem Type	Location	Work Description	Due Date
541	CEILING TILE	50110210-02	The ceiling tile by the elevator is...	
8	ELECTRICAL - REPAIR/REPLACE	50110100-02	Electrical power is not currently available in ...	

Building Operations Console

9. Review the work request information. To view the details on a panel, click on the inverted triangle and the panel will display.
10. To close the panel, click on the downward triangle.
11. After you have reviewed the work request, click on the Close button.

Work Request ⌵ ⌵ ⌵

Problem

Work Request Code 541 Problem Type CEILING TILE

Description The ceiling tile by the elevator is...

Problem Location

▼ More Information

Service Request Code 526	Work Order 521
Requested by AFM	Date Required
Priority Default	Time Required
Date Requested 06/24/2014	Time Requested 9:06 PM
Location 50110210-02-	College ID 70117 ...
Account Code <input type="text" value=""/> ...	Fund ID E011740 ...
Status Assigned to Work Order ▼	Equipment Code
Document 1 <input type="text" value="Upload a document"/> ⬆	Document 2 <input type="text" value="Upload a document"/> ⬆
Document 3 <input type="text" value="Upload a document"/> ⬆	Document 4 <input type="text" value="Upload a document"/> ⬆

▶ History

9 ▶ Trades

▶ Parts

▶ Craftspersons

▶ Tools

▶ Other Costs

Estimated Costs	Actual Costs
Estimated Cost of Labor 0.00	Cost of Labor 0.00

11
Close

Building Operations Console

Once you click the Request Service button you can:

1. Update Requestor information. You can add a Requested For name to include this employee in future notifications of work statuses. Auto-update College ID, Fund ID & Location by clicking one of the "Same as" boxes. Or manually update your Phone number, College ID, or Location.
2. Make sure your Cost Center is in the Fund ID field for chargeable work.
3. Enter a specific location so workers can find the problem.
4. Chose from a drop-down list of Type of Problems and Problem Detail. If "Other" is chosen, you must enter additional details.

Report Problem

Requestor

Requested By* CLINT

Requestor Phone

1 Requested For

Same as Requestor

Same as Requested For

College ID* 70101

Fund ID* E010135011 **2**

Location

Use your assigned workspace location

Location* KNOX 50110100 FLOOR ROOM NUMBER

Building is required. Enter floor and room number to help us process your request faster.

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window." **3**

Problem

Type of Problem* CHILLER **4**

Problem Detail* CHILLER-OTHER

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

Building Operations Console

1. Enter a detailed description of the issue if you select a type of problem or problem detail of "OTHER"
2. The Workflow area will show you exactly how a problem is routed and what approvals are required.
3. Click Submit to send the request off for approvals or to start work.

Report Problem

Problem

Type of Problem*

Problem Detail*

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

Description

Description

1

[Select Description](#)

2

Workflow

Workflow Steps:

On status of Requested: Facility Approval is required by an employee with Service Desk Role Business Manager

Request will be supervised by CKENT

3

[Submit](#) [Cancel](#)

Building Operations Console

5. The filter console includes a Group By selection that enables you to select how you would like to group the data. For example, the data to the right is grouped by Status.
6. Click on the Filter button to return the specified results.
7. Click on the Clear button to clear the filter.
8. Click on the Work Request number to view the work request details.

The screenshot displays the 'Building Operations Console' interface. At the top, there is an orange header bar with the title 'Building Operations Console' and a 'Request Service' button. Below the header, there is a filter console with a 'Show All' dropdown, a 'Recent' dropdown, and a 'Group By' dropdown set to 'Status'. The filter console also includes buttons for 'More', 'Clear', and 'Filter'. The main content area shows a table of work requests grouped under the heading 'Assigned to Work Order (2)'. The table has columns for 'Work Request Code', 'Problem Type', 'Location', 'Work Description', and 'Due Date'. Two work requests are listed: one with code '541' and problem type 'CEILING TILE', and another with code '8' and problem type 'ELECTRICAL - REPAIR/REPLACE'. The '8' is circled in red. The 'Filter' button is circled in red with the number '6', and the 'Clear' button is circled in red with the number '7'. The 'Group By' dropdown is circled in red with the number '5'. The 'Work Request Code' '8' is circled in red with the number '8'. The 'Total records: 2' is displayed at the bottom left of the table area.

Work Request Code	Problem Type	Location	Work Description	Due Date
▼ Assigned to Work Order (2)				
<input type="checkbox"/> 541	CEILING TILE	50110210-02	The ceiling tile by the elevator is...	
<input type="checkbox"/> 8	ELECTRICAL - REPAIR/REPLACE	50110100-02	Electrical power is not currently available in ...	

Total records: 2

Log Out Screen

1. To logout of your application session, click Sign Out on the Navigation Bar.

The screenshot displays the ARCHIBUS Web Central interface within a browser window. The browser's address bar shows the URL <https://utenn.iwm...> and the page title is "ARCHIBUS Web Central". The navigation bar includes a dropdown menu for "AFM", a "Sign Out" button, and a "Help" link. A search bar with the placeholder text "Find a form or report" is also present. The main content area features a large, semi-transparent watermark of the ARCHIBUS logo, which consists of a stylized 'A' inside a square frame with circles at the corners. Below the watermark, the text "ARCHIBUS" and "The #1 Solution for Total Infrastructure and Facilities Management" is visible. On the left side of the interface, a dark navigation bar lists several menu items: "Capital Project Management", "Space Planning & Management", "Building Operations", "Workplace Services", and "System Administration", each accompanied by a small icon.