

# E S R

Electronic Service Request

*A better way to ask for help!*

# Use the ESR to do the following:

- Submit a service request electronically to the facilities/engineering department
- Receive confirmation that your request was received
- Check the status of existing work orders
- Review all previously open or closed work orders

# Submitting a request:

1. Access the Engineering ESR program by clicking on the following icon on your computer desktop:



2. Enter your basic information (name, phone and email address)
3. Enter your service request information
4. Receive confirmation hardcopy and/or email

# Submitting a request: Basic Information

Example:

1. Select the location from the drop down boxes
2. Enter your first and last name.
3. Put in your email address and select your default cost center or department
4. Select PDF as the report format.
5. Click the “UPDATE” button to save the settings.

The screenshot shows a web browser window titled "Electronic Service Request - Windows Internet Explorer" with the URL "http://paradigm21/esrqlendaletest/". The page content includes a navigation menu with "Service Request", "My Requests", "Reports", and "Downloads". The "User Profile" section is active, displaying the following fields and options:

- Default Location: Memorial Hospital
- Major Location: Memorial Hospital (dropdown)
- Minor Location: Memorial Hospital (dropdown)
- Default Settings:
  - Name: Maria Sanchez
  - Extension: 3554
  - Email: msanchez @hospital.com
  - Cost Center: 764200 - Radiation Oncology (dropdown)
  - Reports as:  Rich Text  PDF

Buttons for "Delete Cookies", "Update", and "Cancel" are located at the bottom of the User Profile section. The footer of the page reads "© Copyright 2006 Paradigm Information Systems, LLC." and the browser status bar shows "Internet" and "100%" zoom.

# Submitting a request: problem description

Example:

The screenshot shows a web browser window titled "Electronic Service Request - Windows Internet Explorer" with the address bar displaying "http://paradigm21/esrglendaletest/". The page header includes the "PARADIGM INFORMATION SYSTEMS" logo and navigation tabs for "Service Request", "My Requests", "Reports", and "Downloads". The main content area is titled "Electronic Service Request [Memorial Hospital]" and contains a form titled "Create a New Work Order".

The form fields are as follows:

- Name: Maria Sanchez
- Extension: 3554
- Minor Location: Memorial Hospital (dropdown)
- Cost Center: 764200 - Radiation Oncology (dropdown)
- Location: Main building, 3rd floor, west wing
- Equipment (Optional):
- Workgroup (Optional): Building Maintenance (dropdown)
- Assign To (Optional):
- Problem: the lights in the hallway are not working
- Email: msanchez @hospital.com

At the bottom of the form are "Submit" and "Reset" buttons. The footer of the page reads "© Copyright 2006 Paradigm Information Systems, LLC." and the browser status bar shows "Internet" and "100%".

1. Name, ext., and cost center are already filled in.
2. Enter a location so that the engineer can find you.
3. If you have a equipment number, please enter it.
4. Pick the workgroup that you want the request to be routed to.
5. Enter your problem
6. Click Submit.

# Submitting a request: receive confirmation

## Example:

The screenshot shows a Windows Internet Explorer browser window displaying the 'Electronic Service Request' website. The address bar shows the URL 'http://paradigm21/esrglendaletest/'. The page title is 'Electronic Service Request - A component of Event Manager'. A PDF document titled 'ReportView[1].pdf' is open in the foreground, showing a work order form from Memorial Hospital and Health Center, dated 01/06/2009. The form is titled 'ENGINEERING DEPT. WORK ORDER' and contains the following information:

Work Order No.:	148483	Equipment No.:	
Requested By:	Maria Sanchez	Ext.:	3554
Assigned To.:		Desc:	
Cost Center:	764200 - Radiation Oncology	Priority:	Routine
Location:	Main building, 3rd floor, west wing		
Mfg.:	Model :	S/N:	
Elec Panel:	Emergency Pwr:	Area Served:	
Problem:	the lights in the hallway are not working		

Below the form, there is a section for 'Work Activity Information: (Reserved For Maintenance Department)' with fields for 'Completed', 'Cost Center', 'Equipment No.', 'Employee No.', 'Priority', 'Time on Site', 'Complete Time', and 'Complete Date'. The PDF is displayed at 63% zoom on an 8.5 x 11 in page. The browser's status bar shows 'Internet' and '100%' zoom.

1. After submitting your request, you will be presented with a copy of your work order.
2. A work order number is assigned. Use this number to communicate with the facilities department.
3. The Engineering department receives the request at the same time.
4. No need to call!

# Verify / re-print work order

## Example:

Electronic Service Request - Windows Internet Explorer

http://paradigm21/esrglendaletest/

Electronic Service Request - A component of Event Manager

Service Request My Requests Reports Downloads ESR

Service Request

New Request  
User Settings  
Reprint Work Order  
Check Status  
My Requests  
Open Work Orders  
Completed Work Orders  
Reports  
Standard Reports  
Custom Reports  
New Schedule Report  
Schedule Report List  
Downloads  
Download Acrobat Reader

Check Status

Check The Status Of An Existing Work Order

Work Order No.

Adobe Acrobat Standard - [ReportView[1].pdf - Linked File]

Memorial Hospital and Health Center

Date Issued: 01/06/2009

ENGINEERING DEPT. WORK ORDER

Work Order No.:	148483	Equipment No.:	
Requested By: Maria Sanchez	Ext.: 3554	Desc:	
Assigned To:		Priority: Routine	
Cost Center:	764200 - Radiation Oncology		
Location:	Main building, 3rd floor, west wing		
Mfg:	Model:	S/N:	
Elec Panel:	Emergency Pwr:	Area Served:	
Problem: the lights in the hallway are not working			

Work Activity Information: (Reserved For Maintenance Department)

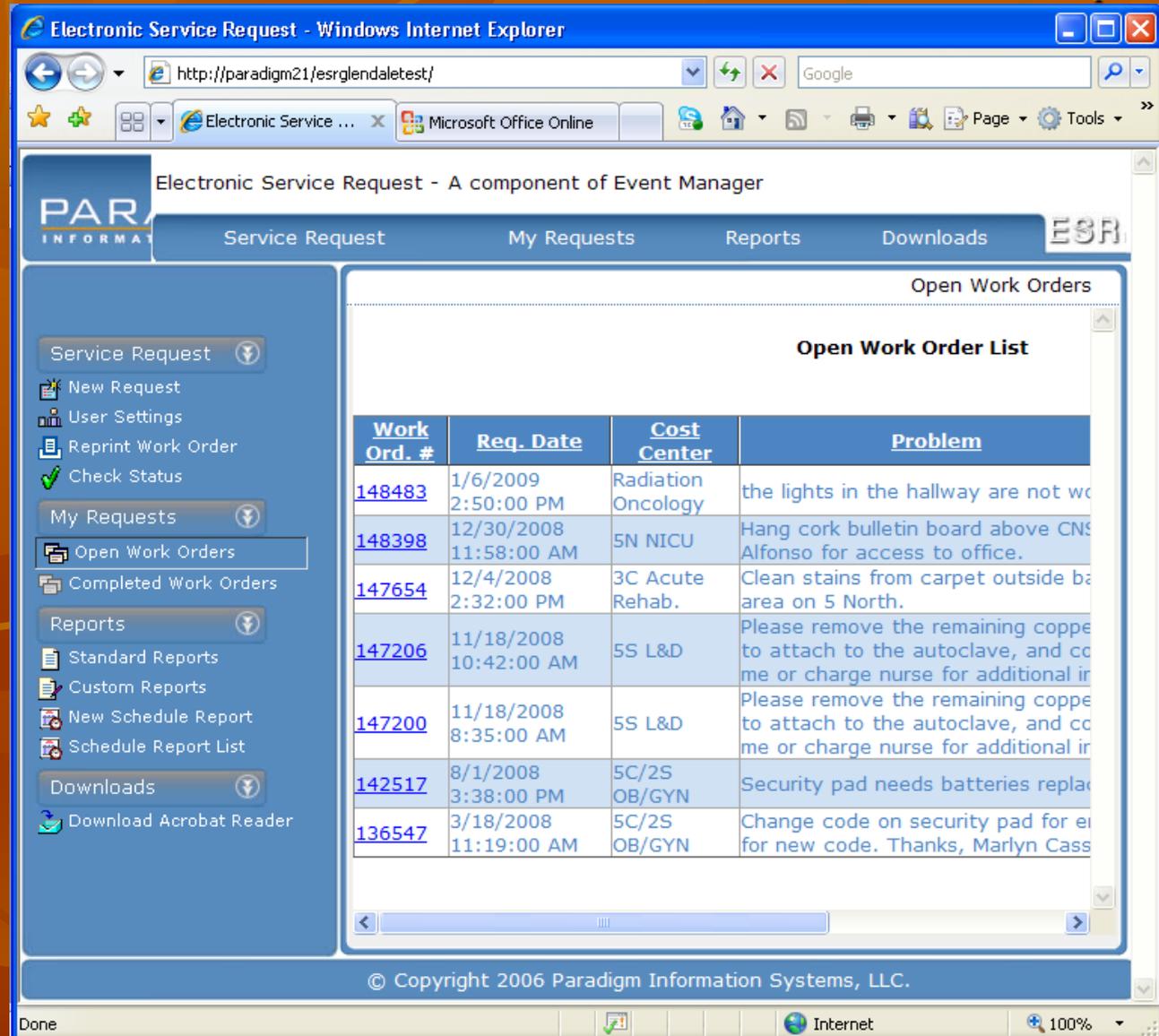
Completed Yes / No Priority:

1. Lookup an existing work order by clicking the “Check Status” link on the left toolbar.
2. Enter a “known” work order number.
3. If the number is valid, a copy of the work order will be presented again.

# View existing open work orders

Example:

1. Click “Open Work Orders” on the toolbar on the left
2. All open work orders submitted by the current user are displayed.
3. Scroll right, left, up, down to see more.
4. Click on the work order number to view a copy of the work order.



The screenshot shows a web browser window displaying the 'Electronic Service Request' application. The browser title is 'Electronic Service Request - Windows Internet Explorer'. The address bar shows the URL 'http://paradigm21/esrglendaletest/'. The application header includes the 'PARADIGM INFORMATION SYSTEMS' logo and navigation tabs for 'Service Request', 'My Requests', 'Reports', and 'Downloads'. The 'Open Work Orders' section is active, displaying a table of work orders. The table has columns for 'Work Ord. #', 'Req. Date', 'Cost Center', and 'Problem'. The work orders listed are:

Work Ord. #	Req. Date	Cost Center	Problem
<a href="#">148483</a>	1/6/2009 2:50:00 PM	Radiation Oncology	the lights in the hallway are not working
<a href="#">148398</a>	12/30/2008 11:58:00 AM	5N NICU	Hang cork bulletin board above CNS Alfonso for access to office.
<a href="#">147654</a>	12/4/2008 2:32:00 PM	3C Acute Rehab.	Clean stains from carpet outside bathroom area on 5 North.
<a href="#">147206</a>	11/18/2008 10:42:00 AM	5S L&D	Please remove the remaining copper to attach to the autoclave, and come or charge nurse for additional information.
<a href="#">147200</a>	11/18/2008 8:35:00 AM	5S L&D	Please remove the remaining copper to attach to the autoclave, and come or charge nurse for additional information.
<a href="#">142517</a>	8/1/2008 3:38:00 PM	5C/2S OB/GYN	Security pad needs batteries replaced
<a href="#">136547</a>	3/18/2008 11:19:00 AM	5C/2S OB/GYN	Change code on security pad for emergency for new code. Thanks, Marlyn Cass

© Copyright 2006 Paradigm Information Systems, LLC.

# View closed work orders

Example:

1. Click “Completed Work Orders” on the toolbar on the left
2. All completed work orders submitted by the current user are displayed.
3. Scroll right, left, up, down to see more.
4. Click on the work order number to view a copy of the work order.

The screenshot shows a web browser window titled "Electronic Service Request - Windows Internet Explorer". The address bar shows the URL "http://paradigm21/esrglendaletest/". The page content includes a navigation menu with "Service Request", "My Requests", "Reports", and "Downloads". The "Completed Work Orders" section is active, displaying a "Close Work Order List" table. The table has columns for Work Ord. #, Comp. Date, Cost Center, and Problem. The footer of the page reads "© Copyright 2006 Paradigm Information Systems, LLC.".

Work Ord. #	Comp. Date	Cost Center	Problem
<a href="#">146201</a>	12/8/2008 12:00:00 AM	5N NICU	Flooring in nurses station on 2 south is coming up and the staff is tripping on it.
<a href="#">147586</a>	12/8/2008 12:00:00 AM	5S L&D	The door on room 556, (5 center) is sticking. Please repair.
<a href="#">147244</a>	11/26/2008 11:59:00 PM	5S L&D	Move large cabinet away from wall about 3 feet so IT can access the data drop. See me, Luz Alfonso, or Christina Clignett for access to office.
<a href="#">147208</a>	11/20/2008 11:59:00 PM	5S L&D	please repair , patch ,paint all the damaged walls inside this room , install plastic protection afterwards.
<a href="#">147207</a>	11/19/2008 11:59:00 PM	5S L&D	please repair , patch ,paint all the damaged walls inside this room , install plastic protection afterwards.
<a href="#">146304</a>	11/5/2008 11:59:00 PM	5C/2S OB/GYN	Dynamap machine in the NST office located in the Basement, needs repair ASAP.
<a href="#">146308</a>	11/3/2008 12:00:00 AM	5N NICU	Replace light bulb in fixture near the NICU waiting room

# That is it!

- The Engineering department will have a copy of your request
- There is a unique request or ticket number assigned to you and your problem. Refer to it when you call.
- This will replace the paper work order form. No More Paper!
- Please share this with all employees at the facility.