

# 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 displays the 'Electronic Service Request - A component of Event Manager' web application. The browser window title is 'Electronic Service Request - Windows Internet Explorer' and the address bar shows 'http://paradigm21/esrglendaletest/'. The application has a navigation menu with 'Service Request', 'My Requests', 'Reports', and 'Downloads'. The 'User Profile' section is active, showing the following fields:

- 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 at the bottom of the form include 'Delete Cookies', 'Update', and 'Cancel'. The footer of the application 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 URL "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

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

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:

Electronic Service Request - Windows Internet Explorer

http://paradigm21/esrglendaletest/

Electronic Service Request - A component of Event Manager

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:	
Cost Center		Time on Site	
Equipment No:		Complete Time:	
Employee No:		Complete Date:	

8.5 x 11 in

1 of 1

Internet 100%

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 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 "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".

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 wo
<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 ba area on 5 North.
<a href="#">147206</a>	11/18/2008 10:42:00 AM	5S L&D	Please remove the remaining copen to attach to the autoclave, and co me or charge nurse for additional ir
<a href="#">147200</a>	11/18/2008 8:35:00 AM	5S L&D	Please remove the remaining copen to attach to the autoclave, and co me or charge nurse for additional ir
<a href="#">142517</a>	8/1/2008 3:38:00 PM	5C/2S OB/GYN	Security pad needs batteries replac
<a href="#">136547</a>	3/18/2008 11:19:00 AM	5C/2S OB/GYN	Change code on security pad for ei for new code. Thanks, Marlyn Cass

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# 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.

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

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# 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.