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 clinking 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

1. **Select the location from the drop down boxes**

2. **Enter your fist 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.**

Submitting a request: problem description

Example:

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:

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:

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

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.

View closed work orders

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.**

Electronic Service Request - Windows Internet Explorer
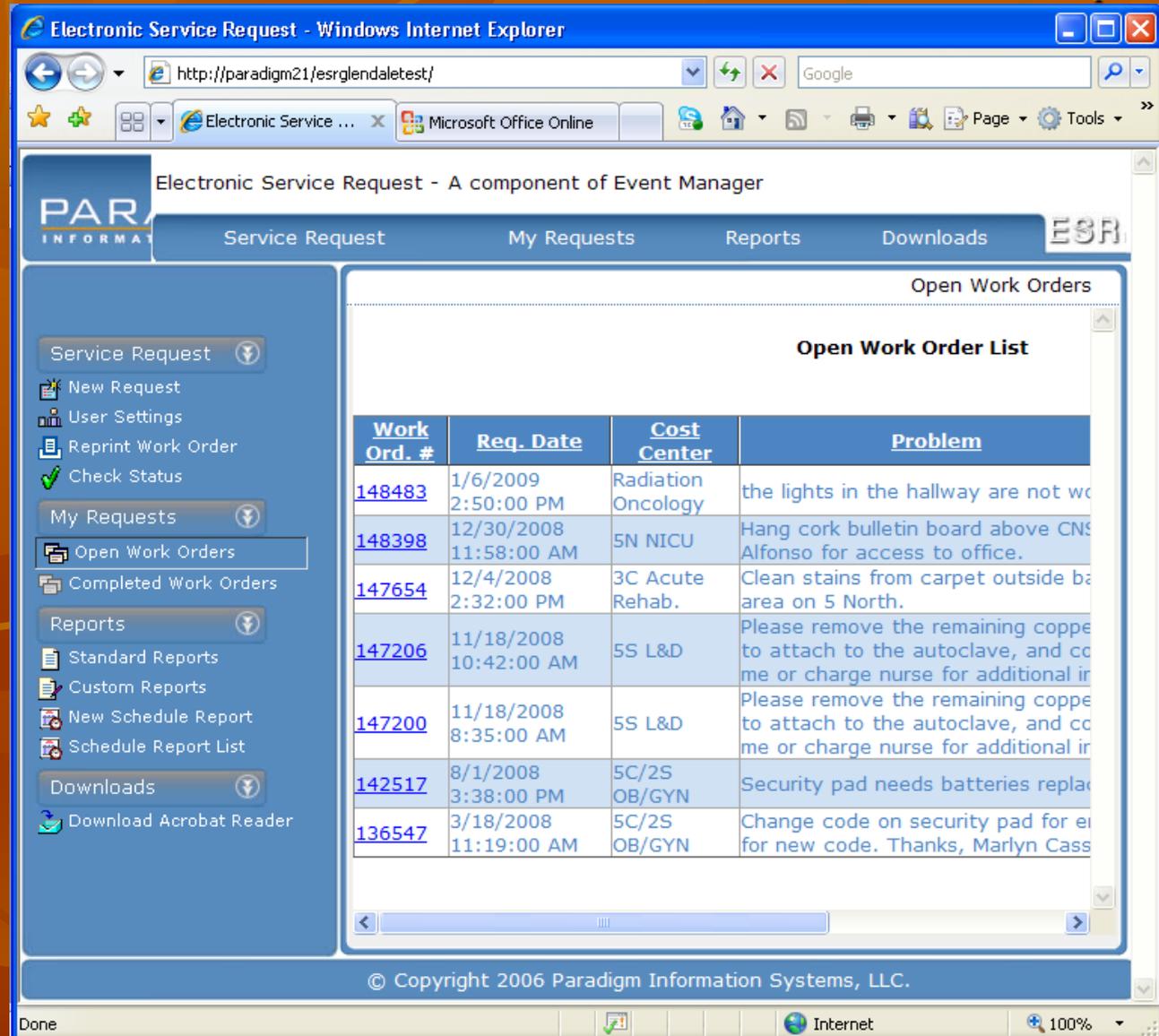
http://paradigm21/esrglendaletest/

Google

Electronic Service ...   Microsoft Office Online   Page   Tools

Electronic Service Request - A component of Event Manager

PARA
INFORMA

ESR

Service Request   My Requests   Reports   Downloads

Completed Work Orders

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

Close Work Order List

Work Ord. #	Comp. Date	Cost Center	Problem
146201	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.
147586	12/8/2008 12:00:00 AM	5S L&D	The door on room 556, (5 center) is sticking. Please repair.
147244	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.
147208	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.
147207	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.
146304	11/5/2008 11:59:00 PM	5C/2S OB/GYN	Dynamap machine in the NST office located in the Basement, needs repair ASAP.
146308	11/3/2008 12:00:00 AM	5N NICU	Replace light bulb in fixture near the NICU waiting room

Internet   100%

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 will all employees at the facility.