



THE UNIVERSITY
of ADELAIDE

UniSpace

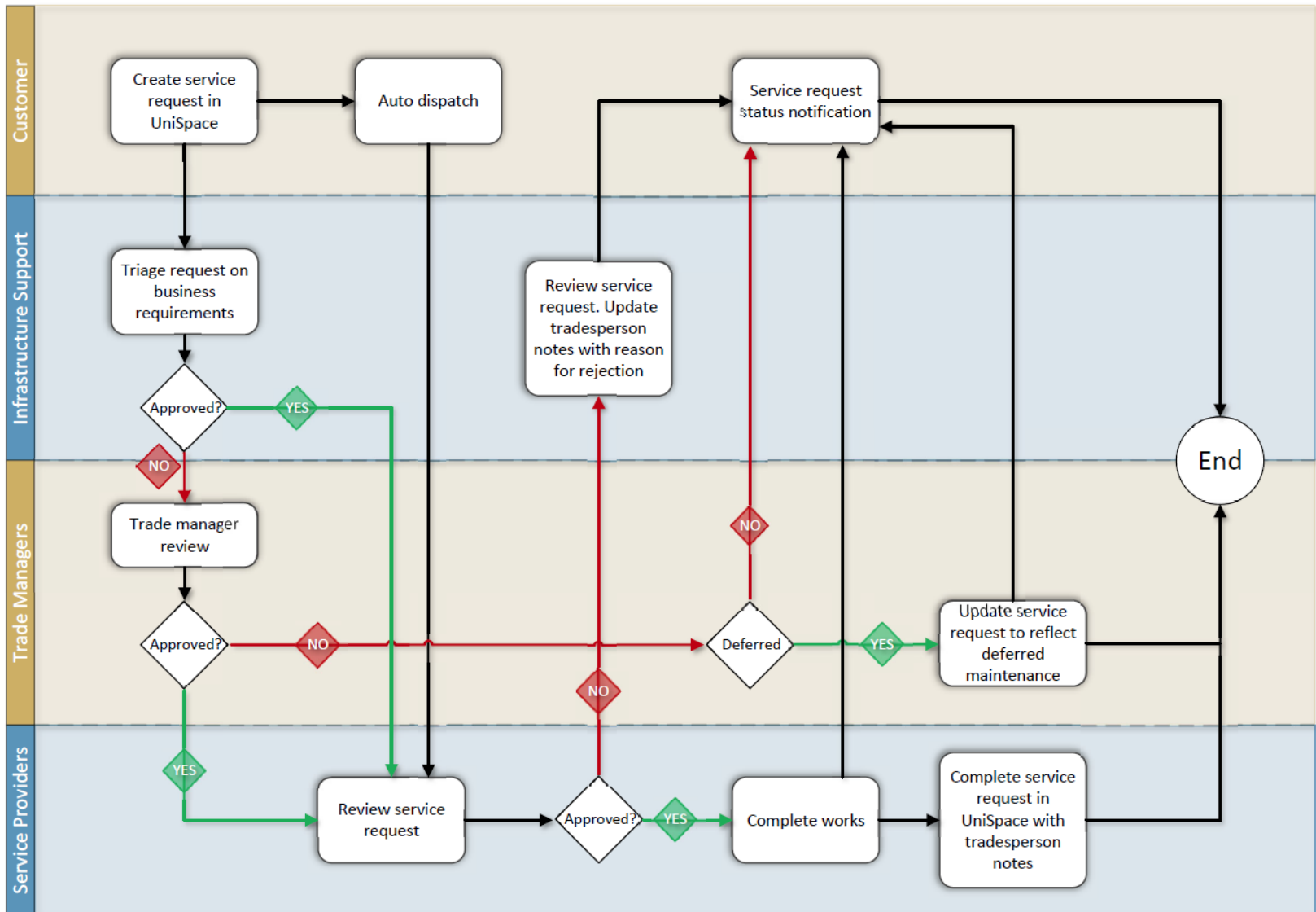
USER GUIDE: MAINTENANCE WORK ORDERS (MWO) FOR CONTRACTORS

adelaide.edu.au

seek LIGHT

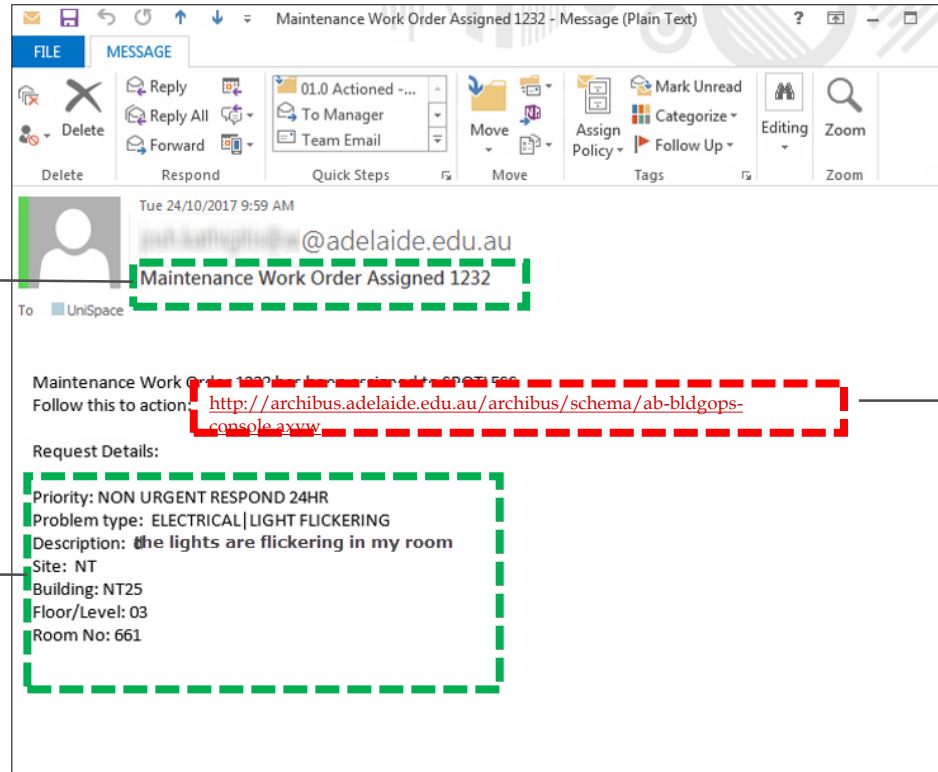
Maintenance Work Orders (MWO)

Overview



Maintenance Work Orders (MWO)

via email notification



Sample email only

Reference
The reference number for the MWO assigned to your organisation.

Summary
Brief description of the MWO. Note: only includes site and building codes (no descriptive).

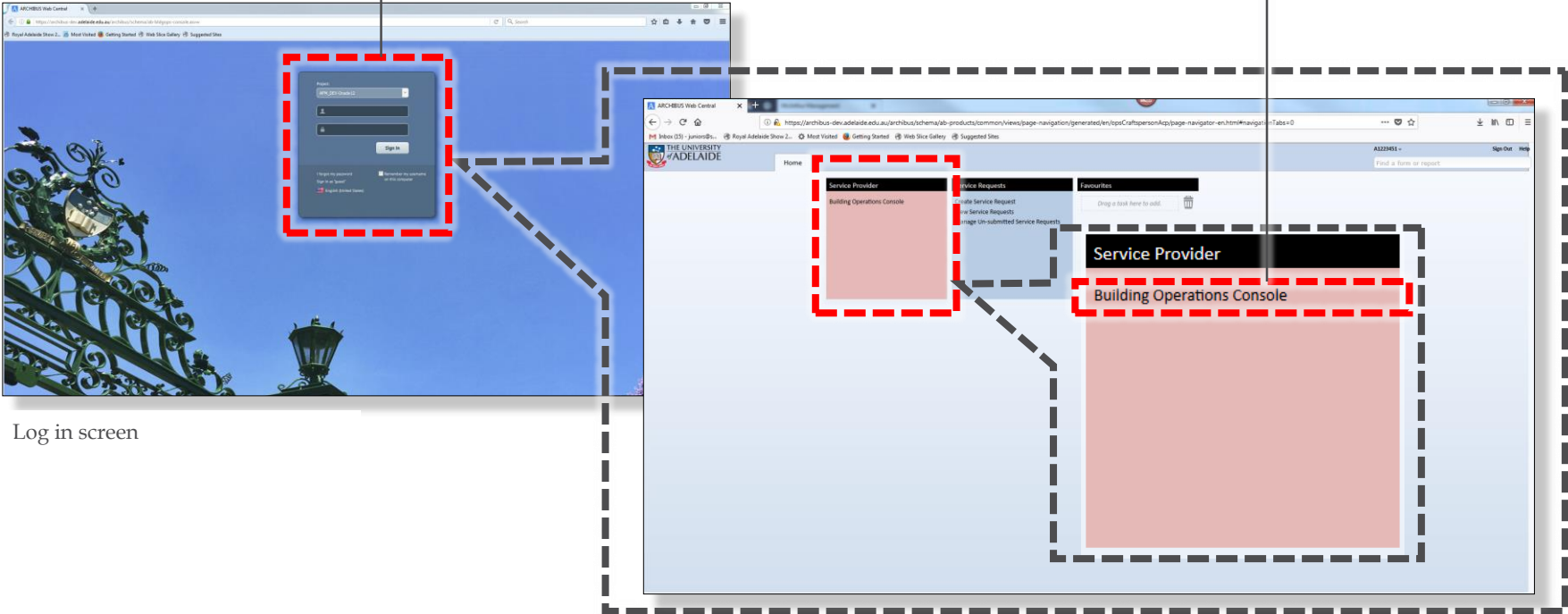
ACTION
CLICK - 'hyperlink' to access the MWO within the Archibus Interface (via an internet browser)

Maintenance Work Orders (MWO)

via log in to UniSpace

ACTION
LOG IN - using your supplied University
"A number" and your password.

ACTION
CLICK - "Building Operations Console"
from the Service Request options



Log in screen

Note: The layout of your screen may vary based on your role

Maintenance Work Orders (MWO)

Building Operations Console – Overview & Issue

“APPROVED” MWO’s
 MWO Assigned to each Company
 This is the company’s internal ‘In Tray’, MWO’s will be assigned to individuals / teams from this screen.

Filter:
 Filter on one of all columns. Simple or Advanced (“More”) filtering
Group by:
 Arrange the view to ‘group by’ different attributes

Sign Out
Help
Print – send link by email
Export - Settings

MWO reference number
 This number is the unique identifier for the raised job.

MWO	Problem Type	Building	Building Names	Work Team Code	Date Work Requested	Date to Perform	Time to Perform		Requested by
1251	ELECTRICALLIGHT FLICKERING	NT25	Kenneth Wills	SPOTLESS	24/10/2017	24/10/2017	09:59 AM	Issue	UD0A1
1245	ELECTRICALLIGHT FLICKERING	NT25	Kenneth Wills	SPOTLESS	23/10/2017	23/10/2017	11:04 AM	Issue	UD0A1
1246	ELECTRICALLIGHT FLICKERING	NT25	Kenneth Wills	SPOTLESS	23/10/2017	23/10/2017	11:07 AM	Issue	UD0A1
1145	ELECTRICALLIGHT OUT	NT37	Physics	SPOTLESS	13/10/2017	23/10/2017	03:30 PM	Issue	AFM
1168	BUILDINGCARPET REPLACE	NT25	Kenneth Wills	SPOTLESS	17/10/2017	17/10/2017	01:23 PM	Issue	UD0A1
983	BUILDING	NT36	Oligphant	SPOTLESS	20/9/2017	20/9/2017	10:51 AM	Issue	1203728
985	ELECTRICALLIGHT FLICKERING	NT46	Union House	SPOTLESS	20/9/2017	20/9/2017	12:07 PM	Issue	1655704
986	ELECTRICALLAUTO DOOR	WT74	Waite Building	SPOTLESS	20/9/2017	20/9/2017	12:09 PM	Issue	1655704
987	ELECTRICALLAUTO DOOR	RW077	J.S. Davies Building	SPOTLESS	20/9/2017	20/9/2017	12:15 PM	Issue	1655704
988	ELECTRICALLAUTO DOOR	NT20	The Braggs	SPOTLESS	20/9/2017	20/9/2017	12:20 PM	Issue	1655704
1003	ELECTRICALLPOWER POINT	NT15	Engineering South	SPOTLESS	20/9/2017	20/9/2017	02:40 PM	Issue	1655704
1005	ELECTRICALLIGHT OUT	RW032	Eastick Building	SPOTLESS	20/9/2017	20/9/2017	02:44 PM	Issue	1655704
1006	ELECTRICALLPOWER POINT	NT37	Physics	SPOTLESS	20/9/2017	20/9/2017	02:46 PM	Issue	1655704
1130	ELECTRICALLIGHT OUT	NT37	Physics	SPOTLESS	12/10/2017	23/10/2017	03:30 PM	Hold	AFM
1129	ELECTRICALLIGHT OUT	NT25	Kenneth Wills	SPOTLESS	12/10/2017	23/10/2017	03:30 PM	Hold	UD0A1
1127	ELECTRICALLIGHT OUT	NT37	Physics	SPOTLESS	11/10/2017	23/10/2017	03:30 PM	Hold	AFM

ACTION

CLICK - “Issue” to accept and transfer the MWO into your personal "In-Tray"

[note: this MWO process and completion is your responsibility and needs to align with the agreed SLA with The University of Adelaide]
 [tip: multiple MWOs can be “Issue” by selecting via the tick box]

“ISSUED AND IN PROCESS” MWO’s

MWO Assigned to - YOU
 This is your personal “In Tray”.
 These MWO’s are assigned to you for your action and completion.

Maintenance Work Orders (MWO)

Building Operations Console – Navigate to update a MWO

The screenshot displays the Building Operations Console interface. On the left, a table lists various Maintenance Work Orders (MWOs) with columns for SRN, MWO, Problem Type, Building, Building Names, Work Team Code, and Date. A 'Tick Box' is highlighted next to the first row (SRN 1231, MWO 1232). An inset window titled 'Update Maintenance Work Order 994' is open, showing details for a specific MWO, including problem type, description, and request information. A red box highlights the 'Update' button in the bottom right corner of the table.

SRN	MWO	Problem Type	Building	Building Names	Work Team Code	Date	Time	Issue/Action	Requester
1231	1232	ELECTRICALLIGHT FLICKERING	NT25	Kenneth Wills	SPOTLESS	24/10/17		Issue	1655704
45	1226	ELECTRICALLIGHT FLICKERING	NT25	Kenneth Wills	SPOTLESS	23/10/17		Issue	1655704
146	1227	ELECTRICALLIGHT FLICKERING	NT25	Kenneth Wills	SPOTLESS	23/10/17		Issue	1655704
45	1126	ELECTRICALLIGHT OUT	NT37	Physics	SPOTLESS	13/10/17		Issue	1655704
68	1149	BUILDINGCARPET REPLACE	NT25	Kenneth Wills	SPOTLESS	17/10/17		Issue	1655704
13	983	BUILDING	NT56	Oliphant	SPOTLESS	20/9/17		Issue	1655704
5	985	ELECTRICALLIGHT FLICKERING	NT46	Union House	SPOTLESS	20/9/17		Issue	1655704
86	986	ELECTRICALLAUTO DOOR	WT74	Waite Building	SPOTLESS	20/9/17		Issue	1655704
7	987	ELECTRICALLAUTO DOOR	RW077	J.S. Davies Building	SPOTLESS	20/9/2017	20/9/2017 12:15 PM	Issue	1655704
8	988	ELECTRICALLAUTO DOOR	NT20	The Braggs	SPOTLESS	20/9/2017	20/9/2017 12:20 PM	Issue	1655704
03	994	ELECTRICALLPOWER POINT	NT15	Engineering South	SPOTLESS	20/9/2017	20/9/2017 02:40 PM	Issue	1655704
05	996	ELECTRICALLIGHT OUT	RW032	Eastick Building	SPOTLESS	20/9/2017	20/9/2017 02:44 PM	Issue	1655704
006	997	ELECTRICALLPOWER POINT	NT37	Physics	SPOTLESS	20/9/2017	20/9/2017 02:46 PM	Issue	1655704
904	907	PLUMBINGLEAK CEILING	NT37	Physics	SPOTLESS	15/9/2017	15/9/2017 01:41 PM	Issue	AFM
1130	1111	ELECTRICALLIGHT OUT	NT37	Physics	SPOTLESS	12/10/2017	23/10/2017 03:30 PM	Update	AFM
1129	1110	ELECTRICALLIGHT OUT	NT25	Kenneth Wills	SPOTLESS	12/10/2017	23/10/2017 03:30 PM	Update	UD01
1127	1108	ELECTRICALLIGHT OUT	NT37	Physics	SPOTLESS	11/10/2017	23/10/2017 03:30 PM	Update	AFM

Tick Box
[tip: multiple MWOs can be "Self-Assigned" by selecting via the tick box]

ACTION
Once the MWO assigned to you has been actioned/ started on site
CLICK - "Update" to process and complete the MWO in your "In-Tray"

"Update Maintenance Work Order" screen

Maintenance Work Orders (MWO)

Update MWO details

Information:

General information about the MWO, including problem type, details, priority and request/requestor information

Update Maintenance Work Order 994

Service request number: 11813 Maintenance work order: 994

Problem Type: ELECTRICAL/POWER POINT

Description: Can we please have two double GPO's (power outlets) installed on the western wall of 5G12D. If there are any complications with the request please get in touch with me, otherwise please proceed.

More Information

Requested by: 1655704
 Requestor's Phone #:
 Time Requested: 2:40 PM
 Site Name: North Terrace
 Building Name: Engineering South
 Floor Name: Ground Floor
 Room Name: Student Workshop
 Faculty, Division Name:
 School, Branch Name:
 Account Code: 10025100
 Date to Perform: 31/10/2017
 Time to Perform: 3:02 PM

Date Requested: 20/9/2017
 Requestor's email: sue.asker-warner@adelaide.edu.au
 Site Code: NT
 Building Code: NT15
 Floor Code: 01
 Room Code: 5G12D
 Faculty, Division Code:
 School, Branch Code:
 Status: Issued and In Process

Document 1: Upload a document
 Document 2: Upload a document
 Document 4: Upload a document
 Document 6: Upload a document

Document 3: Upload a document
 Document 5: Upload a document
 Indicate on Drawing

Related Requests
 Priority: PROGRAMMED

Workflow
 Response required within 10 Days
 Workflow Steps:
 On status of Requested: Edit and Approve is required by OPS DISPATCHER (ACP)
 On status of Approved: Dispatch is required by OPS DISPATCHER (ACP)

Update Work Request

Equipment Down (Hours): 0.00
 Current Equip. meter reading: 0.00
 Hours Worked: 0.00
 TradesPersons Notes:
 Cause Code:
 Repair Type:
 Update Request Close

ACTION

WORK ON HOLD - if a MWO can not be fully completed

SELECT - "STATUS" type

Issued and In Process
 Issued and In Process
 On Hold for Parts
 On Hold for Access
 On Hold for Labor
 Completed

[note: for all "On Hold" MWOs add commentary in the "TradesPerson Notes"]

[note: changing the 'status' will re-group the MWO in the Building Operation Console within your "In-Tray"]

ACTION

COMPLETED - if a MWO has been completed

INPUT - details, values and notes about the actual work carried out

SELECT - status option of "Completed"

CLICK - Update Request to 'save' information and return to the Building Operations Console

CLICK - Close to cancel without saving any information changed or added to this screen

[note: all fields to be completed as per SLA]

Maintenance Work Orders (MWO)

Building Operations Console – Complete a MWO

The screenshot shows the Building Operations Console interface. A table lists MWOs with columns for MWO ID, SRV, Problem Type, Building, Building Names, Work Description, Work Team Code, and Date Work Requested. The MWOs are categorized into 'Approved (5)', 'Issued and In Process (1)', 'On Hold for Access (1)', 'On Hold for Labor (1)', and 'On Hold for Parts (1)'. A dialog box titled 'Complete Maintenance Work Order' is open, displaying the text: 'This action marks your assignment as Completed. Supervisors can update labor, parts, comments, and other work details until the request is Closed.' The dialog has 'Yes' and 'No' buttons. A red dashed box highlights the 'Complete' and 'Return' buttons in the table, and a blue dashed box highlights the 'Issued and In Process' section.

“ISSUED AND IN PROCESS” MWO’s

MWO Assigned to - YOU
This is your personal “In Tray”. These MWO’s are assigned to you for your action and completion.

“ON HOLD FOR... (Access/Labor/Parts)

[note: MWOs “On Hold For...” remain here until all works on site carried out and the status has been “Completed” and MWO completed]

ACTION

To COMPLETE the MWO

CLICK - Complete and launch pop up screen

CLICK - YES to finalise. This will remove the MWO from your “In-Tray” as it is completed.

CLICK - NO to cancel the “Complete” command

[tip: multiple MWOs can be “Completed” by selecting via the tick boxes]

ACTION

To RETURN the MWO

CLICK - Return to return the MWO from your “In-Tray” to the Company “In-Tray”

[note: returned MWOs will then be actioned by someone else in the Company]

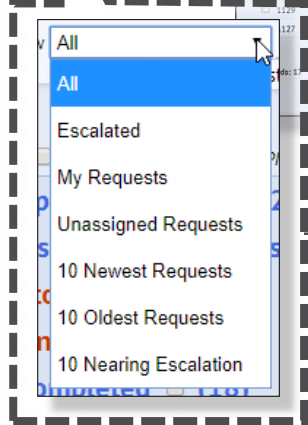
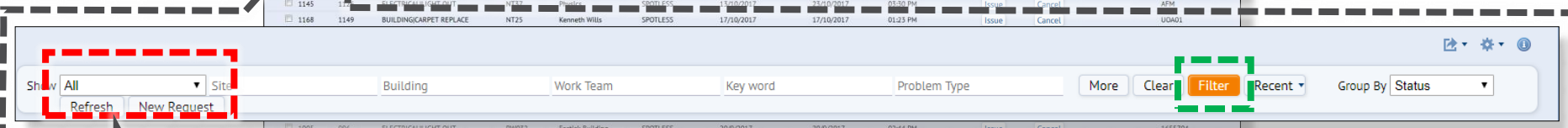
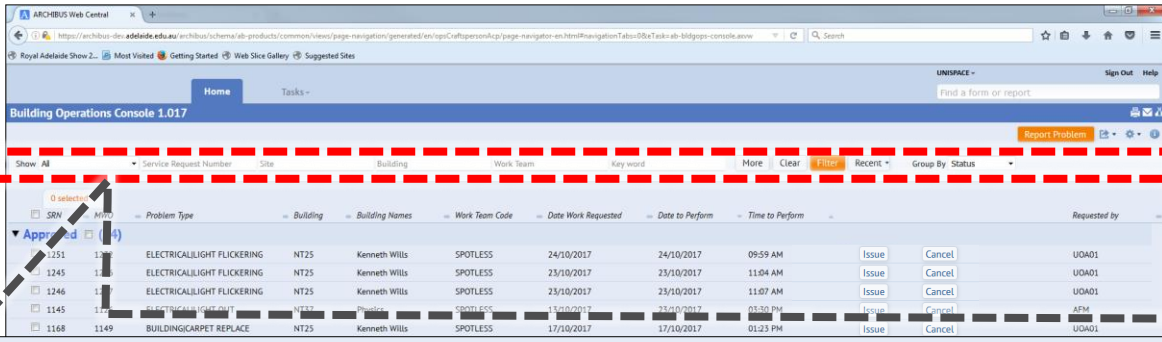
ACTION

To exit Website/Building Operation Console use the standard windows shutdown



Maintenance Work Orders (MWO)

Building Operations Console – Reporting - Filters



ACTION

FILTER - by request type. Confirm selection by using the "Filter" button

ACTION

FILTER - filter by MWO properties. Confirm selection by using the "Filter" button.

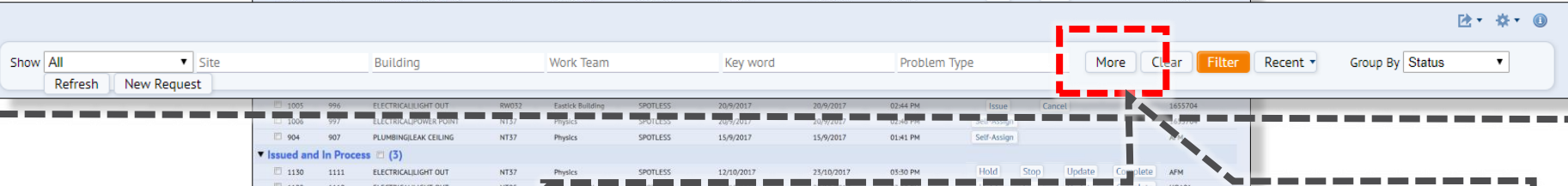
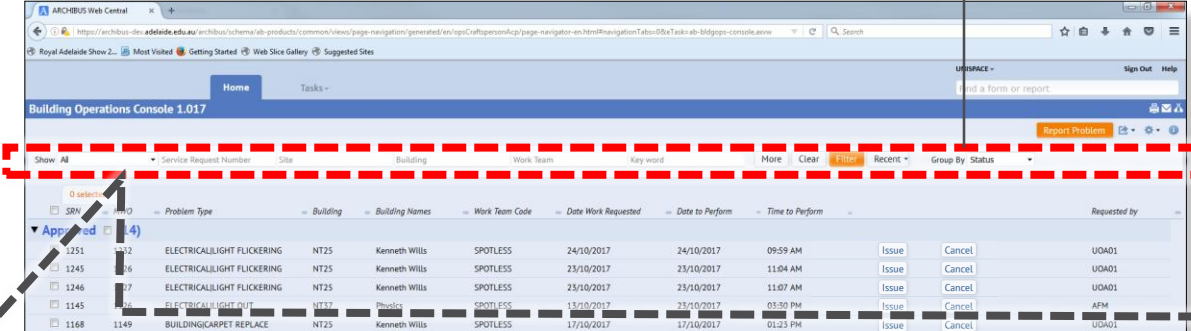
Filter by - Site - Building - Key Word - Problem Type

[note: Work Team will be prepopulated based on your log in]

Maintenance Work Orders (MWO)

Building Operations Console – Reporting - Filters

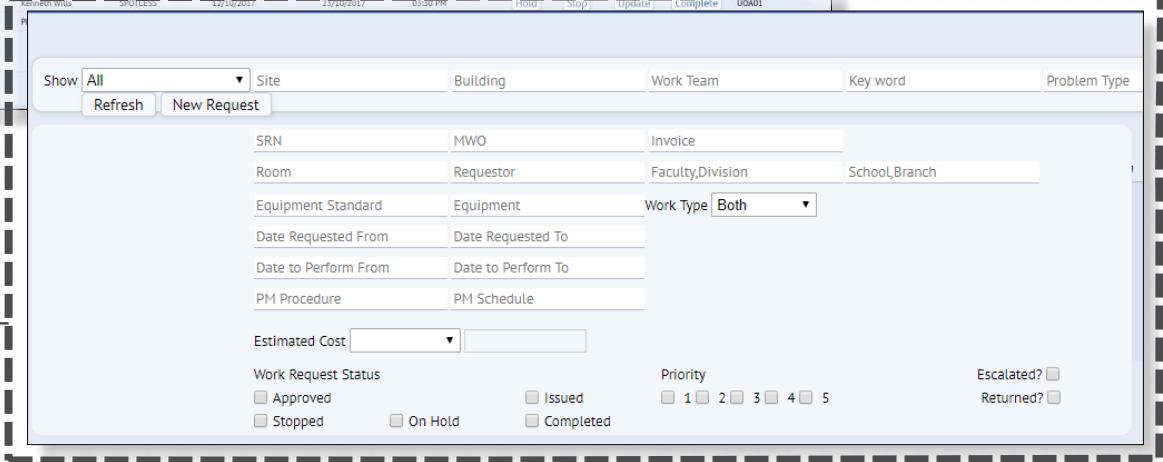
Filter: Filter on one of all columns. Simple or Advanced (“More”) filtering



ACTION

FILTER – filter by MWO properties. Confirm selection by using the “Filter” button.

Filter by – MWO No. – Date Range – Work Request Status - Priority



Maintenance Work Orders (MWO)

Building Operations Console – Reporting - Export

The screenshot displays the ARCHIBUS Building Operations Console interface. At the top, there is a navigation bar with 'Home' and 'Tasks' tabs, and a search bar. Below this, a 'Report Item' button is highlighted with a red dashed box. A dashed line connects this button to a detailed export menu on the right side of the screen. The menu lists several export options:

- Export to XLS
- Export to DOCX
- DOCX Selected Work Request Details
- DOCX Selected Work Requests with Floor Plans
- PDF Selected Work Request Details
- PDF Selected Work Requests with Floor Plans


The main area of the console shows a table of MWO records. The table has columns for SBN, MWO, Problem Type, Building, Building Names, Work Team Code, Date Work Requested, Date to Perform, Time to Perform, and Requester. The records are grouped into 'Approved (14)' and 'Issued and In Process (3)'. The 'Approved' group includes 14 records with various problem types like 'ELECTRICALLIGHT FLICKERING', 'ELECTRICALLIGHT OUT', 'BUILDINGCARPET REPLACE', 'BUILDING', and 'ELECTRICALLIGHT FLICKERING'. The 'Issued and In Process' group includes 3 records with problem types like 'ELECTRICALLIGHT OUT'.

ACTION

EXPORT - to XLS,DOC,PDF.
Various export types and formats.

Maintenance Work Orders (MWO)

Building Operations Console – Reporting – Export types



Work Requests
page 1 of 1
30 October 2018

Work Request Status
Approved

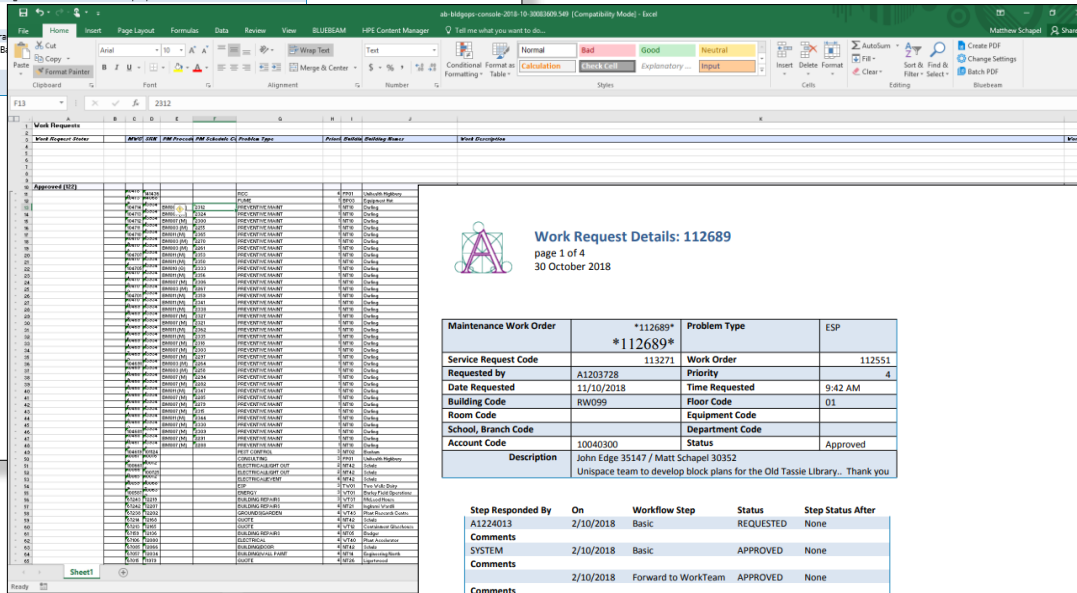
MWO	SRN	Problem Type	Priority	Building	Building Names	Work Team Code	Date Work Requested	Requested by
112689	113271	ESP	4	RW099	Old Tassie Building	UNISPACE	11/10/2018	A1203728


Work Description John Edge 35147 / Matt Schapel 30352
Unispace team to develop block plans for the Old Tassie Library. Thank you
106539 106962 ELECTRICAL 4 NT07 Barr Smith Libr
Work Description Craig Ridley 0459081975 requested drawings be upgraded for B
DRAWING UPGRADE

Total Records: 2

Export to DOC

Export to XLS





Work Request Details: 112689
page 1 of 4
30 October 2018

Maintenance Work Order	*112689*	Problem Type	ESP
Service Request Code	113271	Work Order	112551
Requested by	A1203728	Priority	4
Date Requested	11/10/2018	Time Requested	9:42 AM
Building Code	RW099	Floor Code	01
Room Code		Equipment Code	
School, Branch Code		Department Code	
Account Code	10040300	Status	Approved
Description			
John Edge 35147 / Matt Schapel 30352 Unispace team to develop block plans for the Old Tassie Library. Thank you			

Step Responded By	On	Workflow Step	Status	Step Status After
A1224013	2/10/2018	Basic	REQUESTED	None
Comments				
SYSTEM	2/10/2018	Basic	APPROVED	None
Comments				
SPOTLESS	2/10/2018	Basic	IN PROGRESS	None
Comments				
A1203728	11/10/2018	Basic	Requested	None
Comments				
SYSTEM	11/10/2018	Basic	Approved	None
Comments				
SYSTEM	11/10/2018	Basic	Approved	None
Comments				
A1203728	11/10/2018	Change	Approved	None
Comments				
A1203728:	11/10/2018	Changed Work Request Priority from 3 to 4;	Approved	None
Comments				
	11/10/2018	Forward to WorkTeam	Approved	None

Powered by ARCHIBUS

Export to PDF (report)

FAQs

Who are the BSI Team

The Business Services & Improvement Team is part of The University of Adelaide's Infrastructure Branch.

How do I contact the BSI Team

Contact BSI Team via email [Contact Us](#)

I have forgotten the website

<https://archibus.adelaide.edu.au>

I have forgotten my password?

Contact The University of Adelaide – Technology Services 83130 3000

Or use their self-service [Password Management](#)

I cant log in to the website

You need a valid and activated University of Adelaide account to log in to UniSpace Home.

I would like to make a suggestion / improvement OR there is an issue with the Application I am using

Create a Service Request via UniSpace Home, with the Type of Request as "UniSpace"

<https://archibus.adelaide.edu.au>

revision
-

comment
document created

date
2019-08-06



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