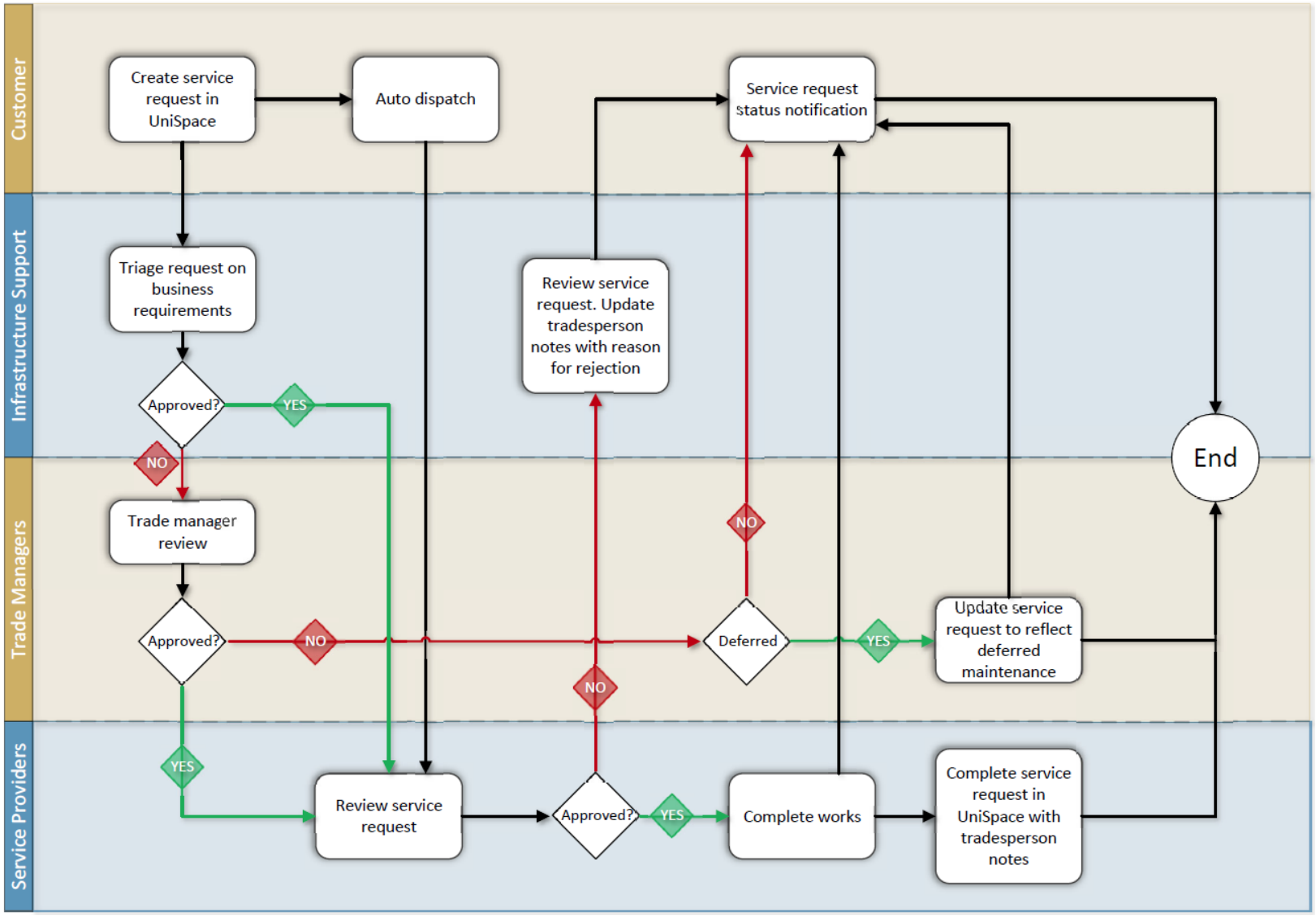
THE UNIVERSITY
of ADELAIDE
UniSpace
USER GUIDE:
MAINTENANCE WORK
ORDERS (MWO) FOR
CONTRACTORS
adelaide.edu.au
seek LIGHT

Maintenance Work Orders (MWO)

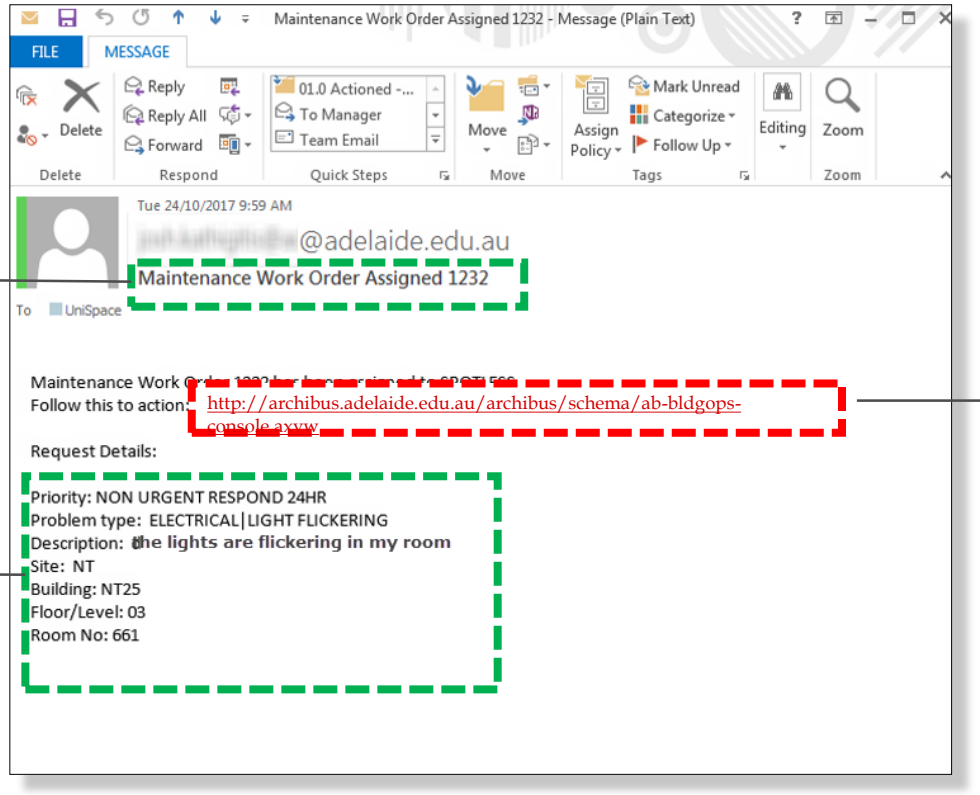
Overview



Maintenance Work Orders (MWO)
via email notification

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).



Sample email only

ACTION

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

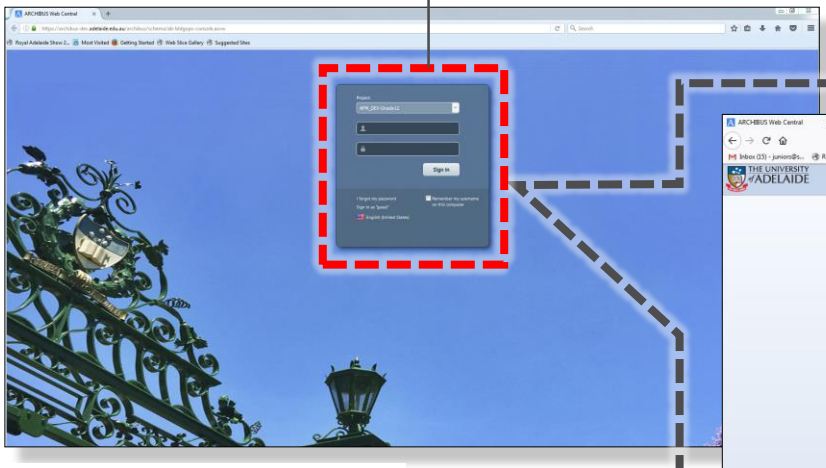
Maintenance Work Orders (MWO)
via log in to UniSpace

ACTION

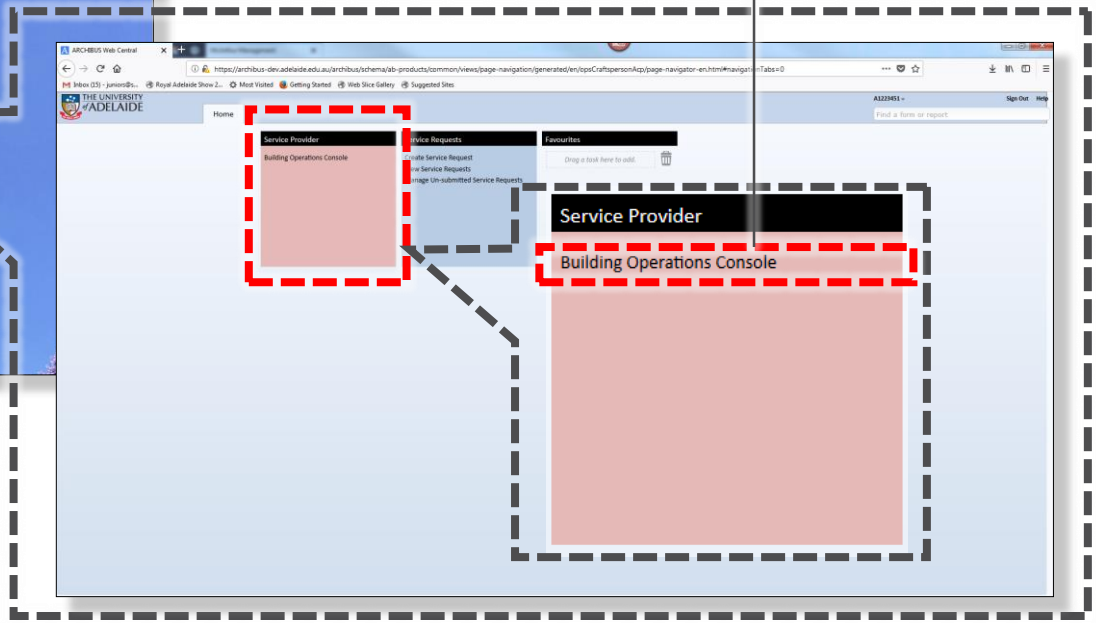
LOG IN – using your supplied University "A number" and your password.

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

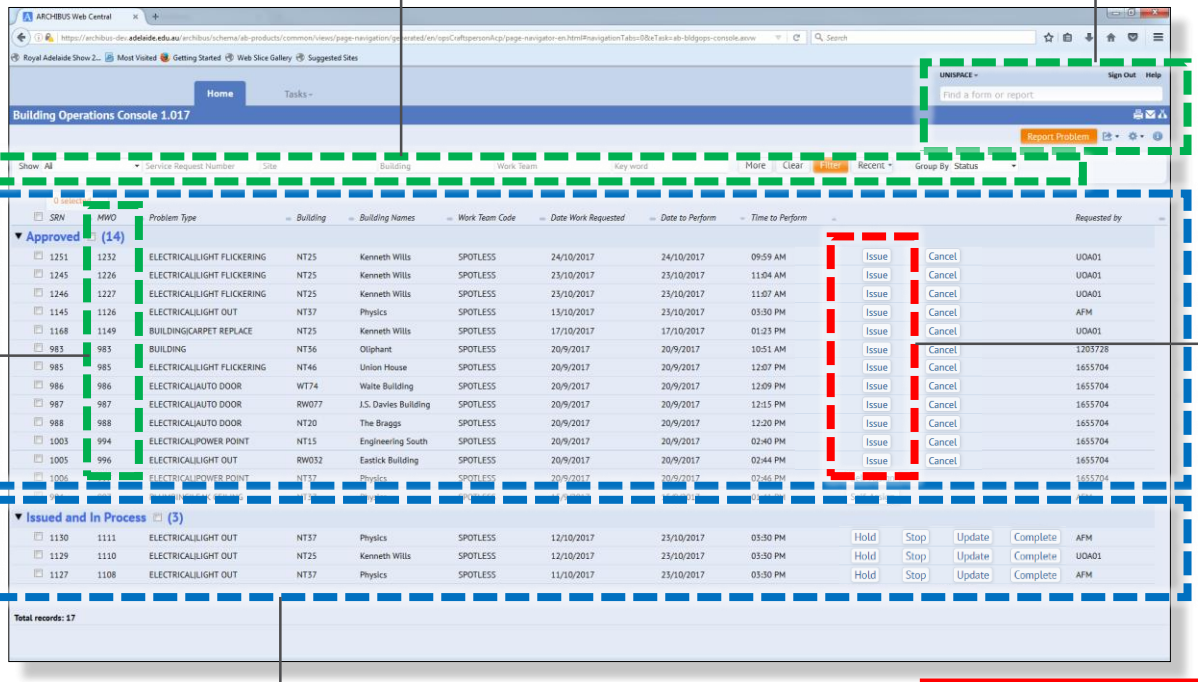
Maintenance Work Orders (MWO)

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.

"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.

ACTION

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

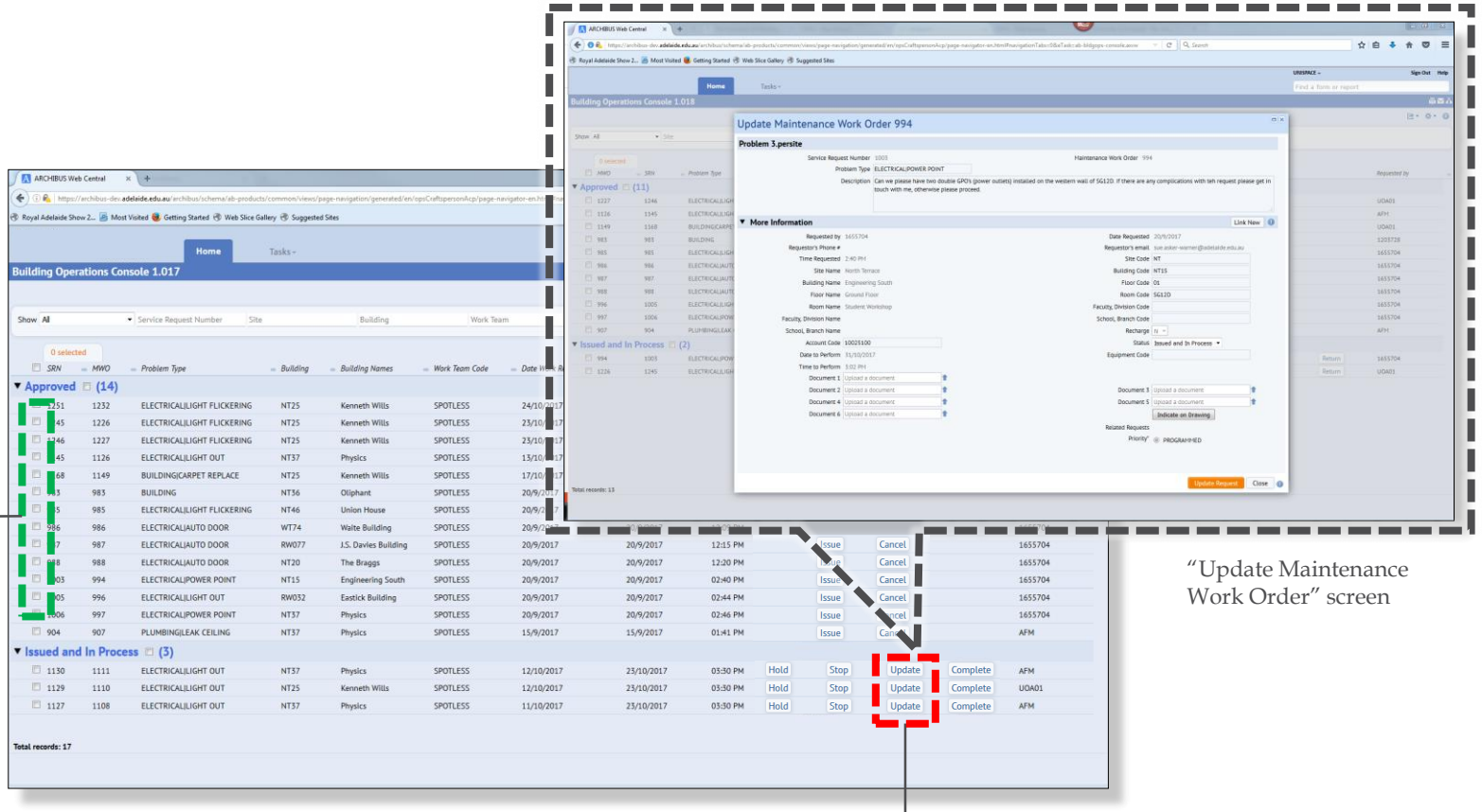
[**note:** this MWO process and completion is your responsibility and needs to align with the agreed SLA with The University of Adelaide]
[**tip:** multiple MWOs can be "Issue" by selecting via the tick box]

Maintenance Work Orders (MWO)

Building Operations Console – Navigate to update a MWO

Tick Box

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



"Update Maintenance Work Order" screen

ACTION

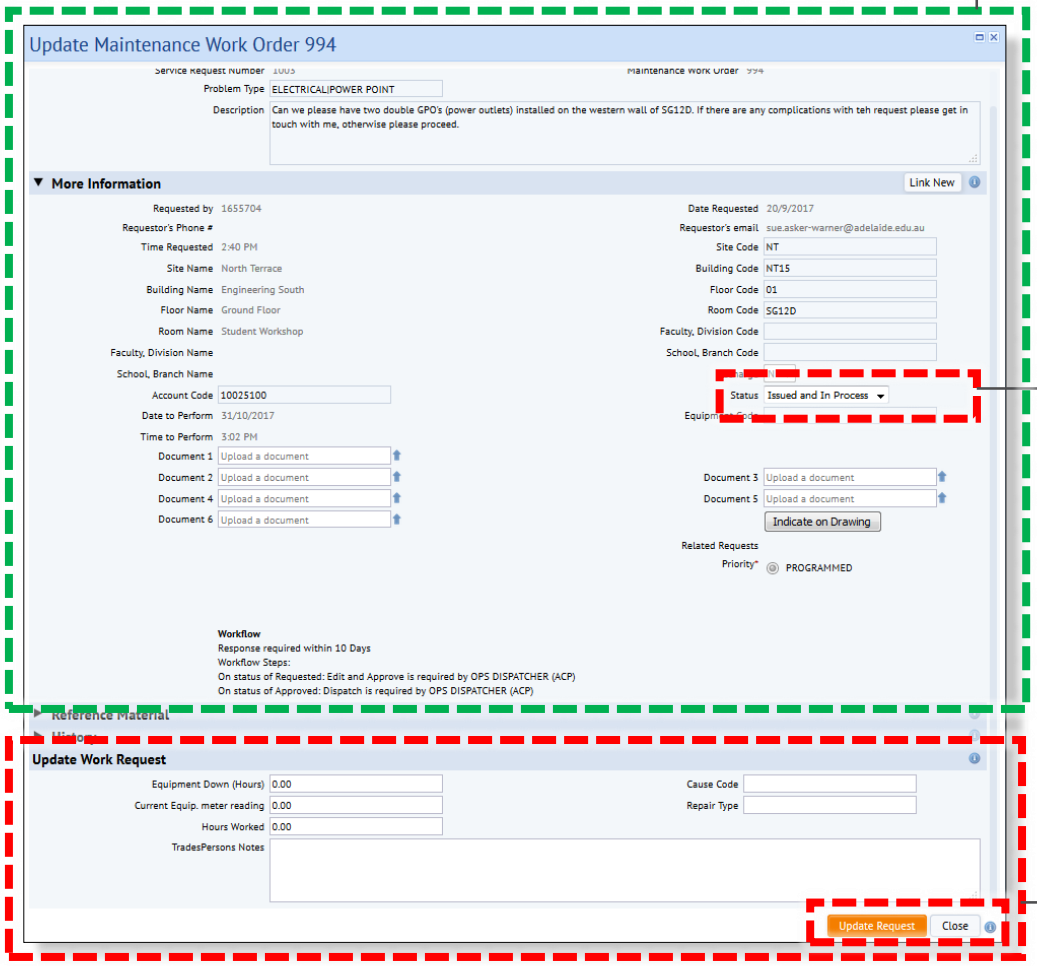
Once the MWO assigned to you has been actioned / started on site

CLICK - "Update" to process and complete the MWO in your "In-Tray"

Maintenance Work Orders (MWO)

Update MWO details

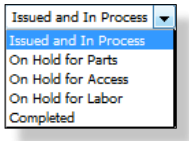
Information:
General information about the MWO, including problem type, details, priority and request/requestor information



ACTION

WORK ON HOLD - if a MWO <u>can not</u> be fully completed

SELECT – "STATUS" type



[**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"

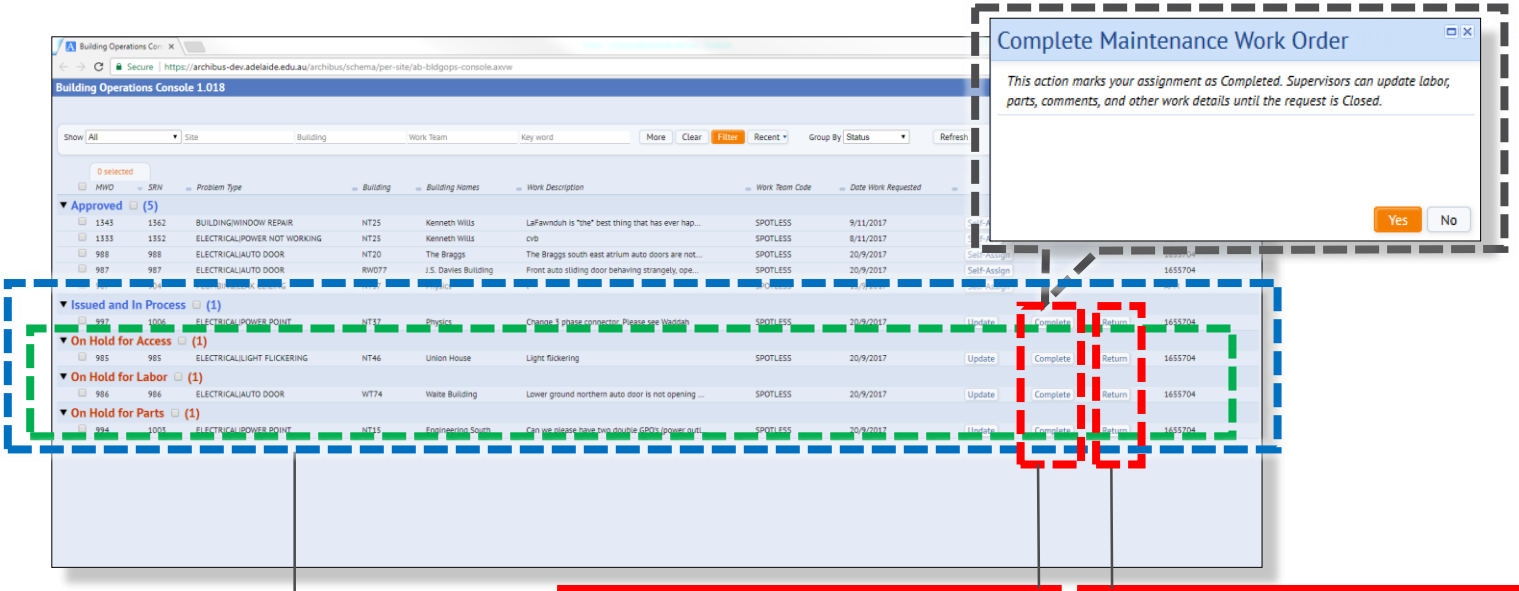
CLICK – Update Request to 'save' information and return to the Building Operations Console

CLICK – Close to cancel <u>without</u> 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



"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"

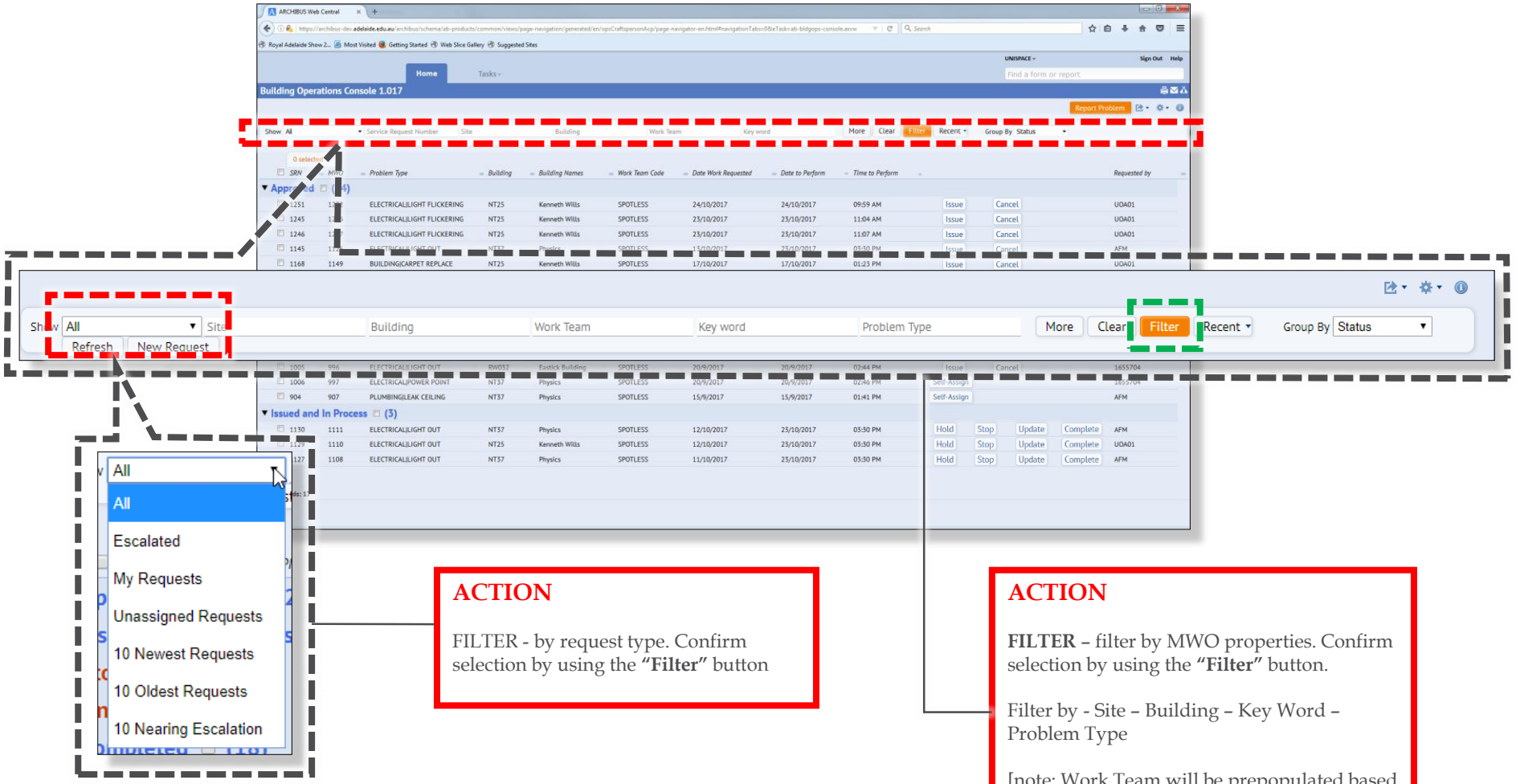
[note: returned MWOs will then be actioned by someone else in the Company]

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.

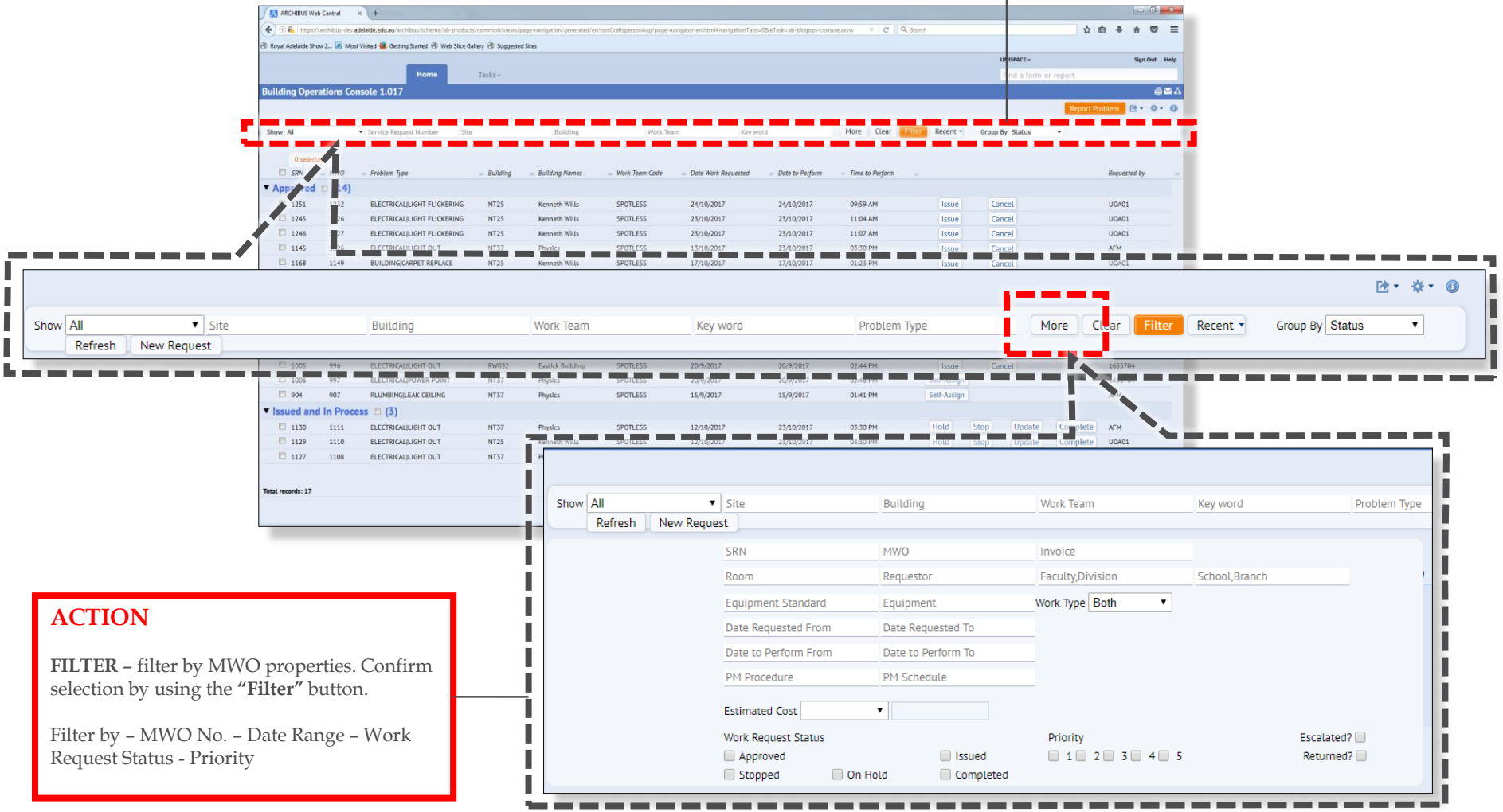
Filter by - Site – Building – Key Word – Problem Type

[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



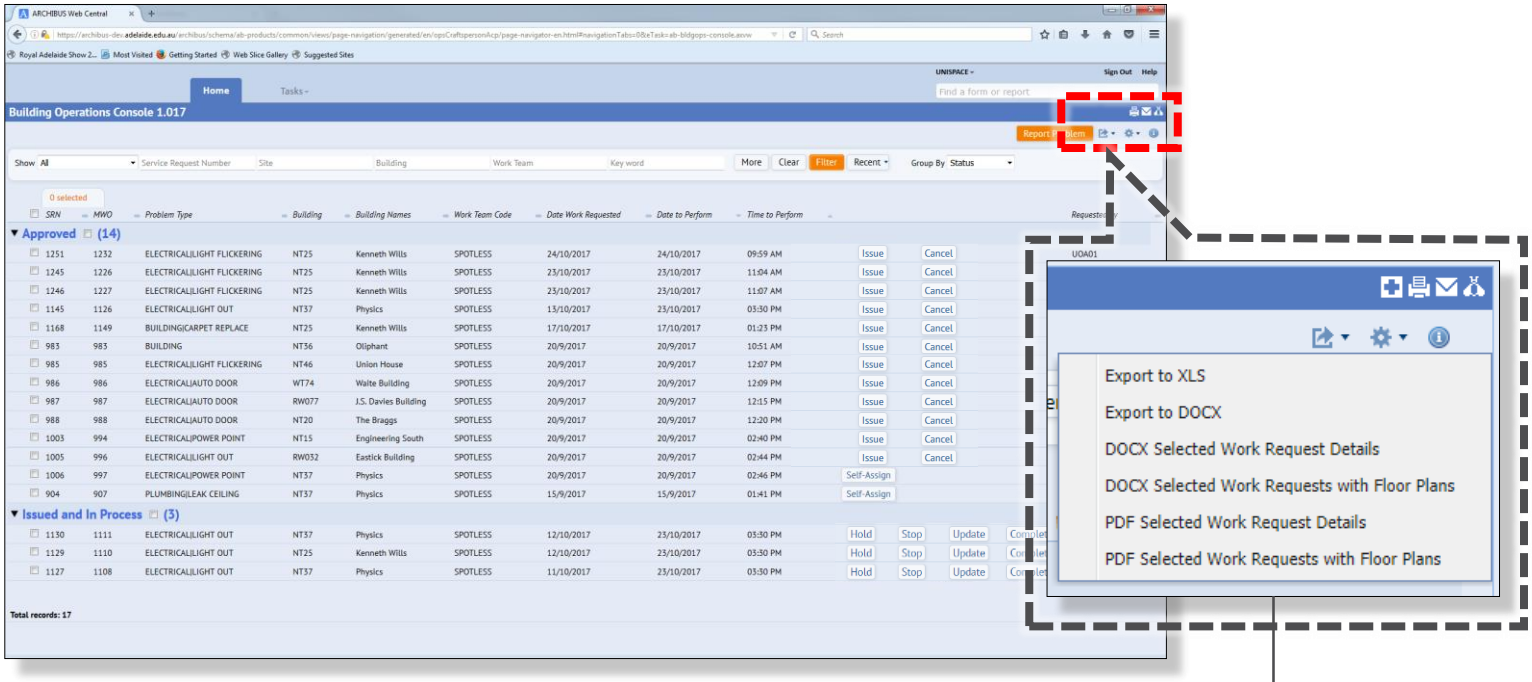
ACTION

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

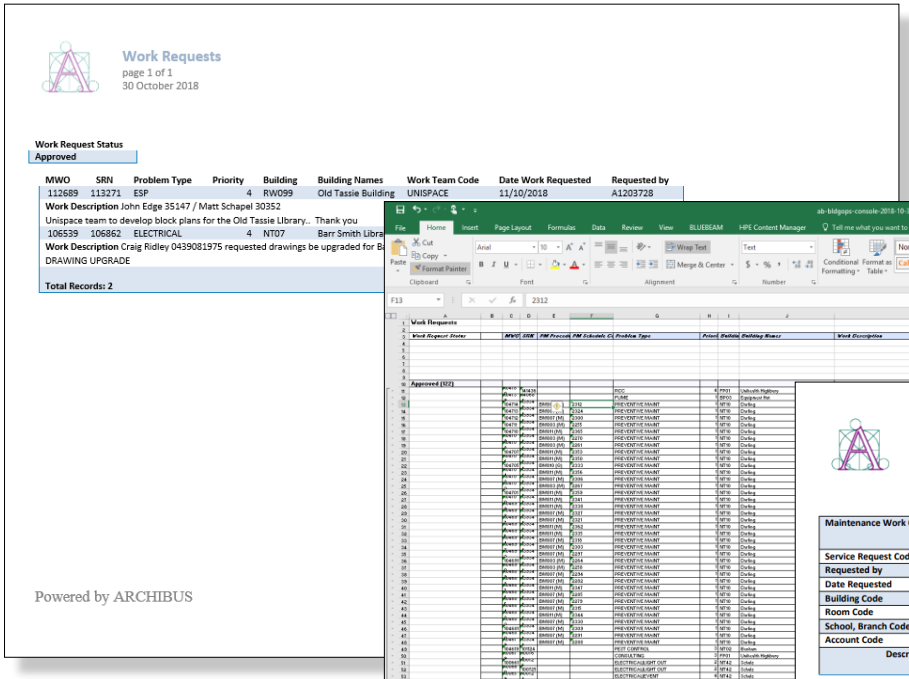


ACTION

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

Maintenance Work Orders (MWO)

Building Operations Console – Reporting – Export types



Work Requests
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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	106862	ELECTRICAL	4	NT07	Barr Smith Libra			
Work Description Craig Ridley 0439081975 requested drawings be upgraded for B								
DRAWING UPGRADE								

Total Records: 2

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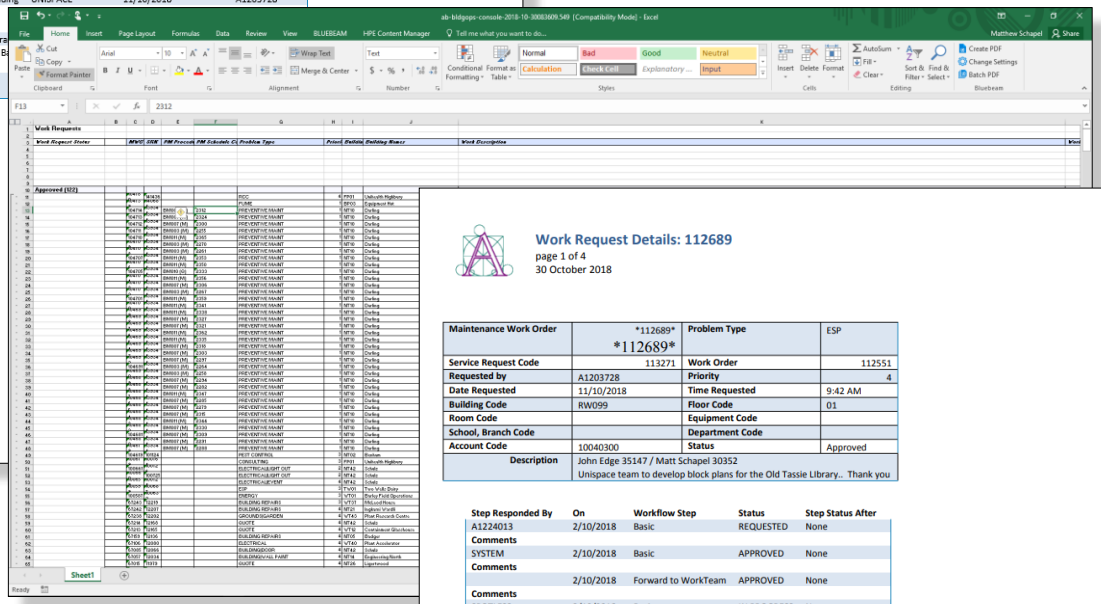
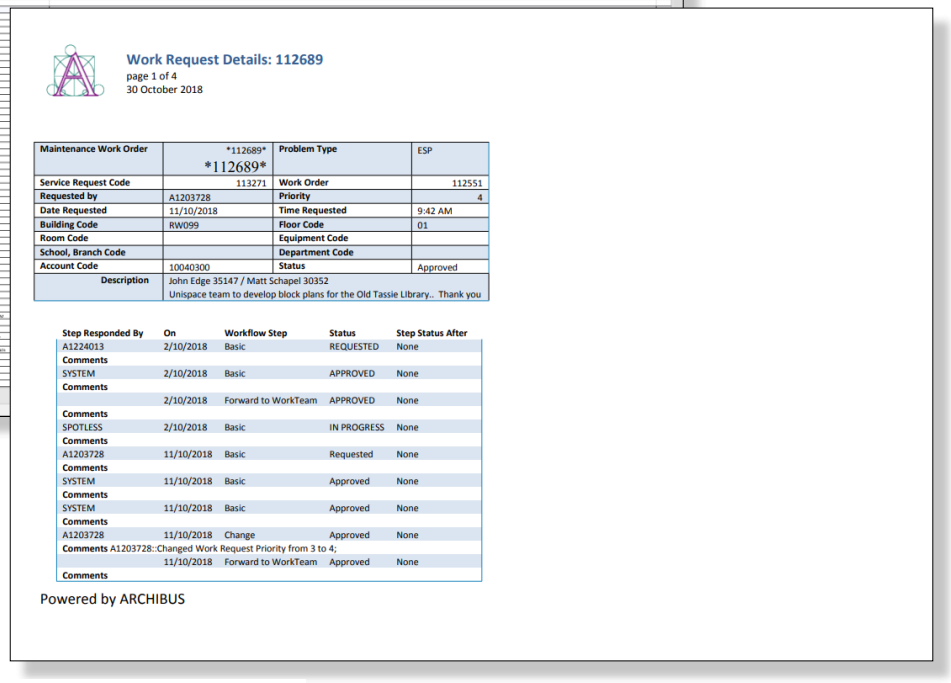
Export to DOC



Export to XLS



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

Maintenance Work Order	*112689* *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				
	2/10/2018	Forward to WorkTeam	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::Changed Work Request Priority from 3 to 4;				
	11/10/2018	Forward to WorkTeam	Approved	None
Comments				

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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	date
-	document created	2019-08-06

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