



TABLE OF CONTENTS

1.0 BEIMS Web Remote Request (Overview)	2
Access BEIMS Web Login Screen:	3
BEIMSWeb Login	3
BEIMSWeb Welcome Page.....	3
Remote Request List	4
Description of Screen and Work Order Status Characters	5
2.0 How to Enter a Request for Routine Maintenance.....	6
Tips.....	6
Confirm Details Screen.....	8
3.0 How to Enter a Request for Non- Maintenance (Projects including Deferred Maintenance and Capital Works).....	9
Confirm Details Screen.....	11
4.0 Reviewing the Request List	12
5.0 Reviewing BEIMS Web Feedback.....	13
Example of BEIMS Web Feedback	13
Monitoring your Request	13
6.0 Logging out of BEIMS Web.....	14

1.0 BEIMS Web Remote Request (Overview)

BEIMSWeb or Web Remote Request System (RRS) allows individuals within a department or work group to report faults requiring corrective maintenance or to submit requests for project maintenance or engineering work. It allows individuals to submit requests to the Facility Management Department from any PC that has access to either QUT's intranet or the internet, without the PC being on the LAN.

The key to this BEIMSWeb system is that it allows non-maintenance staff to report faults and request work. Any PC which has access to the Internet and has an appropriate username / password access can create and submit a request. No special skills are required, as long as you can open BEIMSWeb and type, even with one finger, you can use it! Requesting clients receive direct feedback regarding status of requests. Approval of the request initiates a BEIMS work order.

A rejected request will provide a comment that is viewable by the user. BEIMSWeb also allows users to enter their work requests and view the progress of the work by reviewing its status.

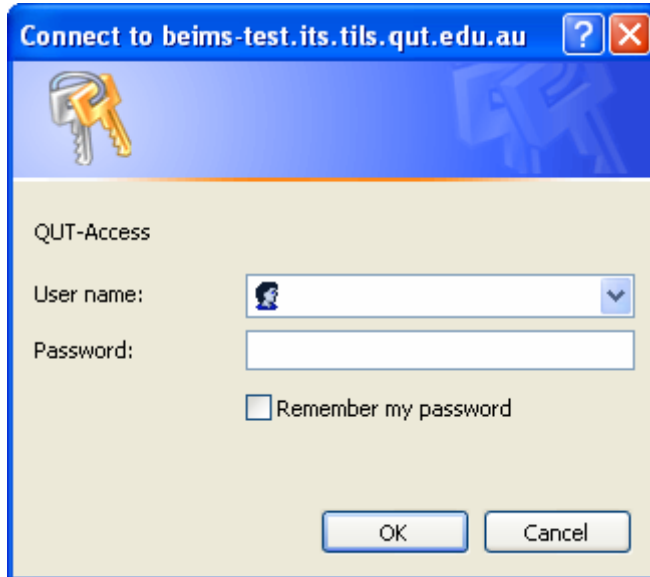
This document covers the client "Requesting of maintenance work".

Access BEIMS Web Login Screen:

To access BEIMS Web you will need to know the location of the web page. The default URL is <https://fmhelpdesk.qut.edu.au/beimsweb/>. Alternatively, go to www.fmd.qut.edu.au and logon through that area. Please contact the Facility Management Help Desk if you experience difficulty logging on.

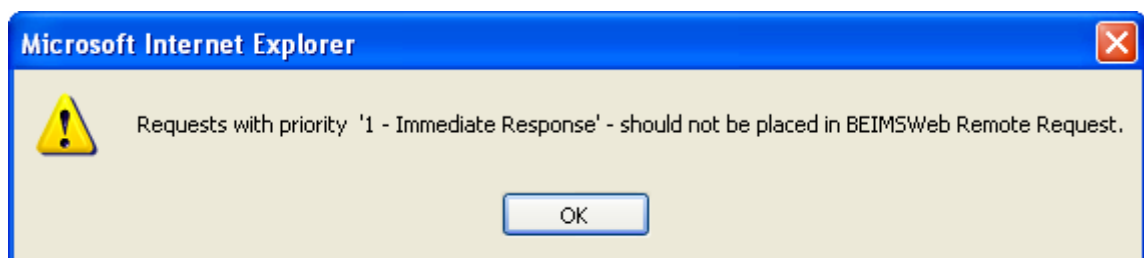
BEIMSWeb Login

1. Login using your QUT username and password in the dialog box as shown below. Click on OK and the BEIMSWeb Welcome Page will appear.



BEIMSWeb Welcome Page

2. When first logging into BEIMSWeb, the following screen will appear, indicating that any emergencies or requests requiring immediate attention should be directed to the Help Desk via phone, rather than via BEIMSWeb.



3. Click on OK to view the full BEIMSWeb welcome page. There are 3 options available:
 - View, add or modify Remote Requests
 - Web site info
 - Log out

B·E·I·M·S BEIMSWeb Remote Request

Maintenance (repairs) & Non-Mtce/ New Work 'Remote Requests'

Lisa Weber, QUT Staff

NOTES: 1/ All staff may submit a Maintenance 'request' for something not working or broken eg. faulty light, blocked drain 2/ Authorisation is required for Non-Mtce/ New Work 'requests' ie user eg. building alterations, furniture, signs, keys

[View, add or modify Remote Requests](#)

[Web site Info](#)

[Log out](#)

Optimised for, and tested with

Netscape Microsoft Internet Explorer

BEIMSWeb Version 5.5.2011 (c) Copyright Mercury Computer Systems, 1995. Unauthorised access to this site is prohibited.

Notice your name and department appears near the top left of the page. (Eg: Brian Smith, QUT Staff).

If you want to add a new request or review requests already entered for your department, click on the **View, add or modify Maintenance Requests** link.

4. Click on View, add or modify Remote Requests. The remote request list will appear.

Remote Request List

A sample screen of the remote request list is shown below.

Click the description of the request you want to view or edit, or select an item below.

[Add a new maintenance request](#) [Add a new non-maintenance request](#) [Change your selected department](#) [Main Menu](#) [Log out](#)

sortOrder Request ID (descending) Sort

WO status	Request ID	Feedback	Requested By	Requested Date/Time	Description	Priority	Asset No	Building	Prio
A	0000122	No	Geoff Woods	22/02/2005 11:40	This is a test for John Siment...			KG175	01
A	Outstanding	0000121	No	Geoff Woods	22/02/2005 11:37	This is test for John Simento		KG175	01
I	In Progress	0000120	No	Geoff Woods	16/02/2005 17:06	This is a test to check on the...		CA109	01
I	In Progress	0000117	No	Lisa Weber	14/02/2005 11:18	test tests testes		KG172	01
A	A	0000116	No	Lisa Weber	14/02/2005 11:02	test of project - refurbishmen...		KG172	01
A	Outstanding	0000115	No	Lisa Weber	14/02/2005 10:41	lights are out		KG172	01
C	Completed	0000114	No	Lisa Weber	14/02/2005 10:41	flooding		GP101	01
A	Outstanding	0000112	No	Lisa Weber	10/02/2005 16:34	etfefs		GP101	01
A	Outstanding	0000111	No	Lisa Weber	10/02/2005 16:12	ttt		GP101	01
C	Completed	0000110	No	Lisa Weber	8/02/2005 14:15	flooding in basement		GP101	01
C	Completed	0000109	No	Lisa Weber	7/02/2005 15:30	test		KG172	01
A	A	0000108	No	Lisa Weber	31/01/2005 15:30	this is a test to determine pr...		KG172	01
A	On Hold	0000107	No	Lisa Weber	31/01/2005 15:19	this is a test to determine pr...		KG172	01
A	Outstanding	0000106	No	Lisa Weber	31/01/2005 13:37	test		KG172	01
A	Outstanding	0000105	No	Lisa Weber	31/01/2005 12:14	this is a test to determine pr...		KG172	01
A	Outstanding	0000104	No	Lisa Weber	25/01/2005 12:14	test at lnas computer		GP101	02

The remote request list of current web requests from all QUT staff supports 5 options:

- Add a new maintenance request (for corrective)
- Add a new non-maintenance request (for projects)
- Change your selected department (**not available yet**)
- Main Menu (returns to the initial screen)
- Log out (to leave the BEIMSWeb session)

Description of Screen and Work Order Status Characters

The **Remote Request List** provides the user with an updated list of work requests for their department only, with the most current request at the top of the list. This provides you with the ability to check previously entered requests from your department and to minimise duplicate requests from being entered. If required the user can re-sort the **Remote Request List** by: **Date Requested**, **Request ID**, **Asset No.**, **Building** or by **Request Status**.

You will notice that the requests have coloured work order status characters on every line item.



Indicates that the request has been received and has been accepted as a work order and is still to be completed.



Indicates the request has been completed.



Indicates the request has been reviewed and for the reason given has been rejected.



Indicates that the request is waiting and facilities department have not looked at the request (i.e unread).



Indicates the request is in-progress of being accepted or rejected.



Indicates the request has been accepted and the work order has been cancelled.

This document will explore both the maintenance and non-maintenance request paths, and will begin with the maintenance path.

2.0 How to Enter a Request for Routine Maintenance

5. Click on Add a new maintenance request.

W/O Status	Request ID	Feedback	Requested By	Requested Date/Time	Description	Priority	Asset No.	Building	Floor	Job Type
A	0000108	No	Lisa Weber	31/01/2005 15:30	this is a test to determine pr...			KG172	01	
A	0000107	No	Lisa Weber	31/01/2005 15:19	this is a test to determine pr...			KG172	01	
A	0000106	No	Lisa Weber	31/01/2005 13:37	test			KG172	01	
A	0000105	No	Lisa Weber	31/01/2005 12:14	this is a test to determine pr...			KG172	01	
W	0000104	No	Lisa Weber	25/01/2005 12:14	test at lnas computer			GP101	02	
A	0000103	No	Lisa Weber	24/01/2005 14:24	refurbishment of building			GP101	02	
A	0000102	No	Lisa Weber	24/01/2005 14:23	lights are out			KG159	02	
W	0000101	No	Geoff Woods	21/01/2005 11:35	This is another test			KG173	01	
A	0000100	No	Geoff Woods	21/01/2005 10:01	This is a project request demo...			KG173	01	
A	0000099	No	Geoff Woods	21/01/2005 10:00	This is a test entry to show l...			KG173	01	
A	0000098	No	Geoff Woods	20/01/2005 09:10	Test on new test server for Gr...			KG173	01	
A	0000097	No	Geoff Woods	20/01/2005 09:09	Test on BEIMS new test server...			KG173	01	
A	0000096	No	Grant Langley	19/01/2005 17:04	test on beims test server			OC102	01	
A	0000095	No	Geoff Woods	19/01/2005 11:41	This is a maintenance request...			KG173	01	

The following screen appears. Note that if you have used BEIMSWeb previously, the last building and floor you used will automatically appear.

NOTE :- For Urgent Maintenance Requests or queries about using this system - Please Contact ext.3000 NOTE :- Bold text fields are mandatory

Help Cancel Send Request

Current Date: 28/2/2005 Current Time: 12:41:50

Department code: NA OUT Staff

Requested By: Lisa Weber

Contact phone: 5403

Email: l2.weber@qut.edu.au

Start date required: 28/2/2005 (dd/mm/yyyy)

Description: 255 characters left

Extra details: 255 characters left

Asset number: ...

Building: KG172 140 VICTORIA PARK ROAD


Floor: 01

Room: ...

Send Request Internet

To enter a new request, work your way down the page and enter as much information as possible. As a minimum, all mandatory fields with **Bold** labels must have entries.

Tips

To look up a code (e.g.: room code), click the  button. A list of codes will be displayed. A single click on the relevant code will return the code back to the original request.

Default values may be present in some of the fields. When you log into BEIMSWeb, it remembers the information associated with your username and password, so the

Department Code, Your Name, Contact Phone, and Email should appear automatically. The **Building and Floor**, these values will default every time the page is opened and can be altered if not correct for the request currently being entered.

The **Start date required** field will always default to the day you enter the request. The **Start date required** field cannot be backdated. If you wish to refer to an earlier date then it will have to be entered into the **Description** field text.

To enter the details of a new request, type the problem/request in the **Description** field. For greater efficiency in the handling of your request, please ensure that for every maintenance job (unless it's a multiple of the same type of work), a new request is generated. Mixing of different work types will hinder the responsiveness to your request and accurate reporting.

For example: Replace globes in the staff toilet and Lab1 and Lecture Room 4.

As these are all types of electrical work, this is **OK** as one request.

Replace globes in the staff toilet, repair bookshelf in Office 312 and replace leaking tap washers in Cafeteria.

As these are different types of jobs, each job requires a single request to be entered.

Note: The request should include the location details, such as Managers Office, staff toilet or Room G12.

If you have more information than the **Description** field will allow you to type (maximum 255 characters); you can click in the **Extra details** field and continue. It is possible to paste text from your clipboard if you wish. The **Extra details** field also allows 255 characters.

Note: BEIMSWeb does not remove the requirement to notify Facilities and Services of urgent or serious OH&S problems, such as; burst pipes, electrical danger, etc. Check what the procedure should be for these types of problems.

6. If the building and floor are correct, then simply fill in the Description, as shown below. Room number is optional, but preferred for Corrective Maintenance.

B·E·I·M·S Remote Request:

NOTE :- For Urgent Maintenance Requests or queries about using this system - Please Contact ext.3000 NOTE :- Bold text fields are mandatory

Help Cancel Send Request

Current Date: 7/2/2005 Current Time: 15:12:29

Department code: NA QUT Staff

Requested By: Lisa Weber

Contact phone: 5403

Email: l2.weber@qut.edu.au

Start date required: 7/2/2005 (dd/mm/yyyy)

Description: flooding in entryway 235 characters left

Extra details: 255 characters left

Asset number: ...

Building: KG172 140 VICTORIA PARK ROAD

Floor: 01

Room: ...

7. After all mandatory fields have been filled in, click on Send Request.

Confirm Details Screen

Once you have clicked the **Send Request** button, you will receive a confirmation notice, as shown below. The Confirm Details page provides you with the Request ID number that has been given to your request.

B·E·I·M·S Remote Request: Confirm Details

Add Maintenance Request Add Non-Maintenance Request Request List Main Menu Logout

Your request has been submitted. Your request number is **0000123**

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Add a new non-maintenance request Internet

8. The web request is now complete.

- To enter another corrective request click the **Add Maintenance Request** button.
- To enter a project request click the **Add Non-Maintenance Request** button.
- To view list of requests click the **Request List** button.
- To go back to the main menu click the **Main Menu** button.
- To exit Remote Request system click on the **Logout** button.

3.0 How to Enter a Request for Non- Maintenance (Projects including Deferred Maintenance and Capital Works)

- If you are sitting on the Confirm Details page, click on the **Add Non-Maintenance Request** button.
- If you are on the Remote Request List screen, click on the **Add a new non-maintenance request** button.

The following screen appears. Note that if you have used BEIMSSWeb previously, the last building and floor you used will automatically appear.

B·E·I·M·S Non-Maintenance Request

NOTE :- For Urgent Maintenance Requests or queries about using this system - Please Contact ext.3000 NOTE :- Bold text fields are mandatory

Help Cancel Send Request

Current Date: 28/2/2005 Current Time: 13:17:21

Department code: NA QUT Staff

Requested By: Lisa Weber

Contact phone: 5403

Email: l2.weber@qut.edu.au

Start date required: 28/2/2005 (dd/mm/yyyy)

Description: project refurbishment of building 222 characters left

Extra details: 255 characters left

Building: KG172 140 VICTORIA PARK ROAD

Floor: 01

Room:

Responsibility centre:

Expense code:

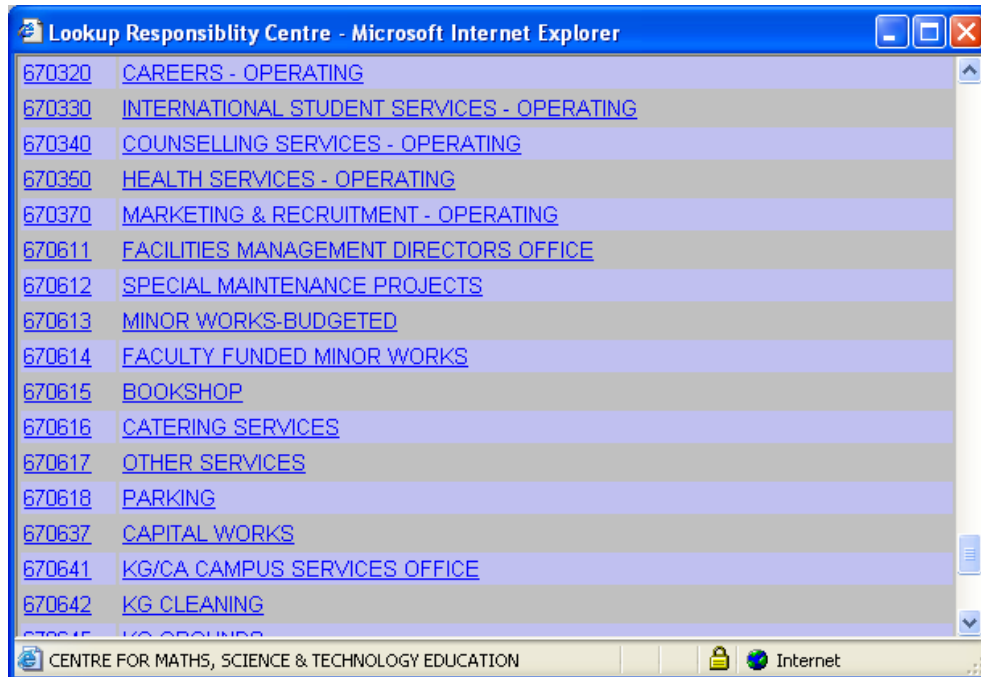
Authorising officer:

BEIMSSWeb Version 5.5.2011 © Copyright Mercury Computer Systems, 1999. Unauthorized access to this site is prohibited.

To enter a new request, work your way down the page and enter as much information as possible. As a minimum, all mandatory fields with **Bold** labels must have entries.

This screen includes 3 new fields apart from those which also appear in the maintenance request screen.

Responsibility centre refers to the cost centre code associated with the project work, that is, the client's cost centre code. It comprises the first 6 digits of the 19-digit client account code which will fund the project work. A sample of responsibility centres is shown below.



Expense code refers to the display showing the first 16 digits of the 19 digit account code. NB. The last 3 digits are not displayed due to data display restrictions. The expense codes available will be determined by the responsibility centre chosen. Only codes that are active in Oracle Financials will be available in the drop down list

For example: The responsibility centre of 670612 is chosen. The account code for the C Block (GP) Lift Upgrade project is chosen from the drop down list of 17 "active" account codes. NB only the first 16 digits of the 19 digit account codes are displayed in the drop down list.

Authorising officer refers to the individual within the department who has the financial delegation to approve expenditure associated with new project work. The actual data entered into the "Authorising Officer" window is the QUT Access Account user name of the nominated authorising officer. NB When this request is accepted by Facilities Management Helpdesk staff the Authorising Officer will be sent an email to notify them that they have been nominated as an authorising officer. Prior to the commencement of the requested new works the Authorising officer will be contacted and requested to send an e-mail to the Finance section of Facilities Management confirming approval to proceed.

An example of account code and authorising officer data submitted in a non-maintenance remote request is provided below:-

Responsibility centre	<input type="text" value="670612"/>	<input type="text" value="DEFERRED MAINTENANCE PR"/>
Expense code	<input type="text" value="6706120291640630"/>	<input type="text" value="(GP) LIFT UPGRADE C BLK"/>
Authorising officer	<input type="text" value="WOODSGO"/>	<input type="text" value="Geoff Woods"/>

Expense Code :-

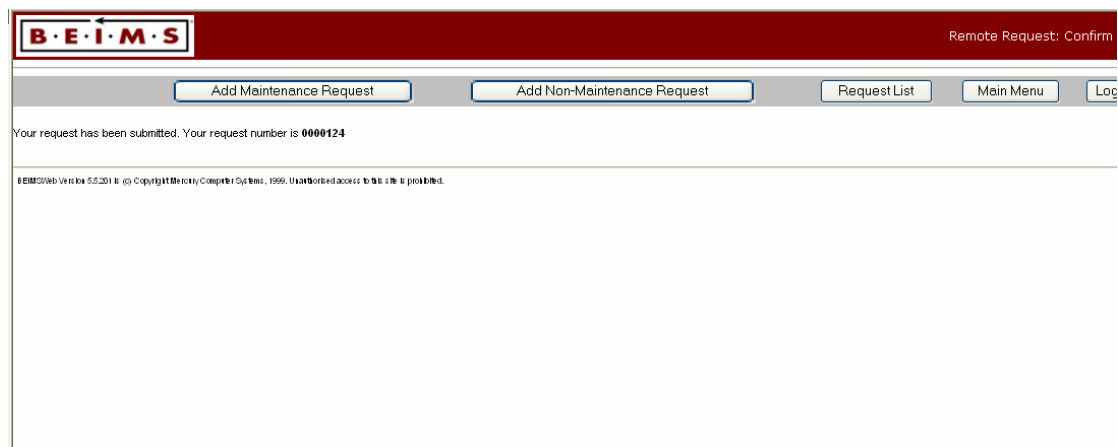
NB Only the first 16 digits of the 19 digit account code are displayed.
NB Ensure selected expense code has appropriate "account" segment ie

6406=New Building Works, Keys
4103=Furniture
4671=Signage

When all of the fields have been filled in, click on the **Send Request** button. The following screen will appear.

Confirm Details Screen

Once you have clicked the **Send Request** button, you will receive a confirmation notice, as shown below. The Confirm Details page provides you with the Request ID number that has been given to your request.



The web request is now complete.

- To enter another corrective request click the **Add Maintenance Request** button.
- To enter a project request click the **Add Non-Maintenance Request** button.
- To view list of requests click the **Request List** button.
- To go back to the main menu click the **Main Menu** button.
- To exit Remote Request system click on the **Logout** button.

4.0 Reviewing the Request List

To review a list of previous requests from your department, click on the **Request List** button. If you want to review the details of a specific request, click the **Description** or **Request ID** fields (which are underlined) for that request.

To check the progress of your request, the most important information is at the bottom of the screen as shown on the next page. The fields at the bottom of the screen show the following information:

- Acceptance Comments
- Date Accepted
- Work Order/Project Number
- Work Order/Project Status.

An example is shown below.

B · E · I · M · S Non-Maintenance R

NOTE :- For Urgent Maintenance Requests or queries about using this system - Please Contact ext.3000 NOTE :- Bold text fields are mandatory

Help Cancel

Request Date: 28/02/2005 Request Time: 13:33

Department code: NA QUT Staff

Requested By: Lisa Weber

Contact phone: 5403

Email: l2.weber@qut.edu.au

Start date required: 28/02/2005 (dd/mm/yyyy)

Description: project refurbishment of building (255 characters left)

Extra details: (255 characters left)

Building: KG172 140 VICTORIA PARK ROAD

Floor: 01

Room:

Responsibility centre: 670612 SPECIAL MAINTENANCE PROJ

Expense code: 0232640630201 SURPLUS - WATERHOUSE J

Authorising officer: WIEGAND Aaron Wiegand

Acceptance Comments: this project should take place as quickly as possible

Date Accepted: 28/02/2005 14:08

Project No: 00000055

Project status: Q - Quote/ Work Request

For example, **“Outstanding”** in the **“Work Order Status”** field means that the work is still being carried out.

Note: Once the work order has been accepted or rejected, you cannot change any of the information you previously entered.

5.0 Reviewing BEIMS Web Feedback

If a work order in the request list has a feedback flag of **Yes**, then the work order progress comments will be displayed listing the **Entry Date/ Time, Progress Code** and any **Comments**.

To review the request feedback details of a specific request flagged **Yes**, click the **Description** or **Request ID** fields (which are underline) for that request, when it opens scroll to the bottom of the screen to view work order progress comments.

Example of BEIMS Web Feedback

Request Details - Microsoft Internet Explorer

Address: http://testnserver/beimsweb/irs/rswiz.asp?request_no=0000051

B.E.I.M.S. Remote Request: Request Details

Help Cancel

Current Date: 4/7/2002 Current Time: 11:00:42

Department code: CA Catering

Requested By: Pat Smith

Contact phone: 9999 3728

Email: psmith@netspace.com.au

Start date required: 27/6/2002

Priority: M 7 Day, Medium Priority

Health & Safety Issue:

Description: Hand wash basin in staff canteen is cracked and needs replacing. 255 characters left

Extra details: 255 characters left

Asset number: ...

Building: 2S Services Block

Floor: 1 1st Floor

Room: 108 Catering Office

Billing cost centre: 1500 Catering

Expense code: 3100 R & M (Buildings)

Acceptance Comments: Thanks for logging this request your job has been delegated to the appropriate trade to repair.

Date Accepted: 27/06/2002 16:46

Work Order No: R0000051 Work order status: C - Completed

Work Order Progress Comments

Entry Date/Time	Progress Code	Comment
27/06/2002 16:47	ASSIGNED	Job Assigned to Contractor
28/06/2002 09:08	ARRIVED	Contractor Arrived on Site
28/06/2002 09:38	ONHOLD	Job on Hold - New basin required
29/06/2002 11:02	WIP	Works In Progress - Plumber returned to install new basin
29/06/2002 16:54	COMPLETE	Invoice received, payment approved - Work Order Completed

Monitoring your Request

In regards to monitoring your request, requests will remain in the Request List until the jobs are completed. The requests will then remain on the list for a further 30 days, at which time they will automatically drop from the list.

6.0 Logging out of BEIMS Web

From either the Main Menu, Request list, or Confirm Details screens, select the Log out option.

The screenshot shows the BEIMS Web interface. At the top, the logo 'B.E.I.M.S.' is on the left and 'BEIMSWeb Remote Request' is on the right. Below the logo, the text 'Maintenance (repairs) & Non-Mtce/ New Work 'Remote Requests'' is displayed. The user's name 'Lisa Weber, QUT Staff' is shown. A 'NOTES-' section contains instructions: '1/ All staff may submit a Maintenance 'request' for something not working or broken eg. faulty light, blocked drain 2/ Authorisation is required for eg. building alterations, furniture, signs, keys'. There are links for 'View, add or modify Remote Requests', 'Web site Info', and 'Log out'. Below this, it says 'Optimised for, and tested with' with logos for Netscape and Microsoft Internet Explorer. A version notice follows: 'BEIMSWeb Version 5.5.20.111 (c) Copyright Mercury Computer Systems, 1999. Unauthorised access to this site is prohibited.' The main content area is titled 'Remote Requests from QUT Staff [NA]'. It includes a message: 'Click the description of the request you want to view or edit, or select an item below.' and links for 'Add a new maintenance request', 'Add a new non-maintenance request', 'Change your selected department', 'Main Menu', and 'Log out'. A table of requests is shown below, with columns for WO status, Request ID, Feedback, Requested By, Requested Date/Time, Description, Priority, Asset No, Building, Floor, and Job Type. The 'Log out' link is highlighted with a yellow arrow. At the bottom, the 'Remote Request: Confirm' screen is shown with buttons for 'Add Maintenance Request', 'Add Non-Maintenance Request', 'Request List', 'Main Menu', and 'Log out'. A message states: 'Your request has been submitted. Your request number is 0000125'. The version notice is repeated at the bottom.

B.E.I.M.S. BEIMSWeb Remote Request

Maintenance (repairs) & Non-Mtce/ New Work 'Remote Requests'

Lisa Weber, QUT Staff

NOTES- 1/ All staff may submit a Maintenance 'request' for something not working or broken eg. faulty light, blocked drain 2/ Authorisation is required for eg. building alterations, furniture, signs, keys

[View, add or modify Remote Requests](#)

[Web site Info](#)

[Log out](#)

Optimised for, and tested with

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B.E.I.M.S. Remote Requests from QUT Staff [NA]

Click the description of the request you want to view or edit, or select an item below.

[Add a new maintenance request](#) [Add a new non-maintenance request](#) [Change your selected department](#) [Main Menu](#) [Log out](#)

WO status	Request ID	Feedback	Requested By	Requested Date/Time	Description	Priority	Asset No	Building	Floor	Job Type
A	0000124	No	Lisa Weber	28/02/2005 13:33	project refurbishment of build...			KG172	01	
W	0000123	No	Lisa Weber	28/02/2005 12:52	training test			KG172	01	
A	0000122	No	Geoff Woods	22/02/2005 11:40	This is a test for John Siment...			KG175	01	
A	0000121	No	Geoff Woods	22/02/2005 11:37	This is test for John Simento			KG175	01	
I	0000120	No	Geoff Woods	16/02/2005 17:06	This is a test to check on the...			CA109	01	
I	0000117	No	Lisa Weber	14/02/2005 11:18	test tests testes			KG172	01	
A	0000116	No	Lisa Weber	14/02/2005 11:02	test of project - refurbishmen...			KG172	01	
A	0000115	No	Lisa Weber	14/02/2005 10:41	lights are out			KG172	01	
C	0000114	No	Lisa Weber	14/02/2005 10:41	flooding			GP101	01	
A	0000112	No	Lisa Weber	10/02/2005 16:34	etfefs			GP101	01	
A	0000111	No	Lisa Weber	10/02/2005 16:12	ttt			GP101	01	
C	0000110	No	Lisa Weber	8/02/2005 14:15	flooding in basement			GP101	01	
C	0000109	No	Lisa Weber	7/02/2005 15:30	test			KG172	01	
A	0000108	No	Lisa Weber	31/01/2005 15:30	this is a test to determine pr...			KG172	01	

B.E.I.M.S. Remote Request: Confirm

[Add Maintenance Request](#) [Add Non-Maintenance Request](#) [Request List](#) [Main Menu](#) [Log out](#)

Your request has been submitted. Your request number is 0000125

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