# 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
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.

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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Indicates that the request has been received and has been <strong>accepted</strong> as a work order and is still to be completed.</td>
</tr>
<tr>
<td>C</td>
<td>Indicates the request has been <strong>completed</strong>.</td>
</tr>
<tr>
<td>R</td>
<td>Indicates the request has been reviewed and for the reason given has been <strong>rejected</strong>.</td>
</tr>
<tr>
<td>W</td>
<td>Indicates that the request is <strong>waiting</strong> and facilities department have not looked at the request (i.e unread).</td>
</tr>
<tr>
<td>I</td>
<td>Indicates the request is <strong>in-progress</strong> of being accepted or rejected.</td>
</tr>
<tr>
<td>X</td>
<td>Indicates the request has been accepted and the work order has been <strong>cancelled</strong>.</td>
</tr>
</tbody>
</table>

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.

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

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](image). 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.
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.

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 BEIMSWeb previously, the last building and floor you used will automatically appear.

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:

<table>
<thead>
<tr>
<th>Responsibility centre</th>
<th>670612</th>
<th>DEFERRED MAINTENANCE PR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense code</td>
<td>6706120231 540630</td>
<td>(GF) LIFT UPGRADE C BLK</td>
</tr>
<tr>
<td>Authorising officer</td>
<td>WOODSGO</td>
<td>Geoff Woods</td>
</tr>
</tbody>
</table>

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 no 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.

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 underlined) for that request, when it opens scroll to the bottom of the screen to view work order progress comments.

Example of BEIMS Web Feedback

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.