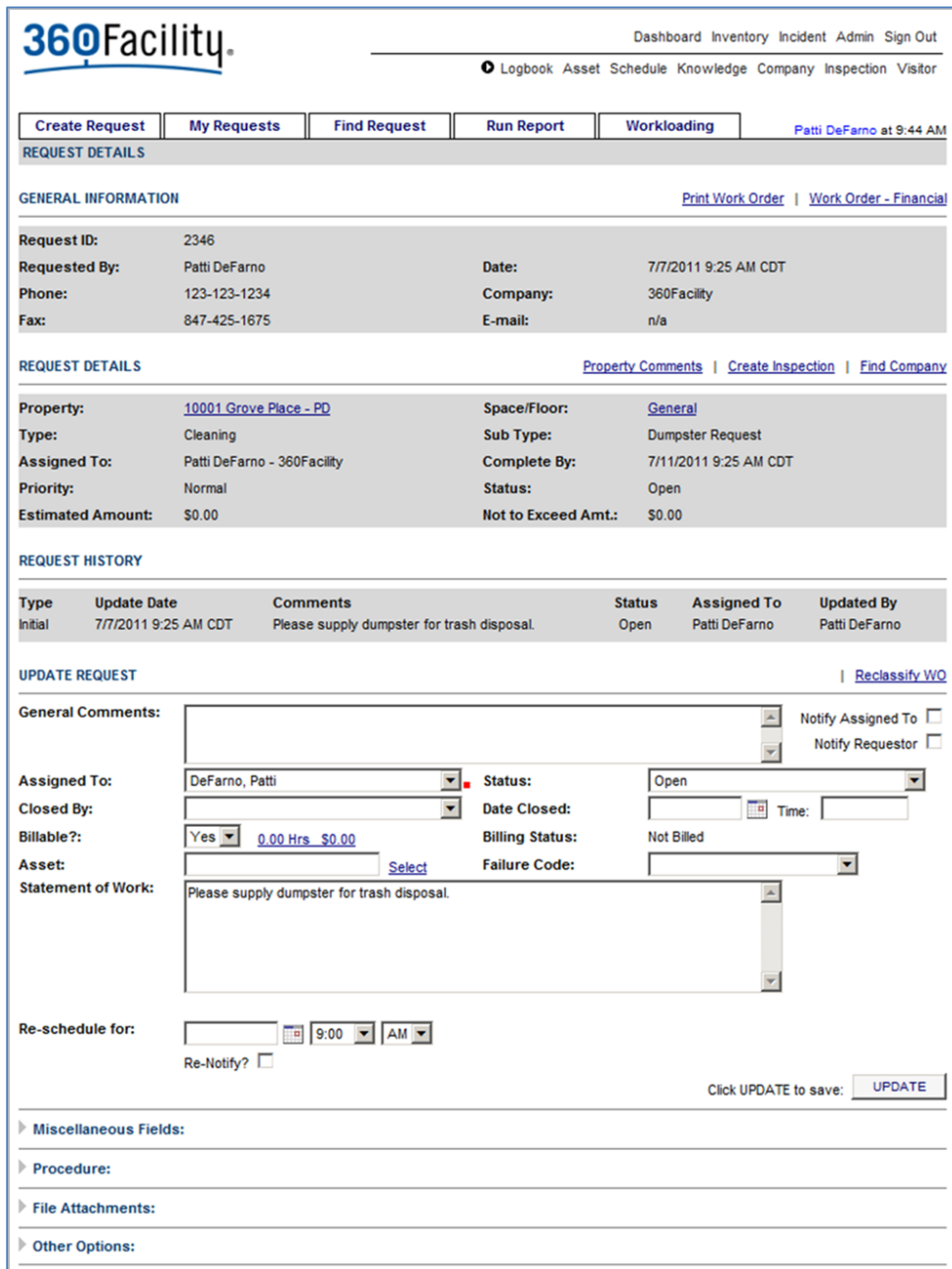


Navigating and Using Online Help

NOTE: The fields displayed on the screen may vary from the illustrations below based on an individual user's security rights or based on the specific configuration of the database. For any questions related to these fields, contact your system administrator. For additional definitions of fields which are not shown below, see Online Help.



360Facility Dashboard Inventory Incident Admin Sign Out
 Logbook Asset Schedule Knowledge Company Inspection Visitor

Create Request My Requests Find Request Run Report Workloading Patti DeFarno at 9:44 AM

REQUEST DETAILS

[Print Work Order](#) | [Work Order - Financial](#)

GENERAL INFORMATION

Request ID: 2346
 Requested By: Patti DeFarno Date: 7/7/2011 9:25 AM CDT
 Phone: 123-123-1234 Company: 360Facility
 Fax: 847-425-1675 E-mail: n/a

REQUEST DETAILS [Property Comments](#) | [Create Inspection](#) | [Find Company](#)

Property: [10001 Grove Place - PD](#) Space/Floor: [General](#)
 Type: Cleaning Sub Type: Dumpster Request
 Assigned To: Patti DeFarno - 360Facility Complete By: 7/11/2011 9:25 AM CDT
 Priority: Normal Status: Open
 Estimated Amount: \$0.00 Not to Exceed Amt.: \$0.00

REQUEST HISTORY

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	7/7/2011 9:25 AM CDT	Please supply dumpster for trash disposal.	Open	Patti DeFarno	Patti DeFarno

UPDATE REQUEST [Reclassify WO](#)

General Comments:

Assigned To: DeFarno, Patti Status: Open
 Closed By: Date Closed: Time:
 Billable?: Yes 0.00 Hrs \$0.00 Billing Status: Not Billed
 Asset: Select Failure Code:
 Statement of Work: Please supply dumpster for trash disposal.

Re-schedule for: 9:00 AM
 Re-Notify? ☐

Click UPDATE to save:

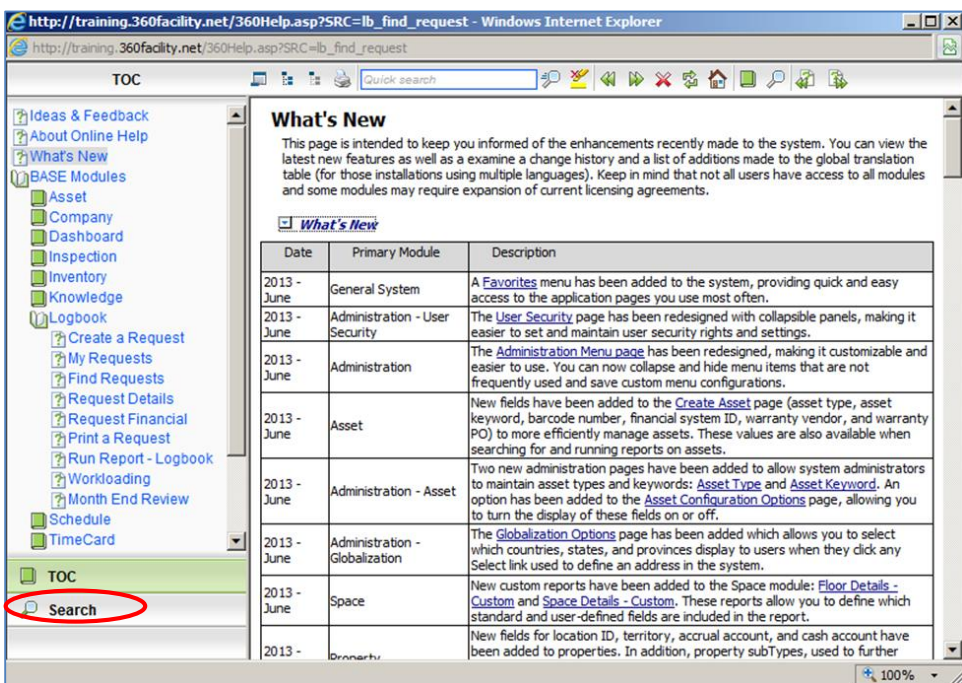
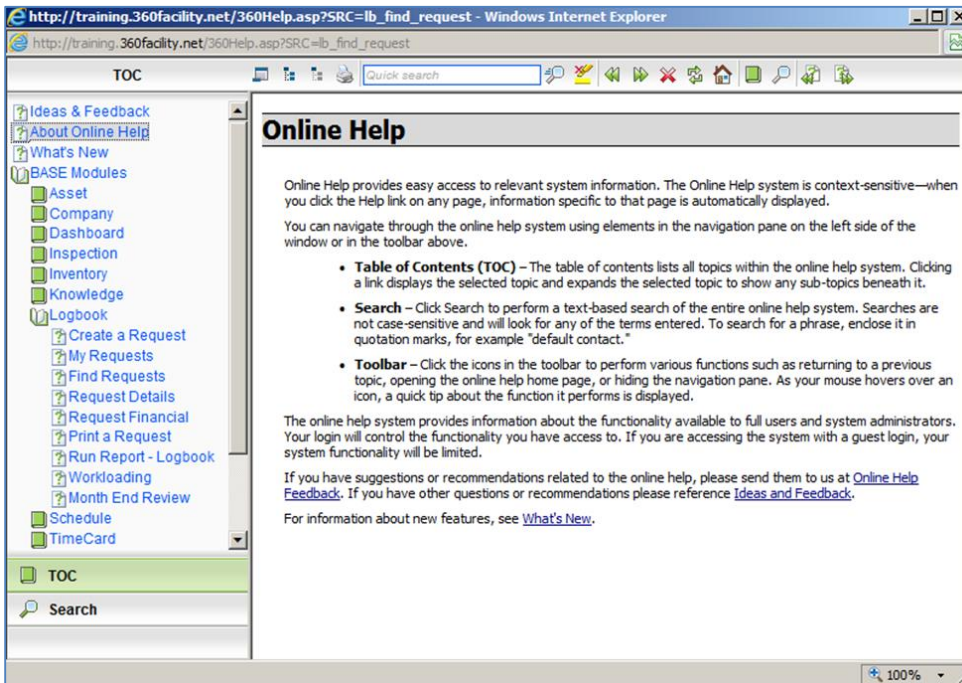
Miscellaneous Fields:
 Procedure:
 File Attachments:
 Other Options:

- Modules** are displayed in the top right hand corner of each page. These are links to the main areas of functionality. For example, "Logbook" consists of work orders", and "Asset" consists of equipment data. A user's access to modules is based on that user's security profile. If you require additional modules, contact your system administrator.
- An arrow points to the module that you are using. For example, in the illustration to the left the user is in the Logbook module.
- Each module is divided into **Tabs**, which display below the module links. For example, "Create Request" and "Find Request" are tabs within the Logbook module.
- Blue links are usually shortcuts to other pages. For example, clicking the link for the Property would display a window showing the service address for that property.
- Clicking on a **Slider** will expand a section to provide additional data. To the left, "Miscellaneous Fields" and "Procedure" are examples of sliders.
- The **Help** link in the lower right corner will display the Online Help window.
- TIP: You can right-click a module, tab or link to open a new window, and then close that window to return to your original screen. To update your original screen with new data, click "Refresh" on your browser toolbar.

ONLINE HELP:

8. You can access Online Help by clicking the **Help** link from any page when you are logged into the system. **Help** is located in the lower right corner of the screens.

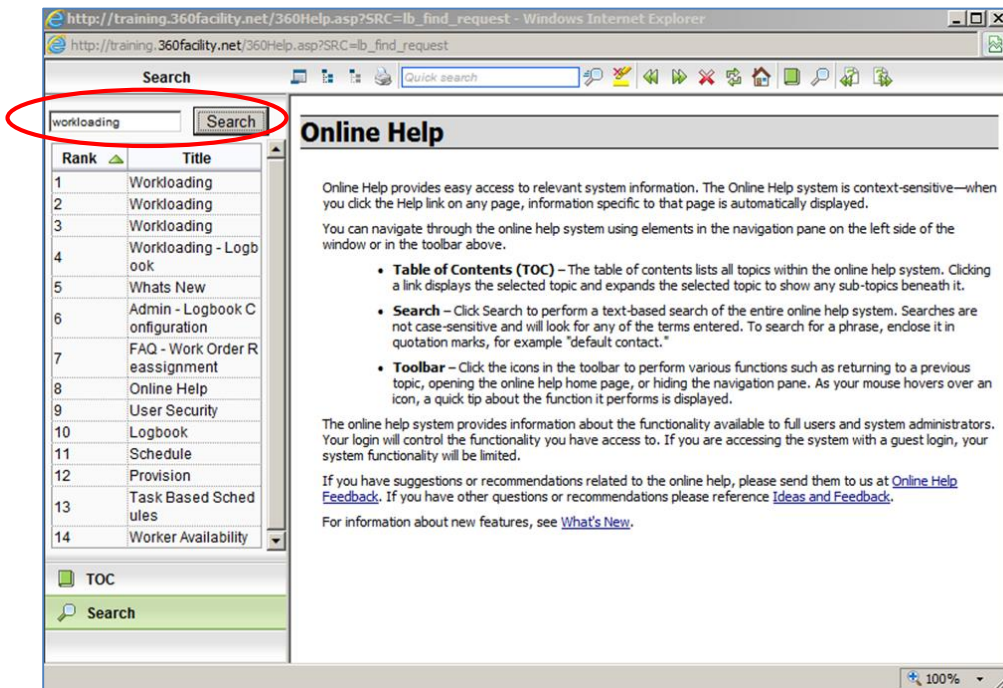
9. Online Help is organized in sections (see “**TOC**”, Table of Contents, to the left). If you click on folders in the **TOC** portion of the window, they will expand to display sections or subsections.



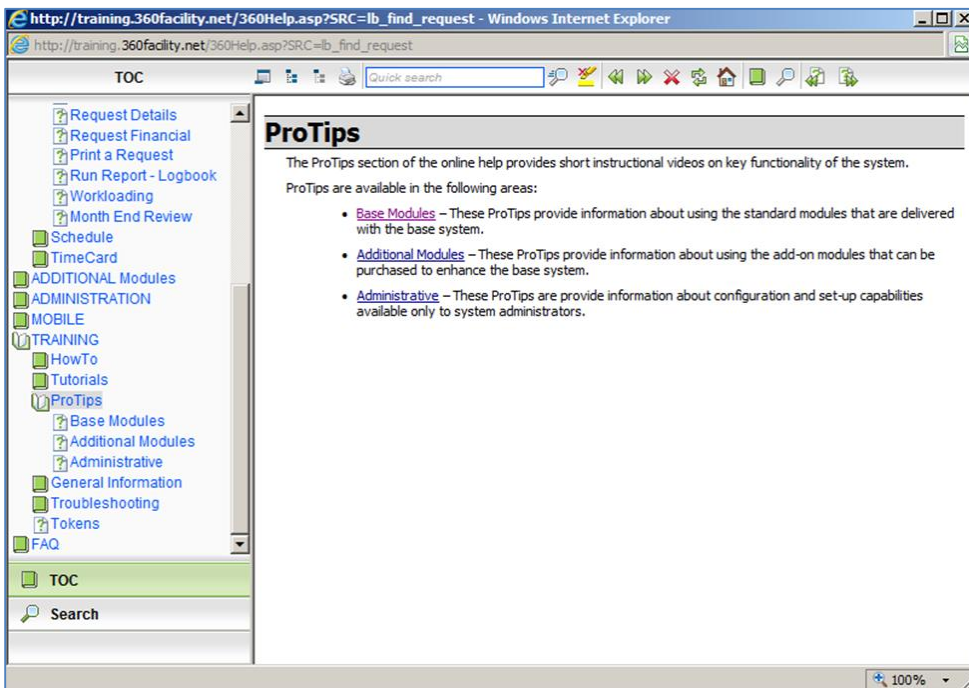
10. The **What's New** section describes new enhancements that have been released. This section is updated on a regular basis.

11. Details display in right side of the window. If you click a blue link in that section it will expand the section, or take you to another window.

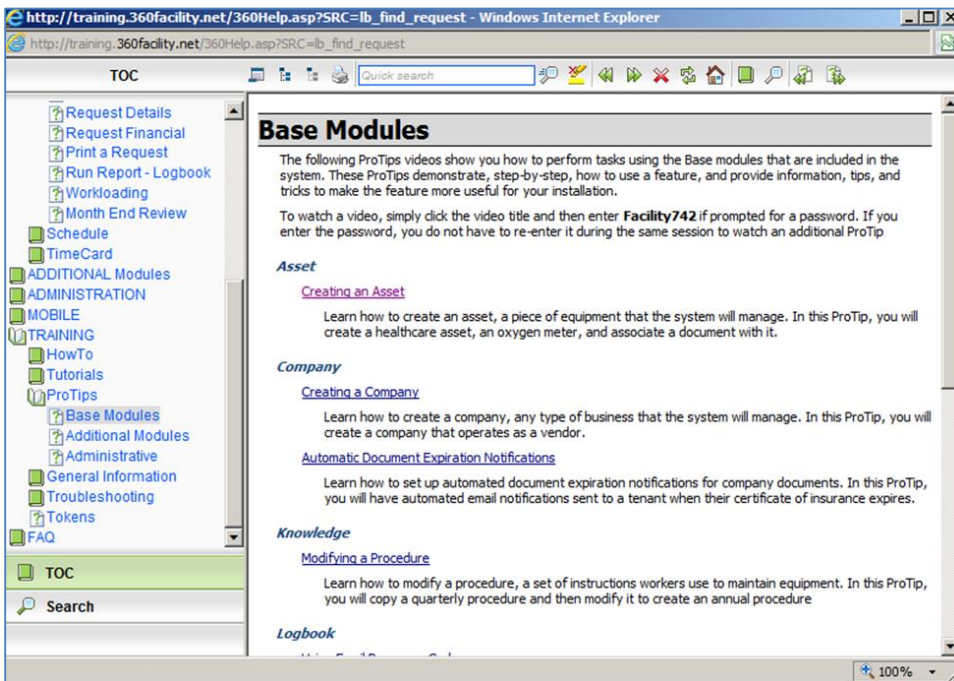
12. You can search Online Help by clicking the **Search** box in the lower left corner of the window.



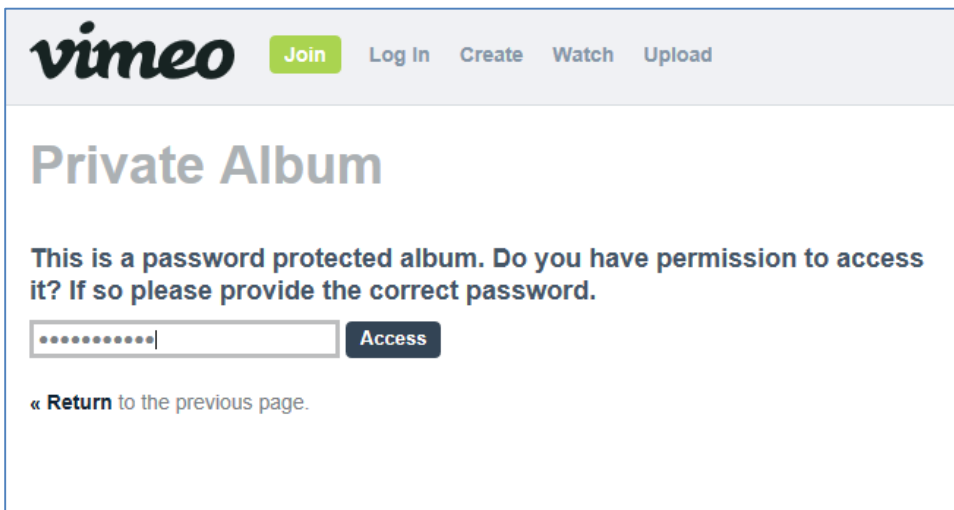
13. The screen will then display a box in which you can type a keyword for searching.
14. Enter the keyword and click **SEARCH**.
15. The system will display below the Search box all the pages that reference the keyword you entered. You can then click any of the pages in the left portion of the window to display the details from that page in the right portion of the window.
16. To return to the Table of Contents in the left portion, click **TOC**.



17. To access instructional videos on key functionality of the system, choose the **ProTips** folder under the **TRAINING** folder in the Table of Contents, **TOC**.
18. In the right side of the window, choose one of the displayed links to access specific ProTips, such as Base Modules.



19. To watch a video, click the video title. For example, in the illustration to the left, you could click "Creating an Asset".



20. In the next screen, enter **Facility742** if prompted for a password.