

Instructions for Using the Maintenance Department's Computerized Maintenance Management System Request Line For Musical Instrument Repairs

1. Creating an Account

- a) Use your Internet browser (Microsoft Internet Explorer) to access the Maintenance web page.
- b) Once your browser is activated and the District's home page appears,
 - Select **"Employees"** from the main Guilford County Schools web page. (See Figure 1.)
 - Select the **"Maintenance"** link from the column of links provided. (See Figure 2.)



Figure 1 - Main GCS Home Page

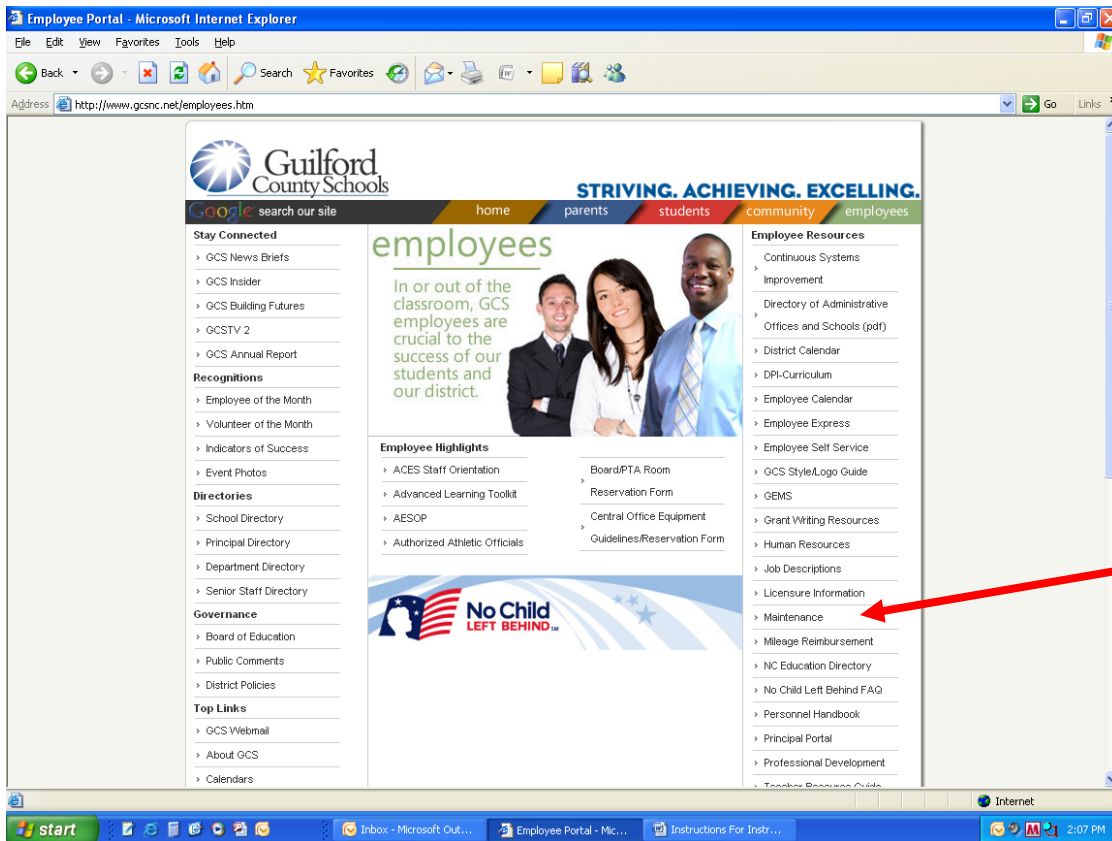


Figure 2 - Employees Page

- Click on the link, “**Knowledge Base.**” (See Figure 3.)
On the Knowledge Base page you will also see the instructions for different types of work orders.
- Click on the link, “**User Authorization Form.**” (See Figure 4.)
- Print the User Authorization Form, obtain the principal’s signature, and submit the completed form by fax to the Maintenance IT Administrator at 370-2398. **Please note that you will not be able to access the system until this form has been submitted and approved.**

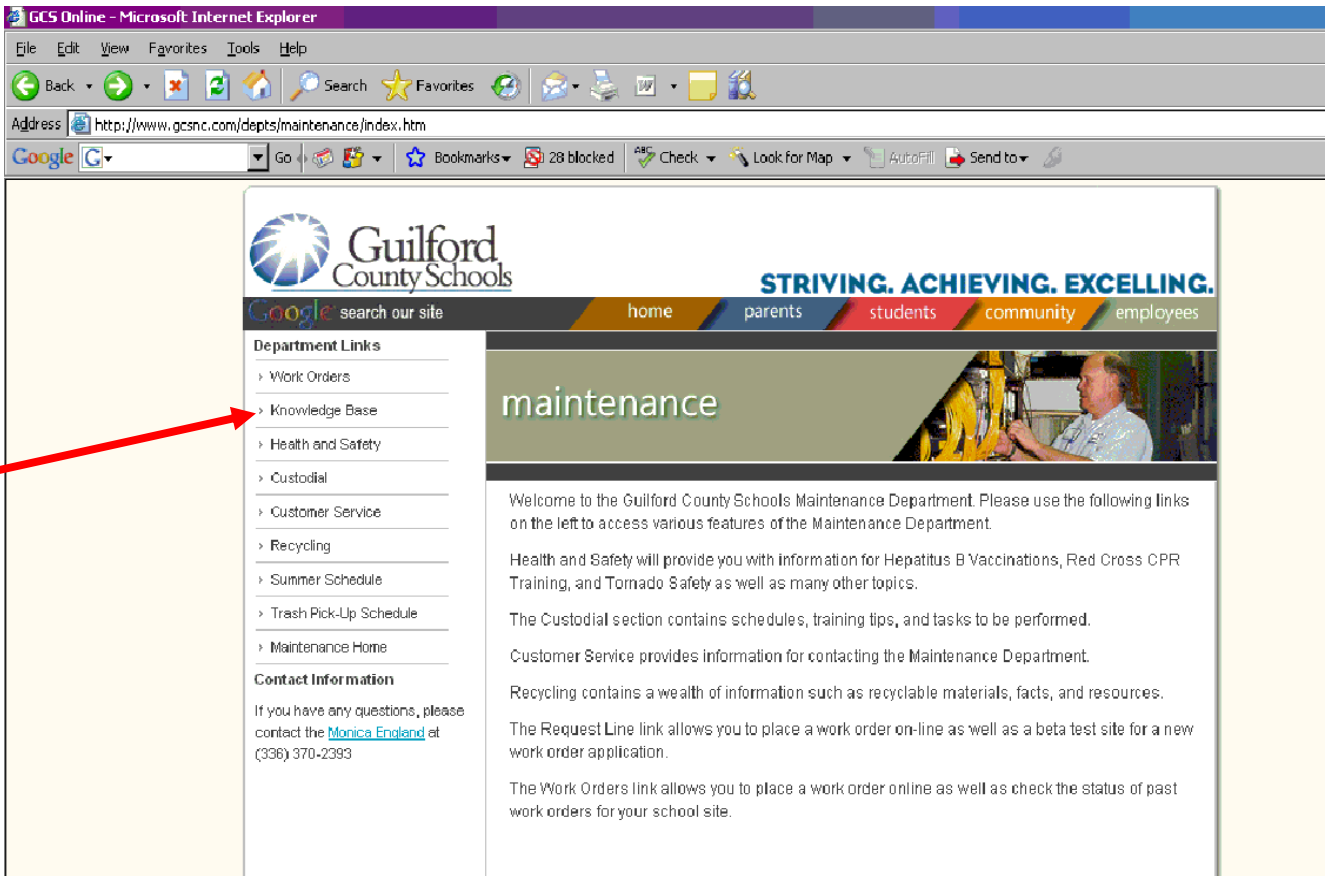


Figure 3 - Maintenance Home Page

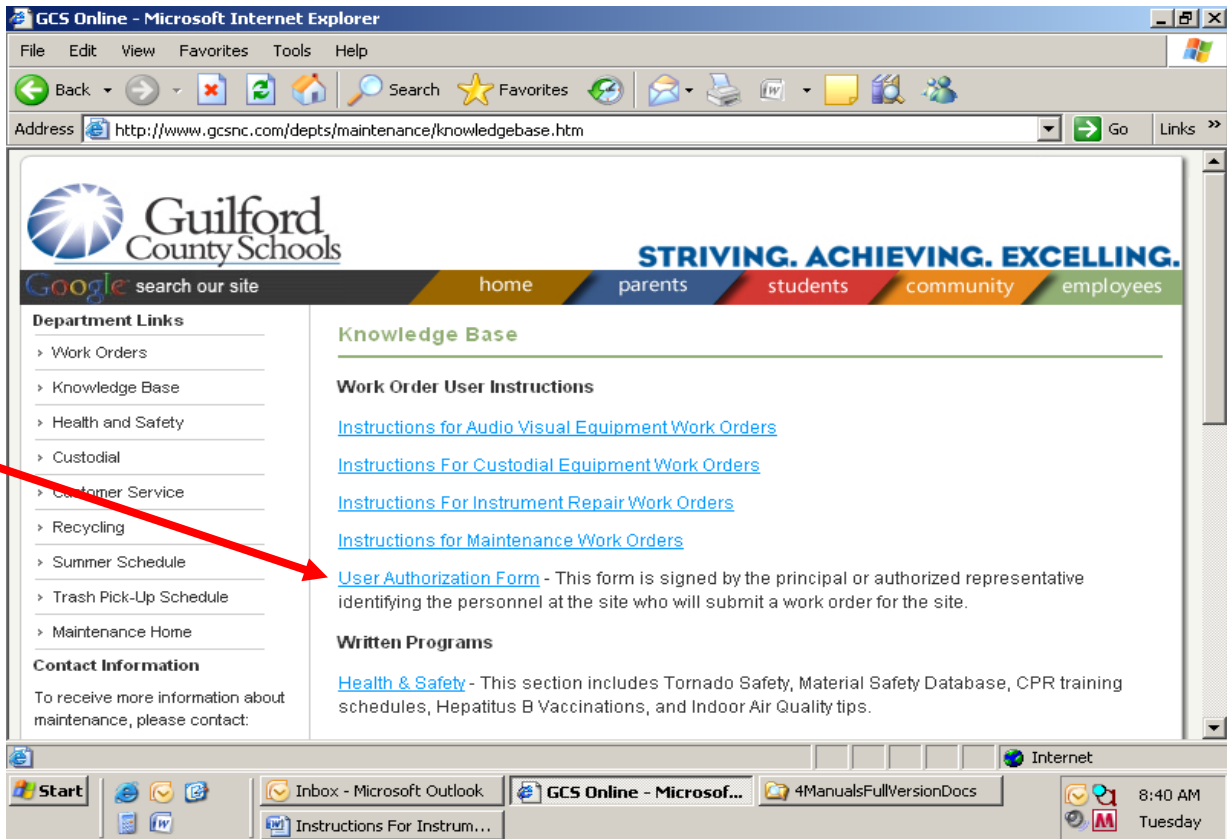


Figure 4 - Knowledge Base

2. Accessing the Request Line

- a) Use your Internet browser (Microsoft Internet Explorer) to access the Maintenance Request Line.
- b) Once your browser is activated and the District's home page appears,
 - Select "**Employees**" from the main Guilford County Schools web page. (See Figure 5.)
 - Select the "**Maintenance**" link from the columns of links provided. (See Figure 6.)
 - Then click on the link, "**Work Orders.**" (See Figure 7.)



Figure 5 - Main GCS Home Page

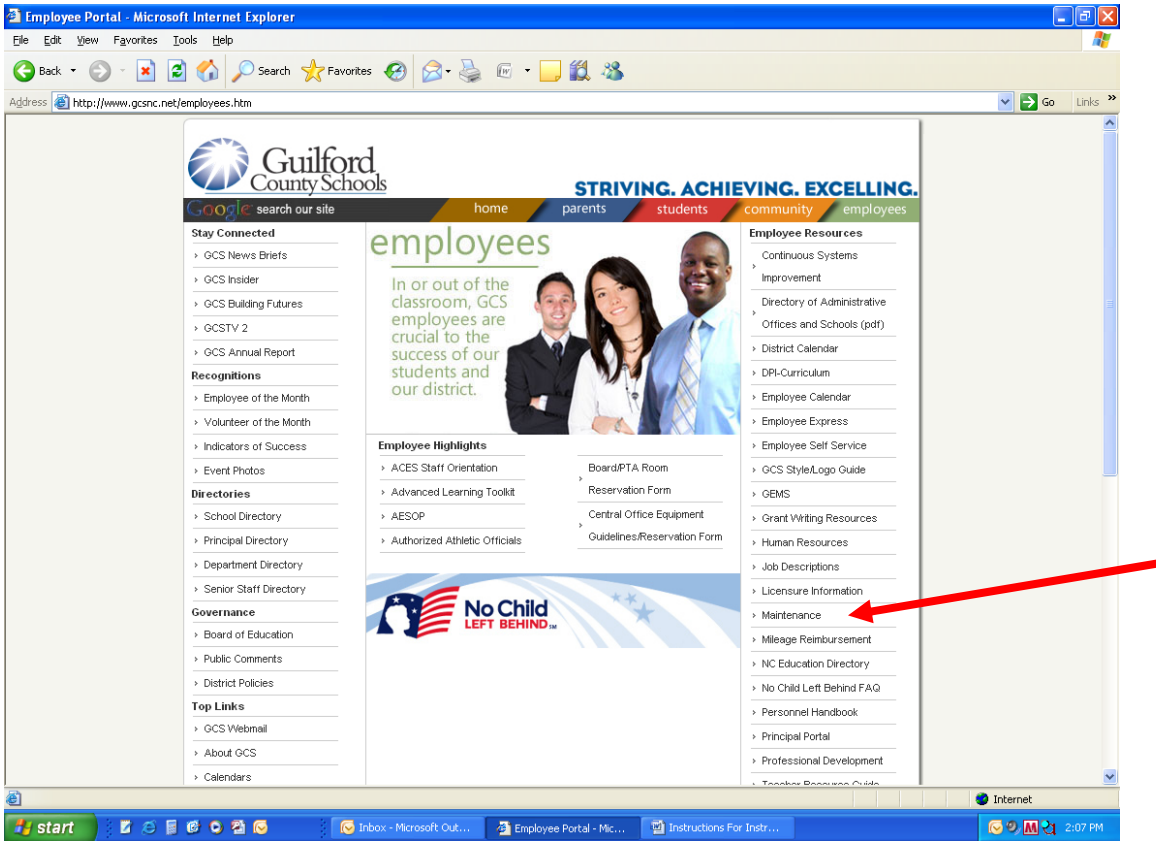


Figure 6 - Employees Page

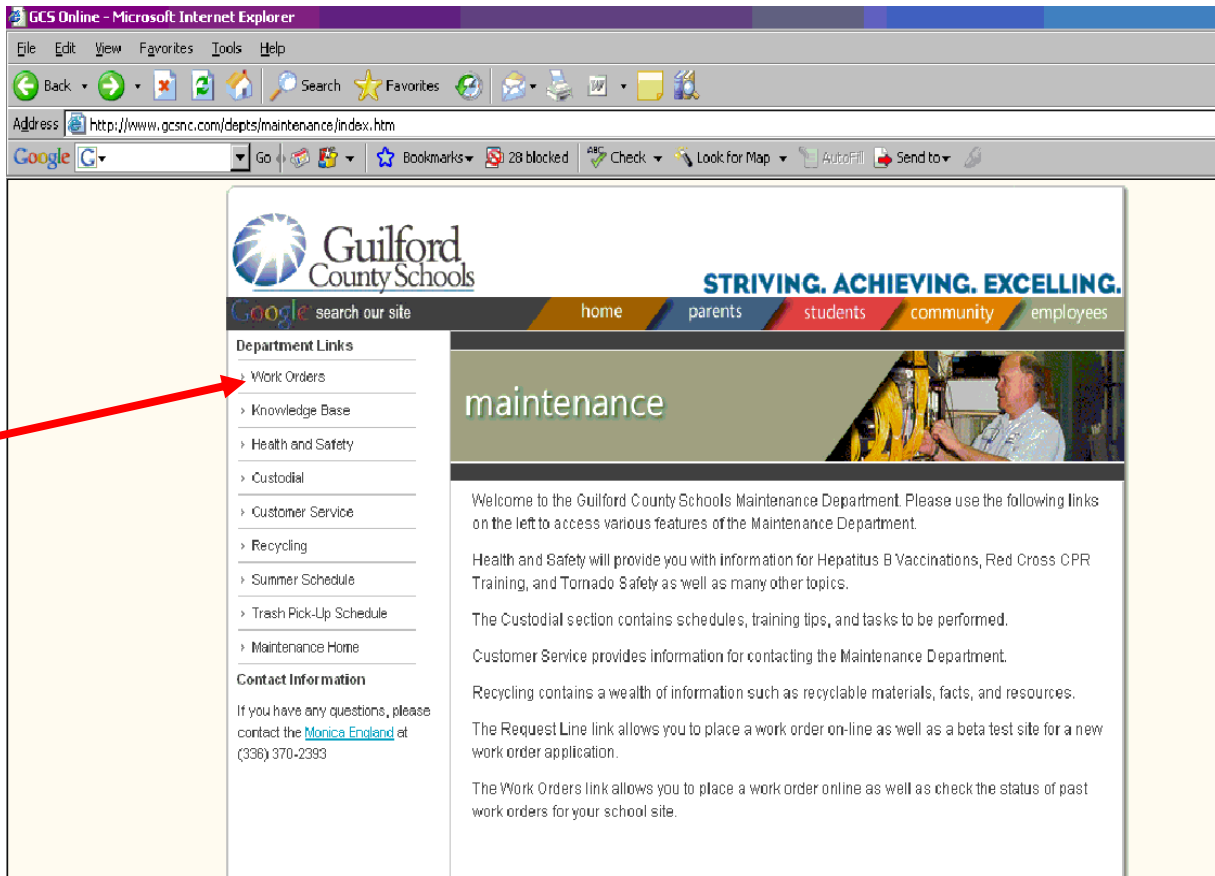


Figure 7 - Maintenance Web Page

3. Log In Screen. Enter your login name in the username text box. Enter your password in the password box (See Figure 8.)

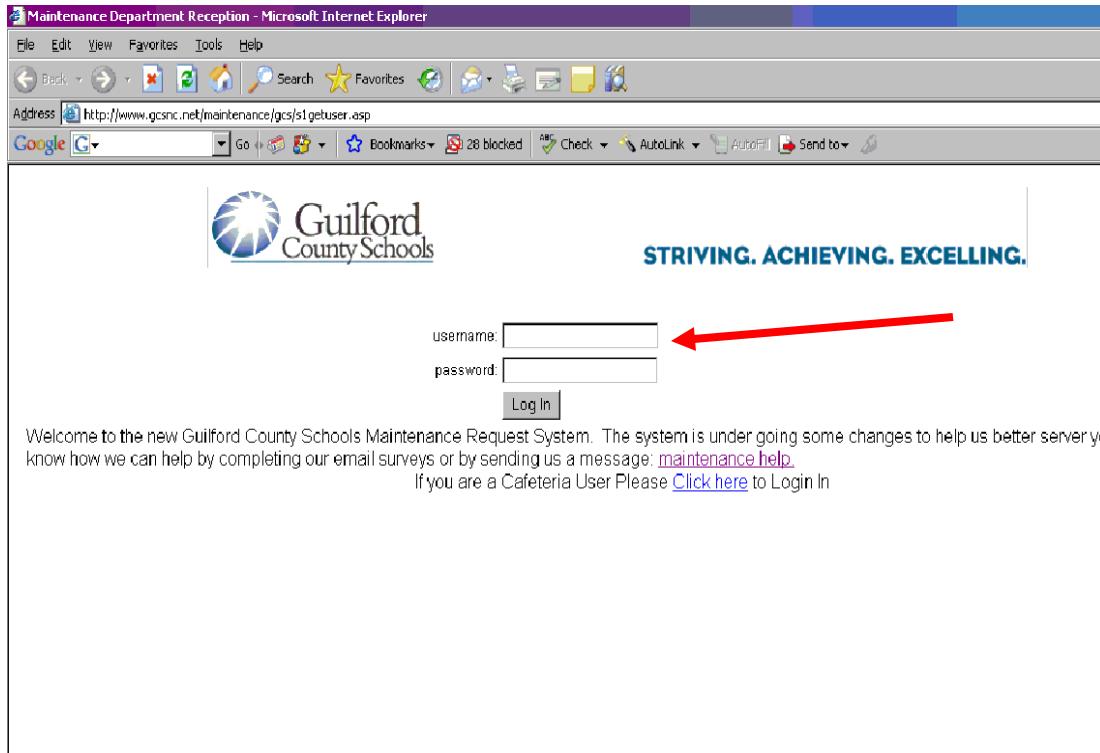


Figure 8 - Login Page

4. Work Order Request Line Module. If you are a Music Director/Band Director and you log in successfully, the system will load a web form with the links shown below. (See Figure 9.)

- a. **Equipment Repair (Instrument)** - allows the user to submit Equipment Repair Orders (ERO) for repair of musical/band instruments.
- b. **Site Specific Work Order Status Review** - allows the user to review work orders already in the system for their location. (See Figure 12.)
- c. **Change Password** - allows you to change your password. Users should use the link provided to maintain their own password for security reasons.

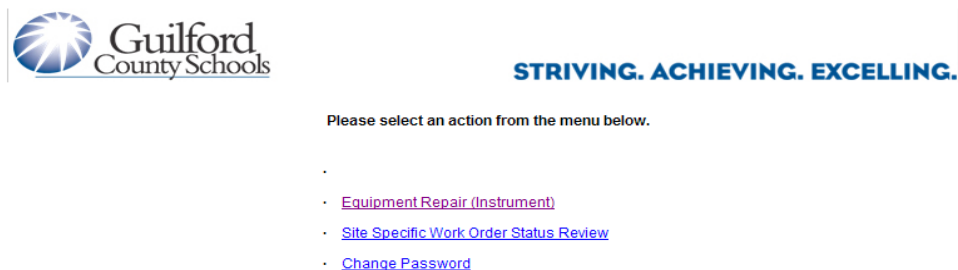


Figure 9 – After Login

WOI - Microsoft Internet Explorer

http://www.gcsnc.net/maintenance/gcs/equipment.asp

Guilford County Schools
STRIVING. ACHIEVING. EXCELLING.

Instrument Repair Order

Request Type: Instrument Repair

Serial Number: 123456789

Requestor: Tripp, Jean

Contact Info: Tripp, Jean

Priority: 8 - Urgent

Requested Completion Date: Oct 8 2008

Submit Date: 10/1/2008

Description:

School Site: Allen Middle

Clear Submit

[Home](#) · [Help](#) · [Send Feedback](#) · [Change Password](#)

Figure 10 - Instrument Repair Order

- From your login, the system will determine your location. If it is not correct, or you have moved to a different location, send an email using the “*maintenance help*” link on the “Log In” web page. The system will also know your role and give you the form for an ERO that has the serial number field.
- **Request Type** should be set to the appropriate type of work needed. “Instrument Repair” should already be selected for you. (Figure 10.)
- **Serial Number**. Insert the serial number for the instrument in need of repair. If you don’t find a serial number, please use some unique identifier for the instrument.
- **Requestor** is an application generated field. The requestor’s name is that of the person who logged on to the work order application.
- **Contact Info** is also set to reflect the name of the person who logged on to the application. You may change the name displayed to the name of the actual person requesting the instrument repair.
- **Priority** All Instrument Repair Orders are Priority 8. Instruments will be picked up according to the [pickup/delivery schedule](#).
- **Requested Completion Date** reflects a completion date which is based on the priority assigned. You can modify this date, but the return of your

instrument will depend on your site's pickup/delivery schedule and how long it takes for the instrument to be repaired.

- **Description** allows you to enter a short description of what repair is needed for the instrument. Be brief, but clear.
- The **Clear** button clears any information entered so you can start over.
- The **Submit** button *saves* the information into the system and produces the printed version of the work order. The newly produced work order is made available for review in a report format. (See Figure 12.) You may print this report by selecting "Print this page" which appears at the bottom of the screen.
- The newly produced work order is also made available for review in a summary report format. The summary report is site specific and is titled "**Work Order Status Report.**" The report allows users to review all of their submitted work orders for the current school year. (See Figure 13.)

A **Submission Report** is displayed after the requestor successfully submits a work order. (See Figure 11.) Click on "Print this page" if you want to keep a copy.

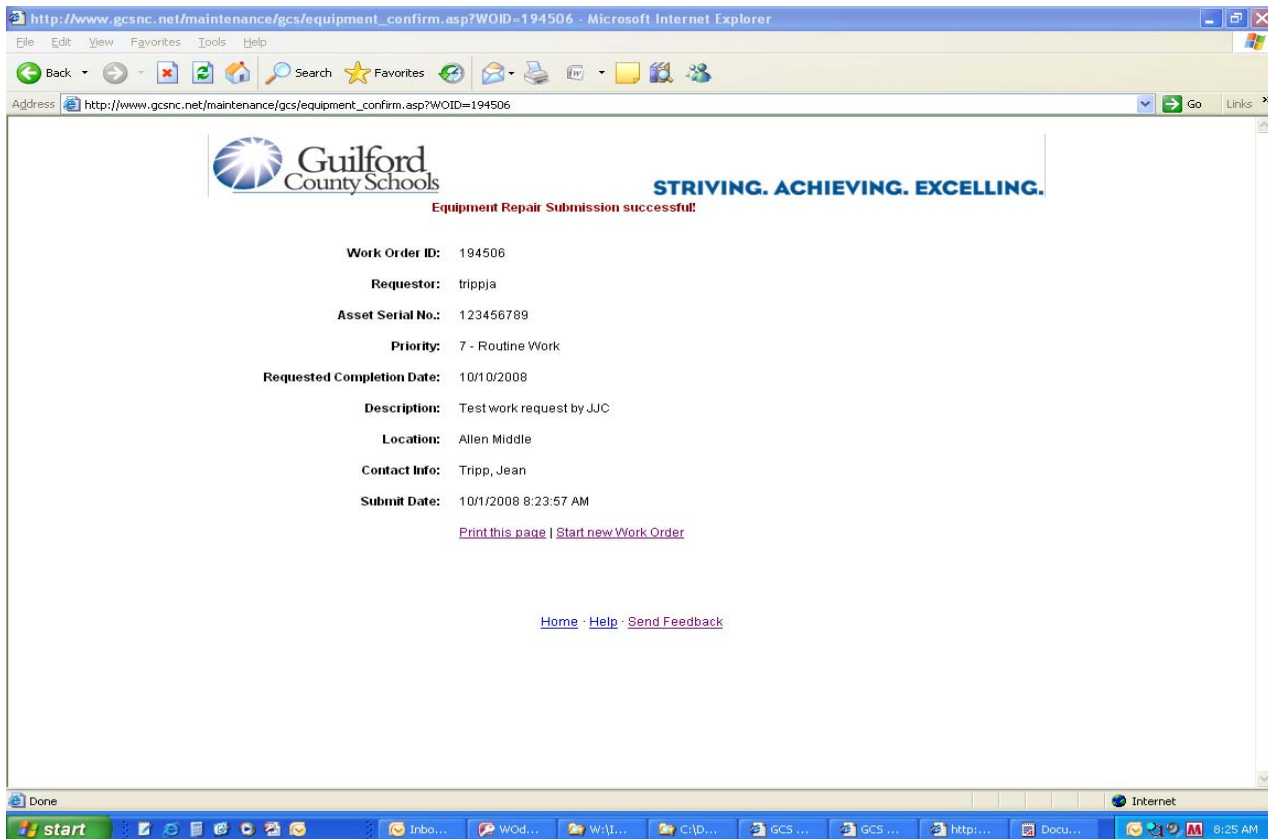


Figure 11 - Submission Report

Date Created	Work Order #	Site	Description	Requested Comp. Date	Actual Comp. Date	Status	Priority
6/13/2007	132787	High Point Central High	need instruments cleaned void . each instrument will come in separately	7/4/2007		Void	Routine Work
2/9/2007	118847	High Point Central High	alto sax missing end screws, check springs & pads	3/2/2007	2/23/2007	Complete	Routine Work
2/9/2007	118840	High Point Central High	flute pads, top of head joint, springs, right hand ring finger key cover,	3/2/2007	3/26/2007	Complete	Routine Work
2/9/2007	118837	High Point Central High	flute pads, adjustments.	3/2/2007	3/20/2007	Complete	Routine Work
2/9/2007	118836	High Point Central High	piccolo pads, adjustments.	3/2/2007	3/22/2007	Complete	Routine Work
2/9/2007	118835	High Point Central High	piccolo pads, adjustments.	3/2/2007		Turned-In	Routine Work
2/9/2007	118834	High Point Central High	piccolo pads, adjustments.	3/2/2007	2/20/2007	Complete	Routine Work
2/9/2007	118832	High Point Central High	trombone cleaning, spit valve, slide sticks, adjustments.	3/2/2007	3/23/2007	Complete	Routine Work
2/9/2007	118831	High Point Central High	trombone cleaning, slide sticks, bent bell, spit valve, adjustments.	3/2/2007	2/21/2007	Complete	Routine Work
2/9/2007	118828	High Point Central High	trombone cleaning, spit valve, adjustments.	3/2/2007	2/14/2007	Complete	Routine Work

Figure 12 - Work Order Status Report

Work Order Status – If a work order is rejected, voided or is a duplicate, a reason should be shown in the Description Block of the report. A list of status codes is shown below. Remember that, from the user’s point of view, the “Turned-In” status means the work has been completed.

1. **Incomplete (I) Work Orders.** A work order that has been printed, written, or distributed to a technician but has not been completed. It is a pending work order.

2. **Materials Delay (M)** – the work order is delayed or is held up due to materials not available, or on order.
3. **Submitted (S)** – A work order has been submitted by the customer but has not been reviewed and processed by personnel in the Maintenance Department's Customer Service Section. The work order will not become active until the status is changed from the submitted status.
4. **Turned In (TI)** – This is an internal status we use here in Maintenance. It means the work has been done and the ticket has been turned in, but the labor and materials information has not yet been entered.
5. **Voided (V)** – A work order that has been voided or cancelled either before or after the work order has been started.
6. **Rejected (R)** – If a work order is rejected, the reason for the rejection status should be displayed in the description box.
7. **Duplicate (D)** – A work order that is the same as another work order in the system. The number of the other work order should be entered in the Description box.
8. **Complete (C)** – The work has been completed and the labor and/or materials used information has been entered.

Survey – The work order survey is hyperlinked to the description when the work order is completed. This opens a feedback form in a new window. Please help us by taking a minute to let us know how we did.

Work Order Performance Survey

Work Order Number:

Date Received:

Date Completed:

Contact:

Description:

Action Taken:

Please rate the following by selecting the appropriate:

	Poor					Excellent
Quality of Work-	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	
Completed in a timely manner-	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	
Did we disrupt your learning environment?-	Yes <input type="radio"/>		No <input checked="" type="radio"/>			
Please rate the overall job we did-	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	

We encourage you to give us your comments/suggestions below:

Rev. 9/03

MTC-004

Maintenance Department Workorder Survey

You have already submitted your response for this workorder survey. If you have further comments please email conleyj@gcsnc.com