

ProFM Helpdesk Manual

Brief User's Manual

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Review

By means of the ProFM Helpdesk program, you can manage your clients' reports of breakdowns and distribute your maintenance crew's work.

The program differentiates between three different types of users:

- **Operator**, who is fully authorized to handle the requests. He or she admits each client as well as other users with right of operation and right of maintenance,
- **Repairman**, who carry out the work in relation to the individual requests, and
- **Requester**, who can report the individual breakdowns on the client's portal.

Registration

The user can create his or her own operating portal during registration. This includes a complete dedicated database and, initially, one user with complete right of operation.

Sending the application for registration

1. First, go to <http://www.cmmsservice.com>.
2. Then click on the "Take a try - ProFM Helpdesk" icon.



3. Fill in the required information, then click *Send*.

Three 'clicks' to ease your work

 Please submit your name, your company's name, user-name (you want to use at login) and E-mail address. Shortly you will receive an E-mail from us indicating that your registration is complete. In this mail you'll find an automatically generated password. (This password can be changed at any time later on.)

Your last-/surname: First-/forename:

Your company's name:

User name:

E-mail address:

Phone number (optional):



4. The window that appears within a few minutes shows that the application for registration has been recorded by the system and that the letter necessary for the confirmation of the application has been sent to the e-mail address given.

Three 'clicks' to ease your work

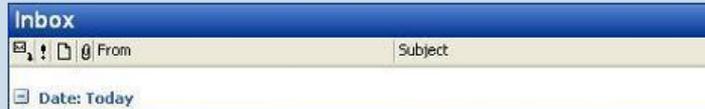
1



We recorded your registration. We have sent the information necessary to continue to the submitted E-mail address.

2

Please open your mail-system. You will shortly receive our mail from 'vintomailer@vintocon.com' with the subject: 'proFM Helpdesk Registration'. Please click on the link indicated in the mail.



- Next, by clicking on the link given in the letter, confirm the application for registration.

Confirming the application for registration

- By clicking on the link given on the sign-in page, you again enter the web site.

« [Back to Inbox](#) [Archive](#) [Report Spam](#) [Delete](#) [More Actions](#) ▼

ProFM Helpdesk - Registration Inbox | X

[vintomailer@vintocon.com](#) to me

Dear future User,

We sent this mail, because we received a request to use vintoCON's proFM Helpdesk from this E-mail address.
Recorded data:

Name:	Smith, John
Company's name:	Facility Corporation
Phone number:	06-80-123-1234-1
E-mail address:	jsmithoperator@gmail.com
Date:	4/10/2008 11:04 AM
Entry point:	http://testserver.vintocon.com/helpdesk/?p=47bfc4d1

We recorded the request. By clicking <http://testserver.vintocon.com/helpdesk/?p=47bfc4d1> you start to generate an own data

Registration confirmation

1



2



3

Please print and read the following contracts carefully before using the software services offered by vintoCON Kft:



[Service Contract](#)



[Privacy Policy](#)

(To view and print the contracts click on their links.)

By clicking on the 'I ACCEPT' button you declare to accept the above contract and policy as binding.

In case you disagree with the terms and conditions contained in the contracts, you do not accept, unfortunately we can not offer this service to you. By clicking the 'I DO NOT ACCEPT' button you can abort the registration process.

Your last-/surname:	<input type="text" value="Smith"/>	First- /forename:	<input type="text" value="John"/>
Your company's name:	<input type="text" value="Facility Corporation"/>		
User name:	<input type="text" value="jsmith"/>		
E-mail address:	<input type="text" value="jsmithoperator@gmail.com"/>		
Phone number (optional):	<input type="text" value="06-80-123-1234-1"/>		

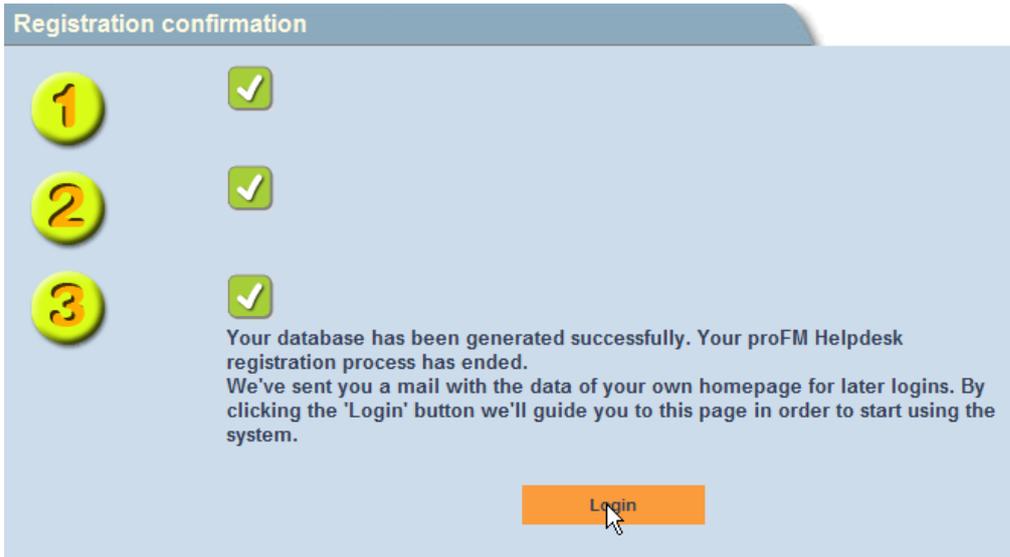
By clicking on the 'I ACCEPT' button we'll generate your own database and a user with full access rights under the previously given user-name. We'll send the password required to login to the above E-mail address.

I ACCEPT.

I DO NOT ACCEPT.

2. Here you can see that the second step was completed; i.e., you confirmed the application for registration.
3. On this site you have an opportunity, if necessary, to change the name, user name, e-mail address or telephone number.
4. You need only to read and accept the *Service Contract* and the *Data Protection Statement*.
5. By clicking *I Accept*, you enable the system to create your own database and to provide you with full-scale access thereto with the user name specified at registration. The password that belongs to the user name is generated automatically by the system and sent to you in an e-mail.

Signing-in



1. The data required for signing-in (user name, password) is sent to you by the system in an e-mail.
2. The e-mail includes a link to the sign-in page in case you signed out from the program. If you stayed on the registration page, you can get to the sign-in page by clicking *Sign In*.
3. Keep the e-mail sent by the system at hand and copy the data into the fields on the sign-in page.

your database and the user with full access rights ha

User name:	jsmith
Password:	170bdf10
Entry point:	http
Name:	Sm
Company's name:	Fac



The image shows a 'Login' form. It has a title 'Login' at the top left. Below the title, there are two input fields: 'User name:' with the text 'jsmith' and 'Password:' with a masked password represented by ten dots. At the bottom right of the form, there is a button labeled 'Login' with a mouse cursor pointing to it.

4. Click *Sign In*.

Operator Interface

After signing in, you get to the operator interface since the automatically-generated user is given full-scale authority, i.e., he or she has a right of operation.

The operator interface helps your everyday work by providing information about the status of each request.

Facility Corporation ProFM Management ProFM Helpdesk Free version FACILITY CORPORATION VINTOCON

English Deutsch Magyar | jsmith (Operator) Thursday, April 10, 2008

CLIENTS
 New client Refresh Search Project properties
 You can generate New Client here.
 There is no client uploaded yet.

PERSONS
 New person Refresh
 Name
 Smith, John

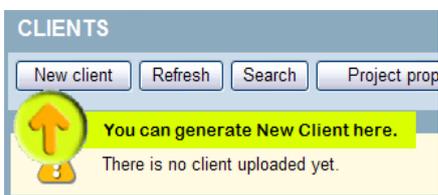
You can generate New Client here.
 You can change your password here.

At the time of the first entry, there are no data yet in the system and only a pre-defined user is shown in the users' list.

The first task of the system operator is to admit the clients whose requests he or she wants to handle in the system.

Creating Clients

1. To create a client, click *New Client*.



2. Of the client's data, only the code and the name are mandatory.
3. In addition, you can specify:
 - a. the company logo (badge) that appears on the client's portal
 - b. a contact person, who is assigned the tasks of operation by the given client,
 - c. useful information can, by means of the message board, be provided to the reporters of breakdowns, which is shown when a new event is created or edited (see Reporting of Breakdowns)
 - d. at the e-mail notification, you can set in what cases the system should send an e-mail to the user with the given right - if the given user later requires those notifications.
 - e. Operators e-mail subject. At new request, in the subject of Operator's e-mail appears the text chosen by the Operator. Copy the appropriate subject to the Operators e-mail subject row. In default, you can choose between five choices: Client name, Status, Requester, Location, Text. If you would choose more than one subject, you should copy the appropriate texts to the Operators e-mail subject row. The text between the % signs are coming from Database, the other texts written by the Operator will be appear without changes.
 - f. the language of the Client. As default, the language of the project is selected.
 - g. You can set the type of the License here. Currently, you can choose between two possibilities: Free license and Free, unlimited license. The free, unlimited license allows unlimited rights for every roll for one month. After one month, this license can be extended for one more month free of charge. The Free license can be used for 3 years

and allows one right for every roll (Operator, Repairman, Requester). After the expiration date, both of the free licenses can be extended by paying conversation. For more information, click the License information button.

Free version
ProFM Helpdesk



FACILITY CORPORATION

English
Deutsch
Magyar
Română

Customer data

Code:

Name:

Image: 
(maximum overall dimension of picture is: 180 x 90)

Contact person:

E-mail address:

Phone:

Send notification on generated customer

Comment:

Book publisher on the ground floor.

Messageboard:

Operator:
John Smith
 E-mail: jsmithoperator@gmail.com
 Phone: 06205648799

Repairman:
Mathias Hammer
 E-mail: mhammerrepairman@gmail.com
 Phone: 06205673233

Email Notification:

Status	Requester	Operator	Repairman
New request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Requested	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Returned	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
In progress	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reply	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Operators email subject:
%ClientName% - Client name
 %Status% - Status
 %RequesterPerson% - Requester
 %Location% - Location
 %Text% - Text

Language:

- hungarian
- german
- english
- romanian

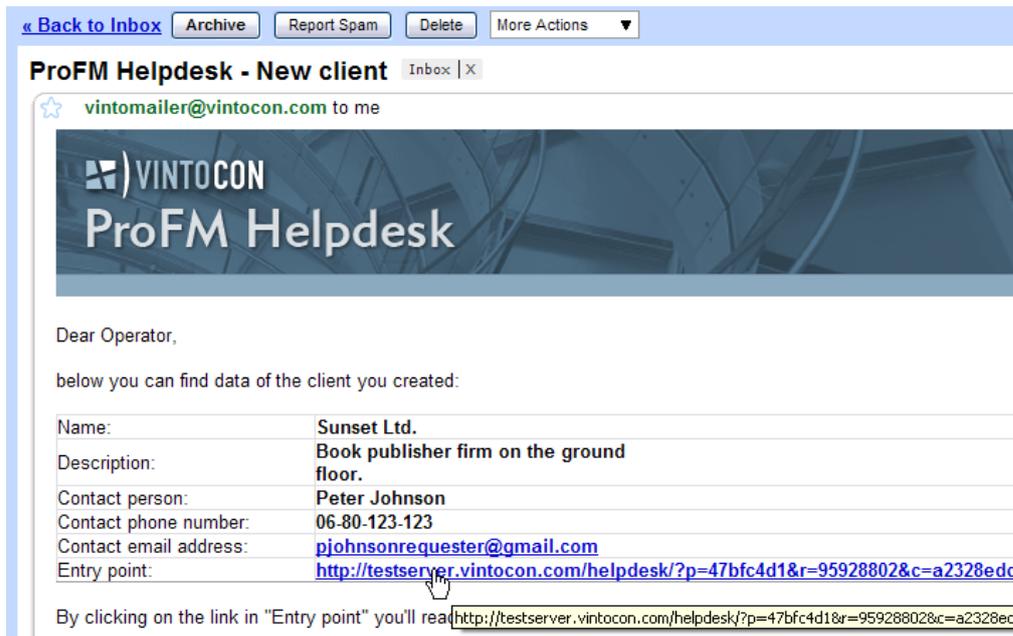
Entry point:

License:

Status	Id	Product	End date	Clients	Operators	Staffs	More 30 days
<input checked="" type="radio"/>	1091	FREE LICENSE	3/11/2013	1 / 1	0 / 1	1 / 1	
<input type="radio"/>	1092	FREE UNLIMITED LICENSE	4/11/2010	=	=	=	

 Choose license later
[License informations](#)

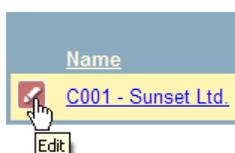
4. If the required data are completed, click **Save**.
5. The operator will receive an e-mail about the creation of the client in any case.
6. The e-mail will include a link where the reporters that belong to the client can send their request.



7. If you select *Send Notification about the Creation of the Client*, the contact person will also get a notification about the creation of the client, which will also include the above-mentioned link.
8. If the system allows for requests by people other than the contact person, the link can be forwarded to the reporters that belong to the client.
9. After the creation of the client, you will return to the operator's page, where you can immediately see your newly admitted client.



10. The numbers next to the clients pertain to the various status of the request belonging to the given client. For a detailed description please see the chapter entitled *Handling of Requests*.
11. The clients' data can be edited by clicking on the small pencil icon shown next to the client.



12. The link through which the client's reporters can send their reports of breakdowns can also be reached on the editing page.

Entry point:	<input type="text" value="http://testserver.vintocon.com/helpdesk/?p=47bfc4d1&r=95928802&c=a2328edc"/>
	<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>

Creating Users

The system supports several kinds of work processes. If the operator does not have a maintenance co-worker, he or she can operate the system on his or her own without the need to add other users to the system.

If, however, you would like the system to track which task is assigned to which maintenance person and also the status of the tasks, it is recommended that the maintenance crew be entered as users.

1. To add new users, click *New Person* on the right hand side.



A screenshot of a web interface showing a section titled "PERSONS". Below the title, there are two buttons: "New person" and "Refresh". A mouse cursor is pointing at the "New person" button.

2. Among the users' information, provide the first and last names, user name, contact addresses and what rights you wish to assign to the given user. You can provide several e-mail addresses, in which case you have to separate them by semi-colons or commas (supported only in Premium Edition). This option is most advantageous if, for example, the cell phone service provider offers mobile e-mail service. In this case, the system will send any notification about new requests and required modifications to both the cell phone and the e-mail address.
3. In this case, select *Maintenance* right.

User data

Last-/surname:

First-/forename:

User name:

Password:

Repeat password:

E-mail address:

Role: Operator
 Repairman

Send notification on generated user

Notifications about Requests (Operators only)

License:

Status	Id	Product	End date	Clients	Operators	Staffs	More 30 days
<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1091	FREE LICENSE	3/11/2013	0 / 1	0 / 1 1 / 1
<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1092	FREE UNLIMITED LICENSE	4/11/2010	=	= =
<input checked="" type="radio"/> Chouse license later							
License informations.							

4. Select *Send Notification...*, and click *Send*.
5. The newly established user receives a notification that the system operator created a user with his or her name and the user also receives the data that are required for signing in.



Dear Hammer, Mathias,

ProFM Helpdesk system operator created the following user by this E-mail address:

Full name:	Hammer, Mathias
User name:	mhammerm
Password:	mhammer
Role:	Repairman
Entry point:	http://testserver.vintocon.com/helpdesk/?p=47bfc4d1&r=57e84cfc

<http://testserver.vintocon.com/helpdesk/?p=47bfc4d1&r=57e84cfc>

6. By clicking on the sign-in point specified in the e-mail, you get to the sign-in page, where you have to provide your user name and password that you received in the e-mail.

7.

Managing licenses

You can assign Clients, Operators and Repairmen to contracts in the project, by signed in as Operator. Click on the Manage licenses button. In the Manage licenses window, you can see former and available contracts.

MANAGE LICENSES									
Status	ID	Product	Start date	End date	Clients	Operator	Staffs	Order	More 30 days
	1091	FREE LICENSE	3/11/2010	3/11/2013	0 / 1	0 / 1	1 / 1		
	1092	FREE UNLIMITED LICENSE	3/11/2010	4/11/2010	=	=	=		

Click on the Edit  icon near the contract what you would like to modify. The Licenses details table is opened. Here you can assign to and get out Clients, Repairmen and Operators from the contract by clicking on the blue arrow.

License details							
Id:	1091						
Product:	FREE LICENSE						
Buy date:	3/11/2010 3:37 PM						
Expiration date:	3/11/2013 3:37 PM						
Licensed clients number:	1						
	<table border="0"> <tr> <td>Licensed clients:</td> <td>Available clients:</td> </tr> <tr> <td><input type="text" value="Sunset Ltd."/></td> <td><input type="text"/></td> </tr> <tr> <td></td> <td></td> </tr> </table>	Licensed clients:	Available clients:	<input type="text" value="Sunset Ltd."/>	<input type="text"/>		
Licensed clients:	Available clients:						
<input type="text" value="Sunset Ltd."/>	<input type="text"/>						
Licensed operators number:	1						
	<table border="0"> <tr> <td>Licensed operators:</td> <td>Available operators:</td> </tr> <tr> <td><input type="text" value="Smith, John"/></td> <td><input type="text"/></td> </tr> <tr> <td></td> <td></td> </tr> </table>	Licensed operators:	Available operators:	<input type="text" value="Smith, John"/>	<input type="text"/>		
Licensed operators:	Available operators:						
<input type="text" value="Smith, John"/>	<input type="text"/>						
Licensed staffs number:	1						
	<table border="0"> <tr> <td>Licensed staffs:</td> <td>Available staffs:</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td></td> <td></td> </tr> </table>	Licensed staffs:	Available staffs:	<input type="text"/>	<input type="text"/>		
Licensed staffs:	Available staffs:						
<input type="text"/>	<input type="text"/>						
Renewed:	Yes						
	<input type="button" value="Back"/>						

Reports of Breakdowns

When a new client is established, the system operator receives a letter that contains the client's data, as well as a link through which the client's reporters can send their reports of breakdowns.

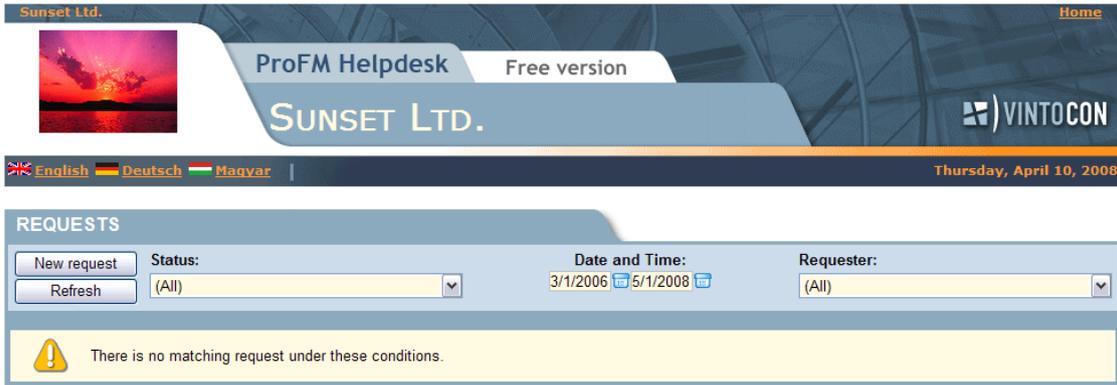
The operator can then inform the client's staff that if they click on the attached link, they get to the breakdown reporting portal.

Another solution is that when the client is established, the operator appoints a contact person and selects the option of sending him or her, too, a notification about the creation of the client.

In this case, the contact person either reports the breakdowns to the system or forwards the link received, so that any person from the client can report breakdowns.

The reporters do not need to sign in, or provide user name or password; they simply need to click on the link received from the operator or the client's contact person, and they can make the reports on the page shown.

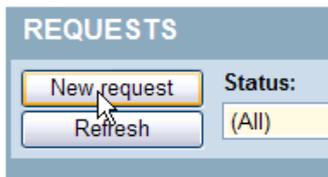
1. To make a report, click on the link received in the e-mail to get to the client's reporting site.



IMPORTANT! If you try out the program functions from the same computer, i.e., if you sign in as an operator at one time and you use the system simply as a reporter of breakdowns another time, you always have to sign out at every change-over by clicking *Sign Out* in the top right hand corner of the page. (This button is shown only if you are signed in into the system either as an operator or a maintenance person with your user name and password.)



2. To make a new breakdown report, select *New Request*.



Data of request	
Client:	C001 - Sunset Ltd.
Status:	New request
Requester (reporting person):	Franklin Kingston
Phone:	022077789
E-mail:	pjohnsonrequester@gmail.com
Location:	208
Text:	The door lock went wrong
<input type="checkbox"/> Reporting person requests notice.	
<input type="button" value="Send"/> <input type="button" value="Back"/>	

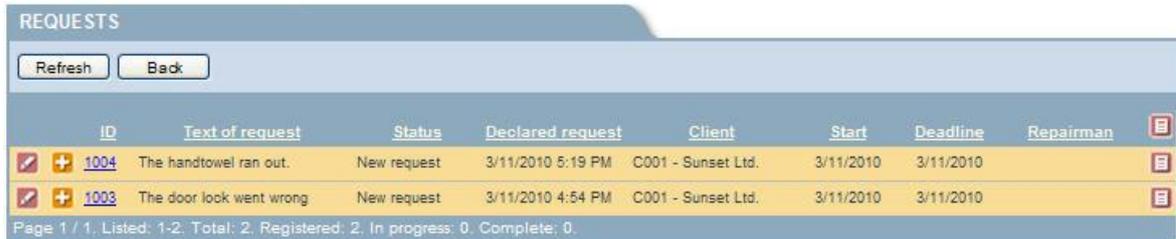
Operator:
 John Smith
 E-mail: jsmithoperator@gmail.com
 Phone: 06205648799

Repairman:
 Mathias Hammer
 E-mail: mhammerrepairman@gmail.com
 Phone: 06205673233

3. After providing the details, click *Send*.

Please note. The system stores in "cookies" the reporter's name, e-mail address and whether he or she requests notification. When making a new report, these data are automatically filled in, but can be modified.

- You can see your newly sent report in the request list.



ID	Text of request	Status	Declared request	Client	Start	Deadline	Repairman
1004	The handtowel ran out.	New request	3/11/2010 5:19 PM	C001 - Sunset Ltd.	3/11/2010	3/11/2010	
1003	The door lock went wrong	New request	3/11/2010 4:54 PM	C001 - Sunset Ltd.	3/11/2010	3/11/2010	

Please note. The reporters belonging to a client will be able to see one another's reports since the reporters of breakdowns are not identified individually.

- You can set different filters in the top row of the request list as Status, Date and time and Requester name.
- Click on the underlined Headers of the list and the events will be placed in alphabetical order, click again to reverse order.
- The colors of the lines containing certain events are related to the statuses of them, highlighting the solution levels of the events.
- Choose  or click on the identification number of the event to recall the details of the event.
- Click on the  button to print out the details to printer or pdf.
- Click on  button in the header and the filtered list will be printed.

Handling Requests

- The operator can follow on the summary screen which requests require action.
- There are two summary charts: one that shows the requests according to clients, and one that shows the requests according to users.
- Both charts comprise five columns with certain numbers in their rows. Icons mean the status of the request, as the following:

-  New requests
-  Due jobs
-  Drawn jobs
-  Overdue jobs
-  Complete requests

CLIENTS

[License informations.](#)

Name					
C001 - Sunset Ltd.	2	2	0	0	2
C002 - Optoprma Hungary Ltd.	0	0	0	0	0
C003 - Bord Technology Ltd.	0	0	0	0	0

- The first column shows the new reports. In the chart that shows the requests according to clients, the row of each client contains the number of new requests received from the given client.
- In the following example, the row of Sunset shows two new requests. By clicking on the number, you can view the two requests.

REQUESTS

ID	Text of request	Status	Declared request	Client	Start	Deadline	Repairman
1004	The handtowel ran out.	New request	3/11/2010 5:19 PM	C001 - Sunset Ltd.	3/11/2010	3/11/2010	
1003	The door lock went wrong	New request	3/11/2010 4:54 PM	C001 - Sunset Ltd.	3/11/2010	3/11/2010	

Page 1 / 1. Listed: 1-2. Total: 2. Registered: 2. In progress: 0. Complete: 0.

- If you click on the client's name,

CLIENTS

[License informations.](#)

Name					
C001 - Sunset Ltd.	2	2	0	0	2
C002 - Optoprma Hungary Ltd.	0	0	0	0	0
C003 - Bord Technology Ltd.	0	0	0	0	0

- You can view the complete list of requests that the numbers in the client's row represent. That is, you will see $2+2+0+0+2=6$ requests.

ID	Text of request	Status	Declared request	Client	Start	Deadline	Repairman
1004	The handtowel ran out.	New request	3/11/2010 5:19 PM	C001 - Sunset Ltd.	3/11/2010	3/11/2010	
1005	The radiator does not heat.	Requested	3/12/2010 9:21 AM	C001 - Sunset Ltd.	3/12/2010	3/12/2010	
1008	The window roller came off.	In progress	3/12/2010 9:23 AM	C001 - Sunset Ltd.	3/12/2010	3/12/2010	Hammer, Mathias
1006	The ceiling leaks.	Reported	3/12/2010 9:22 AM	C001 - Sunset Ltd.	3/12/2010	3/12/2010	
1007	The roof leaks.	Reported	3/12/2010 9:22 AM	C001 - Sunset Ltd.	3/12/2010	3/12/2010	
1003	The door lock went wrong	New request	3/11/2010 4:54 PM	C001 - Sunset Ltd.	3/11/2010	3/11/2010	

Page 1 / 1. Listed: 1-6. Total: 6. Registered: 2. In progress: 2. Complete: 2.

- By opening the requests one by one, the operator may choose between three options:
- He or she may simply respond to the request, and by choosing the *Closed* status, close the event. The reporter of the breakdown may receive a notification about the change of the request status if that option was selected during the editing of the client; after reading the notification, the reporter may respond thereto. In this case, the reporter has to click *Reply* after opening the event, then click *Save*. The dialogue box contains a summary of the users' and operators' responses along with their times.

Data of request	
Reference number:	1004
Request declared on:	3/11/2010 5:19 PM
Client:	C001 - Sunset Ltd.
Status:	In progress
New status:	(leave original request)
Requester (reporting person):	(leave original request) Reported Returned
Phone:	022077709
E-mail:	pjohnsonrequester@gmail.com
Location:	208

- If the report has been sent mistakenly or you know that it requires no actions, and in fact, should be deleted, select *Returned*. Since in order to track the history of reports we retain all of the requests, it is not possible to delete any of them. But even in this case the reporter of breakdowns can respond to the event as per Point 9 above.
- In the former two cases, the request will no longer be shown under any number in the summary charts because they require no further actions. If you would like to view that request, however, use the *Search* function, with the help of which you can choose from the entire pool of requests and organize the list according to various criteria.

CLIENTS				
New client	Refresh	Search	Project properties	Manage licenses
License informations.				

Distribution of Work

1. If the reporter of breakdowns sees that a breakdown request requires action and a maintenance person is needed for the repair of the breakdown, he or she may set the status of the request to *Requested*.

Data of request	
Reference number:	1003
Request declared on:	3/11/2010 4:54 PM
Client:	C001 - Sunset Ltd.
Status:	New request
New status:	(leave original request) ▼
Requester (reporting person):	(leave original request) Requested
Phone:	Returned
E-mail:	In progress
Location:	Reported
	Closed
	Cancelled

2. He or she then selects which maintenance person has to carry out the work and when the work is planned to be commenced and completed; also he or she has to provide a brief description of the work to be done.

	<input type="checkbox"/> Reporting person requests notice.
	<input checked="" type="checkbox"/> Notify requester (person making the request).
Repairman:	Hammer, Mathias (pazmandi.zsofia@vintocon.hu) ▼
Planned start:	3/12/2010
Planned deadline:	3/12/2010
Job description:	<div style="border: 1px solid gray; height: 40px;"></div>
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Please note. The operator may choose himself or herself as the maintenance personnel because the system supports system operation even by one operator.

3. The operator sees whether the reporter of breakdown requested a notification about the change of the breakdown request data. He or she may change or approve the notification request by selecting *Notifying the Reporter of Breakdown*.
4. If you click *Save*, the system will store the request with its new status.

Please note. If the selected person is not the operator himself or herself, the system will send an e-mail to the person about the work he or she is assigned.

5. Depending on the setting, the reporter of breakdown receives a notification about the change of the breakdown request data.

vintomailer@vintocon.com to me



Dear Franklin Kingston,

the request status under your name with the reference number 1006 has changed as follows:

Status:	New request -> Requested
Requester:	Franklin Kingston
Text:	The door lock went wrong.
Entry point:	http://testserver.vintocon.com/helpdes

You may inquire about the actual status of the request by clicking on the link <http://testserver.vintocon.com/helpdes>

- Then, by returning to the operator's site, you can see that the previous two new requests were reduced to one and three jobs appear in the Due Jobs column .

The screenshot shows a web interface titled "CLIENTS". At the top, there are several buttons: "New client", "Refresh", "Search", "Project properties", and "Manage licenses". Below these buttons is a link for "License informations.". The main part of the interface is a table with columns for client name and various job counts. A tooltip "Due jobs" is visible over the number "3" in the second column of the first row.

Name					
C001 - Sunset Ltd.	1	3	0	0	2
C002 - Optoprma Hungary Ltd.	0	0	0	0	0
C003 - Bord Technology Ltd.	0	0	0	0	0

- That is because the second column contains the due work or work in progress.

Commencement of Work

1. If you wish to sign in as a maintenance person, keep at hand the e-mail received from the system about the creation of the new user with a right of maintenance.

Dear Hammer, Mathias,

the request status with the reference number 1004 has changed as follows:

Status:	New request -> Requested
Requester:	Franklin Kingston
Text:	The handtowel ran out.
Entry point:	http://helpdesk.vintocon.com/?p=0786d86b&r=bb153b64&c=68bd1555&q=0C31B894

You may inquire about the actual status of the request by clicking on the link in "Entry point".

The following letter was sent by the automatic E-mail service of vintoCON Kft. Please do not answer nor reply to the sender. If you have any remarks or comments, please send your opinion to: support@vintocon.com

Best regards:
vintoCON Kft.
www.vintocon.com
info@vintocon.com

2. Click on the link provided in the sign-in point in the e-mail.
3. The maintenance personnel can view the current works assigned to them on their own interface.
4. The works assigned for the present day include the above-mentioned work scheduled by the operator.

REQUESTS

Status: (All) | Date and Time: 2/12/2010 - 3/12/2010 | Requester: (All) | Client: (All)

ID	Text of request	Status	Declared request	Requester	Start	Deadline	Client
1008	The window roller came off.	In progress	3/12/2010 9:23 AM	Franklin Kingston	3/12/2010	3/12/2010	C001 - Sunset Ltd.
1004	The handtowel ran out.	Requested	3/11/2010 5:19 PM	Franklin Kingston	3/12/2010	3/12/2010	C001 - Sunset Ltd.

Page 1 / 1. Listed: 1-2. Total: 0. Registered: 0. In progress: 0. Complete: 0.

DUE JOBS FOR TODAY

ID	Text of request	Status	Declared request	Requester	Start	Deadline	Client
1008	The window roller came off.	In progress	3/12/2010 9:23 AM	Franklin Kingston	3/12/2010	3/12/2010	C001 - Sunset Ltd.
1004	The handtowel ran out.	Requested	3/11/2010 5:19 PM	Franklin Kingston	3/12/2010	3/12/2010	C001 - Sunset Ltd.

Page 1 / 1. Listed: 1-2. Total: 0. Registered: 0. In progress: 0. Complete: 0.

OLD DRAWN REQUESTS

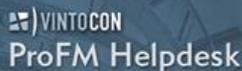
 There is no matching request under these conditions.

To commence the work, set the status of the request and print the work order.

1. Click on the pencil icon at the beginning of the row to edit the request.
2. Change the status of the request to *In progress*, then click *Save*.

Data of request	
Reference number:	1004
Request declared on:	3/11/2010 5:19 PM
Client:	C001 - Sunset Ltd.
Status:	Requested
New status:	In progress 
Requester (reporting person):	(leave original request) In progress
Phone:	Reported Returned
E-mail:	pjohnsonrequester@gmail.com

- The request status changes and the color code also show that you are taking care of the request.
- You can print the work order by clicking on the work order icon  at the end of the row.



Order of ad hoc job								
Statement of claim ID code: 1004								
Client: C001 - Sunset Ltd.	Time of request: 3/11/2010 5:19 PM							
Reporting person: Franklin Kingston	Request location: 208							
Phone: 022077789	Status of request: In progress							
E-mail: pjohnsonrequester@gmail.com								
Text of request: The handtowel ran out.								
Description of job								
Name of Repairman: Hammer, Mathias	Start: 3/12/2010							
Job description:	Deadline: 3/12/2010							
Job operations settlement <i>(To be filled by the Repairman)</i>								
Job operation	Amount.	Amount unit.	Unit price of material (\$)	Price of material (\$)	Fee settl.	Unit price of fee (\$)	Fee price (\$)	Total (\$)
Comment:								
Delivery-reception of executed job:								
Date: _____								
_____	_____	_____						
Client	Operator	Repairman						

Reporting the Completion of Work

1. When the maintenance person finishes the work, he or she simply has to change the report status to *Reported* and record the activity performed in the work description field.

Data of request

Reference number:	1004
Request declared on:	3/11/2010 5:19 PM
Client:	C001 - Sunset Ltd.
Status:	In progress
New status:	(leave original request) <input type="button" value="v"/>
Requester (reporting person):	(leave original request) Reported
Phone:	022077705
E-mail:	pjohnsonrequester@gmail.com
Location:	208

Repairman:	Hammer, Mathias (pazmandi.zsofia@vintocon.hu) <input type="button" value="v"/>
Real start:	3/12/2010 <input type="button" value="calendar"/>
Real deadline:	3/12/2010 <input type="button" value="calendar"/>
Job description:	It is necessary to refill handtowel. ----- The handtowel was refilled.
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

2. The maintenance personnel may even return the work if they know for sure that they cannot carry it out. This may happen when, for example, the report includes an incorrect address or the description of the problem is inaccurate.

On the operator's site, the number in the column of the works to be closed will increase by one because the reported works have to be closed by the operator.

CLIENTS

[License informations.](#)

Name	<input type="button" value="+"/>	<input type="button" value="~"/>	<input type="button" value="-"/>	<input type="button" value="!"/>	<input type="button" value="→"/>
<input checked="" type="checkbox"/> C001 - Sunset Ltd.	1	2	0	0	3
<input checked="" type="checkbox"/> C002 - Optoprma Hungary Ltd.	0	0	0	0	0
<input checked="" type="checkbox"/> C003 - Bord Technology Ltd.	0	0	0	0	0

On the operator's site, the third column contains the number of protracted works. They are works that were commenced but not concluded by the scheduled date of completion.

CLIENTS

New client Refresh Search Project properties Manage licenses

[License informations.](#)

Name	+	~	-	!	→
C001 - Sunset Ltd.	1	2	0	0	3
C002 - Optoprima Hungary Ltd.	0	0	0	0	0
C003 - Bord Technology Ltd.	0	0	0	0	0

The fourth column shows the number of postponed works, i.e., works that were not commenced by the scheduled commencement date.

CLIENTS

New client Refresh Search Project properties Manage licenses

[License informations.](#)

Name	+	~	-	!	→
C001 - Sunset Ltd.	1	2	0	0	3
C002 - Optoprima Hungary Ltd.	0	0	0	0	0
C003 - Bord Technology Ltd.	0	0	0	0	0

Closing of Reports

1. As an operator, enter the list of reports to be closed.

COMPLETE REQUESTS

Refresh Back

ID	Text of request	Status	Declared request	Client	Start	Deadline	Repairman	
1007	The roof leaks.	Reported	3/12/2010 9:22 AM	C001 - Sunset Ltd.	3/12/2010	3/12/2010		
1006	The ceiling leaks.	Reported	3/12/2010 9:22 AM	C001 - Sunset Ltd.	3/12/2010	3/12/2010		
1004	The handtowel ran out.	Reported	3/11/2010 5:19 PM	C001 - Sunset Ltd.	3/12/2010	3/12/2010	Hammer, Mathias	

Page 1 / 1. Listed: 1-3. Total: 3. Registered: 0. In progress: 0. Complete: 3.

2. Find the report mentioned in the example.
3. Select *Closed* in the edit menu.

Data of request	
Reference number:	1004
Request declared on:	3/11/2010 5:19 PM
Client:	C001 - Sunset Ltd.
Status:	Reported
New status:	Closed
Requester (reporting person):	(leave original request) New request
Phone:	Requested
E-mail:	Returned
Location:	In progress
	Closed
	Cancelled

- Then write a response to the original reporter of the breakdown about the completion of the work.

Text:	The handtowel ran out
Reply:	The handtowel is refilled

- Then click *Save*.
- If you selected *Notification of Reporter*, the system will send a message to the reporter's e-mail address about the closing of the report.
- The reporter receives a notification about the response to the report. By opening the event, the reporter can view the response in the dialogue box. He or she may respond by completing the *Response* field and clicking *Save*.

Text:	The door lock went wrong.
Reply:	Thank you!
Conversation:	***** Smith, John, 4/11/2008 11:26 AM ***** The lock is exchanged.

Properties of the Project

You can view and modify the properties of the project on the operator's main site.

CLIENTS

[License informations.](#)

This page shows the data of the user that created the project (first and last names, user name, e-mail address and telephone number), the name of his or her company, and the language of the project. Apart from the user name and the company name, all of the data can be modified.

Project properties

Your last-/surname:	Smith
First-/forename:	John
Your company's name:	Facility Corporation
User name:	jsmith
E-mail address:	jsmithoperator@gmail.com
Phone (optional):	06-80-123-1234-1
Language of the project:	<input type="radio"/> Hungarian <input type="radio"/> German <input checked="" type="radio"/> English
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Language Setting

The textual components of the user interface can be displayed in any one of three languages: English, Hungarian, and German. The sites contain three buttons for the selection of the language.



Depending on which site you change the language, it is considered user, client, or project setting, and is saved as that. The current language of the interface also depends on that setting.

If a site requires user identification, it is displayed in the language set for the given user. If there is no such setting, the project setting will be used. If there is no project setting either, the language set as favorite in the browser will be used. If that language does not belong to the supported languages (English, Hungarian, German), the page is displayed in English.

If you are on the client's page, you will use the language set for him or her; on the sign-in page, the project's language is prevailing.