

Helpdesk for ArchiCAD User Manual

Brief User Manual

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Review

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

The program differentiates between three different types of users:

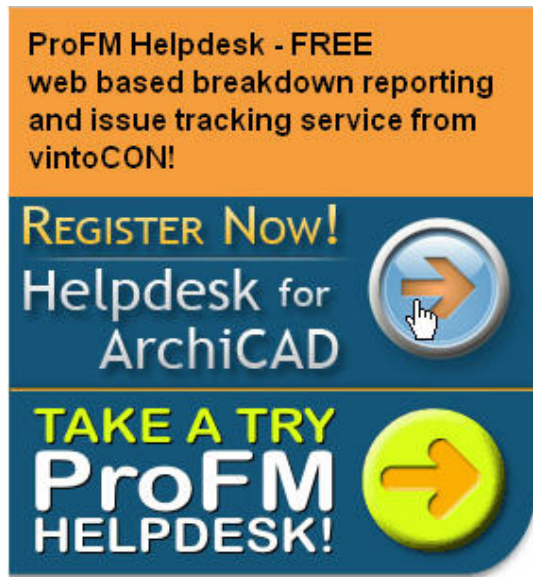
- **operator**, who is fully authorized to handle the requests. He or she admits each client as well as other users with right of operation and right of maintenance,
- **repairman**, who carry out the work in relation to the individual requests, and
- **requester**, who is a dedicated person of the client company, he or she can create maintenance requests.

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://helpdesk.vintocon.com>
2. Then click on the “*Register Now - Helpdesk for ArchiCAD*” icon.



3. Fill in the required information, added e-mail address hasn't been editable anymore. Click *Send* to register.

Three 'clicks' to ease your work


1

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 lastname:	<input type="text" value="Pázmándi"/>	Firstname:	<input type="text" value="Zsófia"/>
Your company's name:	<input type="text" value="Test Co."/>		
User name:	<input type="text" value="zspazmandi"/>		
E-mail address:	<input type="text" value="pazmandi.zsofia@vintocon.com"/>		
Phone number (optional):	<input type="text" value="+3612222222"/>		
			<input type="button" value="Send"/>

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.

Inbox	
 !  From	Subject
 Date: Today	

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

Confirming the application for registration

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

ProFM Helpdesk - Registration

● vintomailer@vintocon.com

Címzett: Zsófia Pázmándi

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:	Pázmándi, Zsófi
Company's name:	Test Co.
Phone number:	+36202185098
E-mail address:	pazmandi.zsofia@vintocon.com
Date:	8/15/2011 5:02 PM
Entry point:	http://helpdesk.vintocon.com/?p=256fea79

We recorded the request. By clicking on the link in "Entry point" you can initially start to generate an own database and start using our program.

Please excuse us if our letter reached you unsolicited.
In this case please delete this letter. You will not receive any further mails from this address.



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 '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 'DO NOT ACCEPT' button you can abort the registration process.

Your lastname:	Pázmándi	Firstname:	Zsófia
Your company's name:	Test Co.		
User name:	zspazmandi		
E-mail address:	pazmandi.zsofia@vintocon.com		
Phone number (optional):			

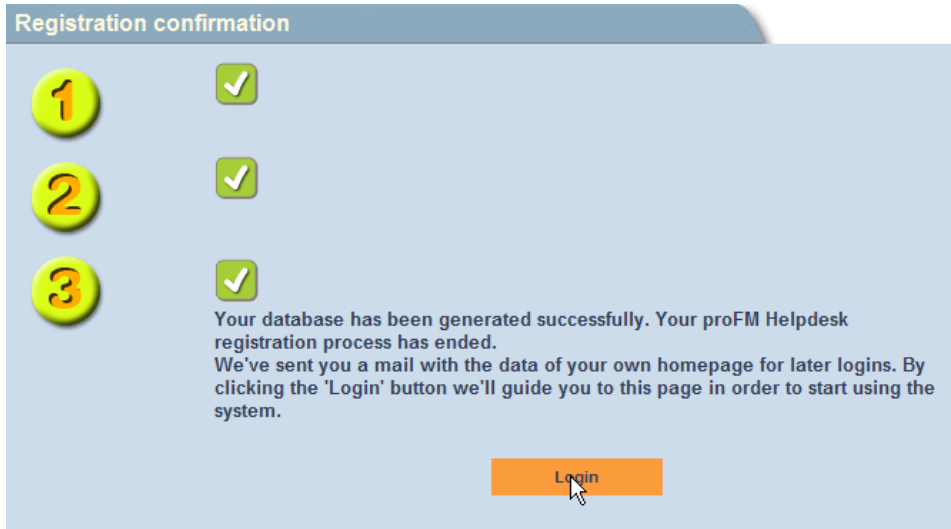
By clicking on the 'ACCEPT' button we'll generate your own database and a user with full access rights under the previously given user-name. We'll send the password required to login to the above E-mail address.

I ACCEPT.

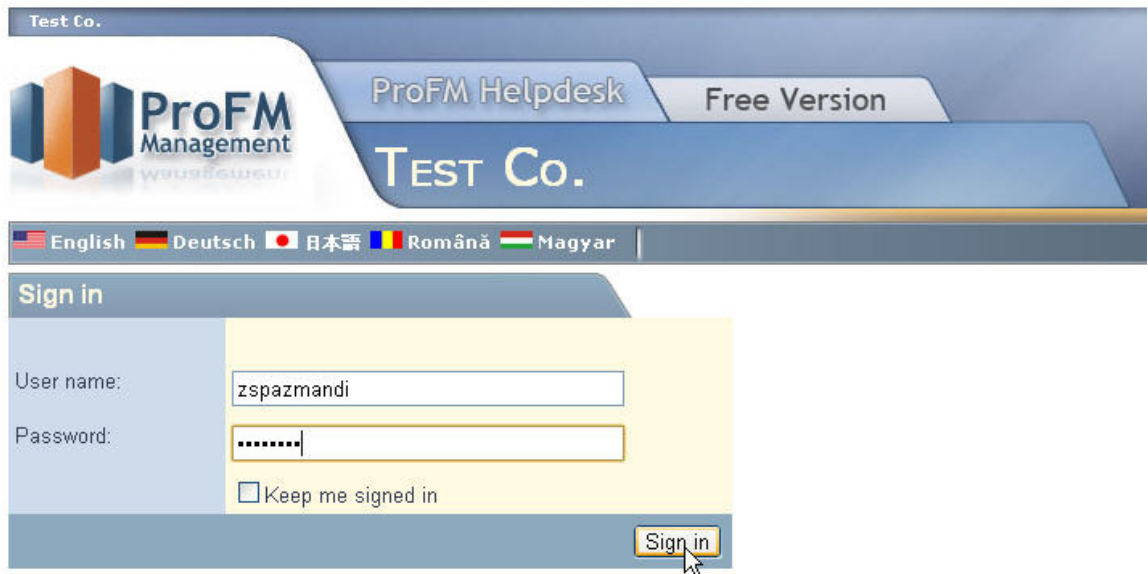
I DO NOT ACCEPT.

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, 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. If you check out Keep me signed in, you have no need to fill user name and password every time.



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.

TEST Co. Home Logout

ProFM Management
www.vintocon.com

ProFM Helpdesk Free Version

TEST Co. VINTOCON

English Deutsch 日本語 Română Magyar

zspazmandi (Operator) Monday, September 19, 2011

CLIENTS

New client Refresh Search Project properties Manage licenses

You can generate New Client here.

License information.

There is no client uploaded yet.

PERSONS

New person Refresh

License information.

Name

Pázmándi, Zsófia (Operator)

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. You can change the generated password if you click on the pencil icon before user's name at Persons.

User data																														
Lastname:	Pázmándi																													
Firstname:	Zsófia																													
Phone number:	+3612222222																													
User name:	zspazmandi																													
Change password:	*****																													
Repeat password:	*****																													
E-mail address:	pazmandi.zsofia@vintocon.com																													
Role:	<input checked="" type="radio"/> Operator <input type="radio"/> Repairman <input type="radio"/> Requester <small>When there's only one Operator the role can not be changed.</small>																													
	<input type="checkbox"/> Send notification on changes of user-data																													
	<input checked="" type="checkbox"/> Notifications about Requests (Operators only)																													
Active user:	<input checked="" type="checkbox"/> Yes																													
Entry point:	http://testserver.vintocon.com/helpdesk/?p=13364e56&r=ba35587f																													
License:	<table border="1"><thead><tr><th>Status</th><th>Id</th><th>Product</th><th>End date</th><th>Clients</th><th>Operators</th><th>Staffs</th></tr></thead><tbody><tr><td><input checked="" type="radio"/></td><td><input checked="" type="checkbox"/></td><td>1223</td><td>FREE LICENSE</td><td>10/19/2011</td><td>10 / 10</td><td>1 / 2</td><td>5 / 5</td></tr><tr><td><input type="radio"/></td><td colspan="6">Choose license later</td></tr><tr><td colspan="7">License information.</td></tr></tbody></table>	Status	Id	Product	End date	Clients	Operators	Staffs	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	1223	FREE LICENSE	10/19/2011	10 / 10	1 / 2	5 / 5	<input type="radio"/>	Choose license later						License information.						
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<input type="radio"/>	Choose license later																													
License information.																														
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>																													

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

Project settings:

Here you can add your name and your company name, email address, phone number and the project language. Your project will be identified by these added information.

Project properties	
Your lastname:	<input type="text" value="Pázmándi"/>
Firstname:	<input type="text" value="Zsófia"/>
Your company's name:	<input type="text" value="Test Co."/>
E-mail address:	<input type="text" value="pazmandi.zsofia@vintocon.com"/>
Phone (optional):	<input type="text"/>
Language of the project:	<input checked="" type="radio"/> english <input type="radio"/> german <input type="radio"/> japanese <input type="radio"/> romanian <input type="radio"/> hungarian
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Search:

You can list requests by different filters (Client, Equipment, Request number, Status, Date and Time, Requester). Date and Time filter lists requests by declaration time. By using Request number filter, the selected request is opening.

The screenshot shows the ProFM Management interface for 'TEST Co.'. The user is logged in as 'zspazmandi (Operator)' on Wednesday, September 28, 2011. The 'REQUESTS' section has the following filters: Client: (All), Equipment: (All), Request number: (empty), Status: (All), Date and Time: 9/28/2011, and Requester: (All). A yellow warning box at the bottom states: 'There is no matching request under these conditions.'

The screenshot shows the ProFM Management interface for 'TEST Co.' with the 'Client' dropdown menu open. The dropdown lists '001-es ügynök', '(All)', '001-es ügynök', and '007-es ügynök'. The other filters remain the same as in the previous screenshot: Equipment: (All), Request number: (empty), Status: (All), Date and Time: 9/28/2011, and Requester: (All). A yellow warning box at the bottom states: 'There is no matching request under these conditions.'

Test Co. Home Logout

ProFM Management ProFM Helpdesk VINTO CON

TEST Co.

English Deutsch 日本語 Română Magyar zspazmandi (Operator) Wednesday, September 28, 2011

REQUESTS

Refresh Client: 001-es ügynök Equipment: (All) Request number:

Mainpage Status: (All) Date and Time: 8/25/2011 9/28/2011 Requester: (All)

ID	Text of request	Status	Declared	Requester	Equipment	Start	Deadline	Repairman
1009	Leszakadt a rács	Reported	9/27/2011 1:08 PM	Karban, Tarto	Mennyezeti rács kör	9/26/2011	9/26/2011	Karban, Tarto
1008	Wall repairing	Reported	9/27/2011 12:57 PM	Pázmándi, Zsófia	Fal air space	9/27/2011	9/28/2011	Karban, Tarto
1007	New request.	In progress	9/27/2011 12:55 PM	Pázmándi, Zsófia	íróasztal téglalap	9/27/2011	9/28/2011	Karban, Tarto

Page 1 / 1. Listed: 1-3. Total: 3. Registered: 0. In progress: 1. Complete: 2.

Equipment list:

By using this function, we can list all equipments assigned to request.

Test Co. Kezdőlap Kijelentkezés

ProFM Management ProFM Helpdesk VINTO CON

TEST Co.

English Deutsch 日本語 Română Magyar zspazmandi (Üzemeltető) 2011. szeptember 28.




BERENDEZÉS LISTA

Frissít

ID	Kód	Név	Ügyfél
1012	Obj.-368	Mennyezeti rács kör	001-es ügynök
1011	Wall-312	Fal air space	001-es ügynök
1010	Obj.-233	íróasztal téglalap	001-es ügynök
1009	Obj.-248	Office Chair 2 65	001-es ügynök

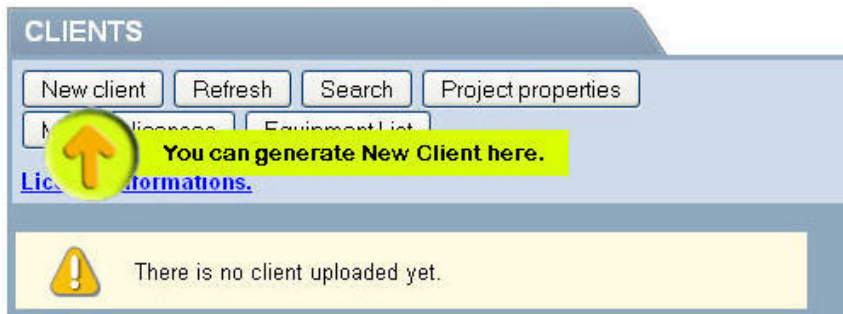
1 / 1 oldal. Listázva: 1-4. Összesen: 4.

If you click on the pencil icon before the equipment, the equipment's detail page will open. You can read more about equipment's detail in chapter Property Sheet.

Equipment details	
Client:	001-es ügynök
Code:	<input type="text" value="Wall-312"/>
Name:	<input type="text" value="Fal air space"/>
GUID:	<input type="text" value="4997AEED-27A7-46B0-9DAF-949B1543D527"/>
Description:	<div><p>Normal Arial 2 (10pt) B <i>I</i> <u>U</u> S <ul style="list-style-type: none">••• Link  </p><div>Design HTML Preview</div></div>
<div>Save Assign to Back</div>	

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. the client's language. You can set it as default to be the language of the project.
 - f. 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 choice: 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.

Important: E-mail subject is not depend on languages. This subject will be sent by every language settings.
 - g. the language of the Client. As default, the language of the project is selected.
 - h. You can set the type of the License here. Currently, you can choose between two possibilities: Free license or choose license later. With free license, you can use Helpdesk for ArchiCAD 30 days and it will be extended for more 30 days.

Customer data

Code:	<input type="text" value="001"/>
Name:	<input type="text" value="Client-001"/>
Image:	<p>(there is no logo uploaded) (maximum overall dimension of picture is: 180 x 90)</p> <p><input type="button" value="Fájl kiválasztása"/> Nincs fájl kiválasztva</p> <p><input type="button" value="Upload"/></p>
Contact person:	<input type="text" value="Requester"/>
E-mail address:	<input type="text" value="pazmandi.zsofia@vintocon.hu"/>
Phone:	<input type="text"/>
	<input type="checkbox"/> Send notification on generated customer
Comment:	<div style="background-color: #ffffcc; height: 50px;"></div>

Messageboard:



Operators email subject:	<input type="text" value="ProFM Helpdesk - New request"/> %ClientName% - Client name %Status% - Status %RequesterPerson% - Requester %Location% - Location %Text% - Text
--------------------------	---

Language:	<input checked="" type="radio"/> english <input type="radio"/> german <input type="radio"/> japanese <input type="radio"/> romanian <input type="radio"/> hungarian
-----------	---

Entry point:	
--------------	--

License:	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Status</th> <th>Id</th> <th>Product</th> <th>End date</th> <th>Clients</th> <th>Operators</th> <th>Staffs</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td>1223</td> <td>FREE LICENSE</td> <td>10/19/2011</td> <td>10 / 10</td> <td>1 / 2</td> <td>5 / 5</td> </tr> <tr> <td colspan="9"><input checked="" type="radio"/> Choose license later</td> </tr> <tr> <td colspan="9">License informations.</td> </tr> </tbody> </table>	Status	Id	Product	End date	Clients	Operators	Staffs	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1223	FREE LICENSE	10/19/2011	10 / 10	1 / 2	5 / 5	<input checked="" type="radio"/> Choose license later									License informations.								
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<input checked="" type="radio"/> 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.

ProFM Helpdesk - New client

vintomailer@vintocon.com

Címzett: Zsófia Pázmándi

The screenshot shows an email window with the ProFM Helpdesk logo at the top. Below the logo, the text reads "Dear Operator," followed by "below you can find data of the client you created:". A table contains the following information:

Name:	Client-001
Description:	
Contact person:	Requester
Contact phone number:	
Contact email address:	pazmandi.zsofia@vintocon.hu
Entry point:	http://helpdesk.vintocon.com/?p=256fea79&r=cf09f1ed&c=01182f5f

Below the table, a note states: "By clicking on the link in 'Entry point' you'll reach your client's starting page. Users of this client can announce their requests on this site." A mouse cursor is pointing at the link in the table.

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.

The screenshot shows the operator interface for ProFM Helpdesk. The header includes "Test Co.", "ProFM Helpdesk", "Free Version", and "VINTOCON". Below the header, there are language selection options (English, Deutsch, 日本語, Română, Magyar) and a user profile for "zspazmandi (Operator) Monday, September 19, 2011".

The main content area is divided into two panels: "CLIENTS" and "PERSONS".

CLIENTS Panel: Contains buttons for "New client", "Refresh", "Search", "Project properties", and "Manage licenses". Below these is a "License informations." link and a table with one entry:

Name					
001 - Client-001	+	~	-	!	→

PERSONS Panel: Contains buttons for "New person" and "Refresh". Below is a "License informations." link and a table with one entry:

Name				
Pázmándi, Zsófia (Operator)	0	0	0	0

A mouse cursor is pointing at the "001 - Client-001" entry in the CLIENTS table.

- 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*.
- The clients' data can be edited by clicking on the small pencil icon shown next to the client.



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



IMPORTANT: Users can change their password by themselves, if they click on their user's name on the top-right section of the window.



Download and Install Helpdesk for ArchiCAD Add-on

1. To download Helpdesk for ArchiCAD Add-on, click on the link given in the first letter or type download.helpdesk.vintocon.com to a web browser.

IMPORTANT! You have to install Helpdesk for ArchiCAD Add-on for all ArchiCAD user's PC.

ProFM Helpdesk - Successful registration

vintomailer@vintocon.com

Címzett: Zsófia Pázmándi

Entry point:	http://helpdesk.vintocon.com/?p=256fea79&r=eb472573
Project code:	256fea79
Name:	Pázmándi, Zsófi
Company's name:	Test Co.
Phone number:	+36202185098
E-mail address:	pazmandi.zsofia@vintocon.com

The registration and project creation was successful. You can access the project on the web by the link above. To use full set of features it is necessary to get Helpdesk for ArchiCAD add-on. It is available at download.helpdesk.vintocon.com. Simply download and install the add-on. Then go to settings menu, paste your Project code (find it above) on the dialog, and setup your add-on. From this point you'll be able to put new requests including screenshots directly from ArchiCAD. Also more features will be available from the Add-on.

You can access your starting page by clicking on the link in "Entry point".
To ensure your security please change your password on first entry!

We recommend you to save this mail to a secure place due to its valuable contents.

Please excuse us if our letter reached you unsolicited.
In this case please delete this letter. You will not receive any further mails from this address.

2. Click on Download button.



English - USA

Helpdesk for ArchiCAD

Helpdesk for ArchiCAD extends BIM model with document management as well as maintenance management capabilities. By clicking an object within ArchiCAD you can instantly view, list, manage all related documents such as fact sheets, service manuals, photos, videos etc... and/or report new breakdown events related to particular objects through the web by using either desktop computers or mobile devices. The software offers a direct link to vintoCON's renowned web based helpdesk system (helpdesk.vintocon.com) hence complete breakdown management processes can be executed directly from ArchiCAD.

Select a product
Helpdesk for ArchiCAD

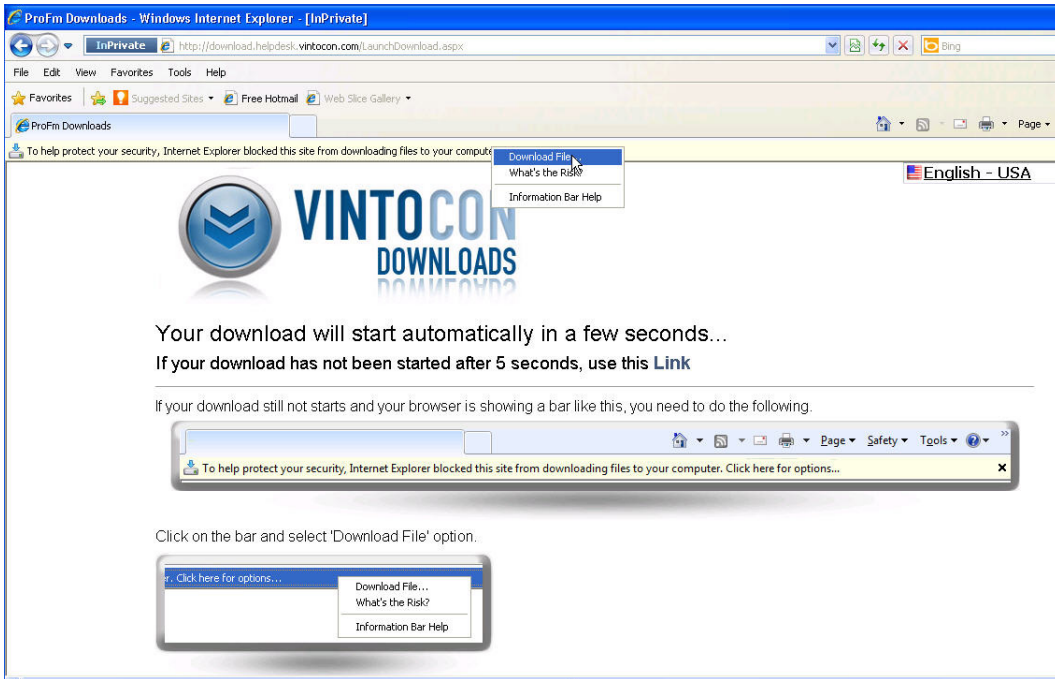
Select platform
Windows 32bit

Select a language
English

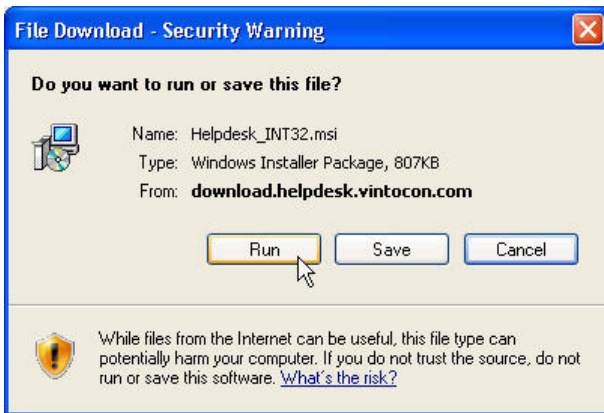
Select a version
3.8.6577

DOWNLOAD

- To start download ArchiCAD Add-on, you have to click with right mouse button on the security warning scale and choose Download File.



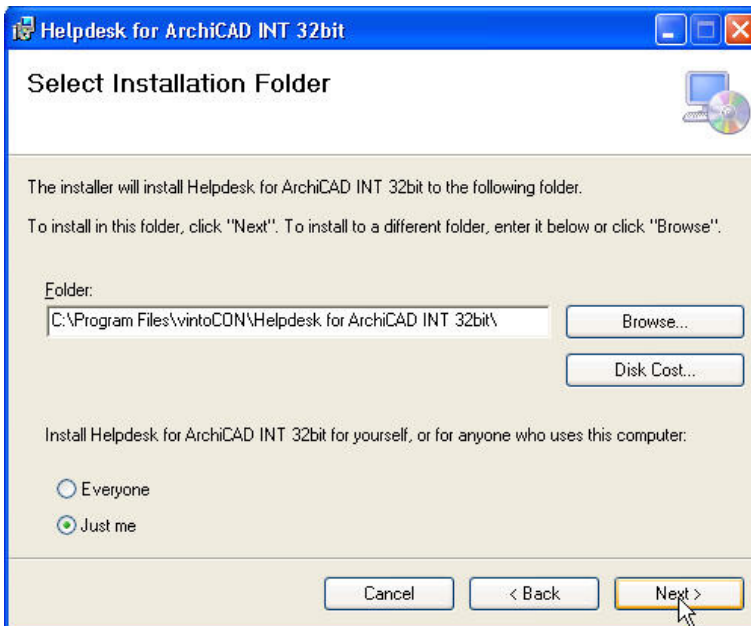
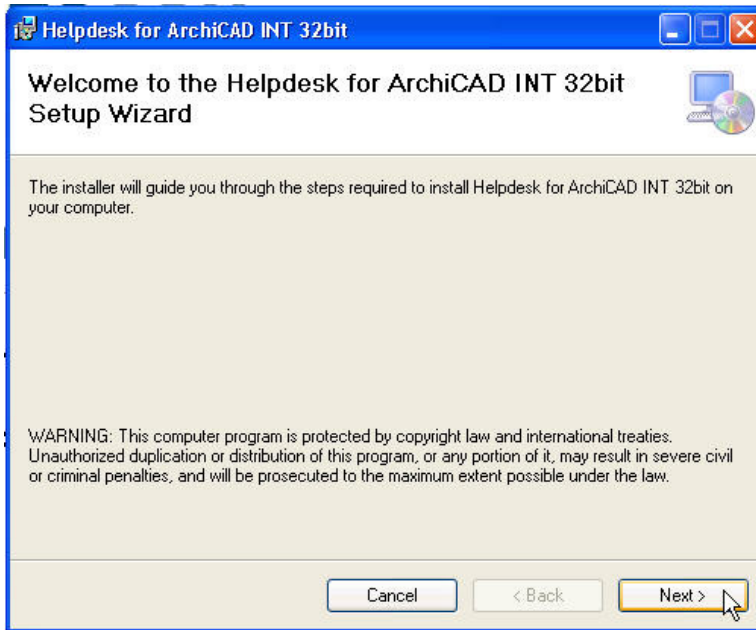
- Run this file or save and run it later.

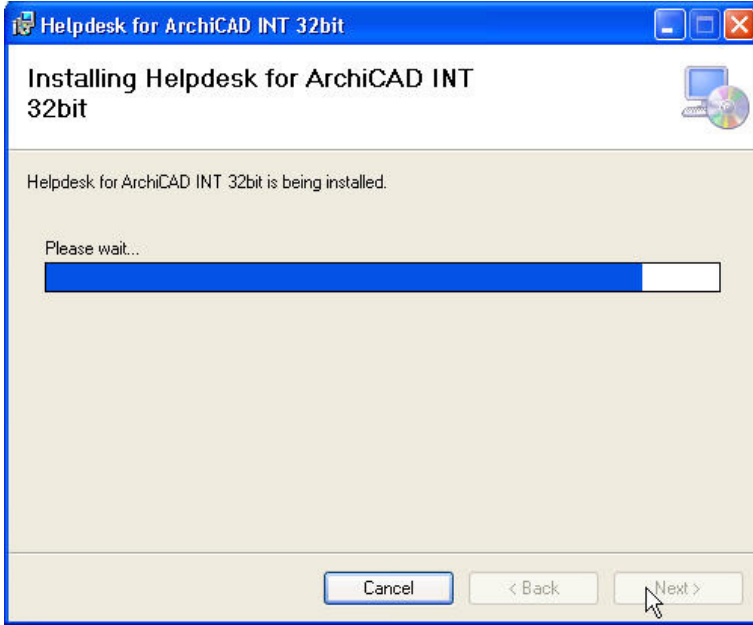
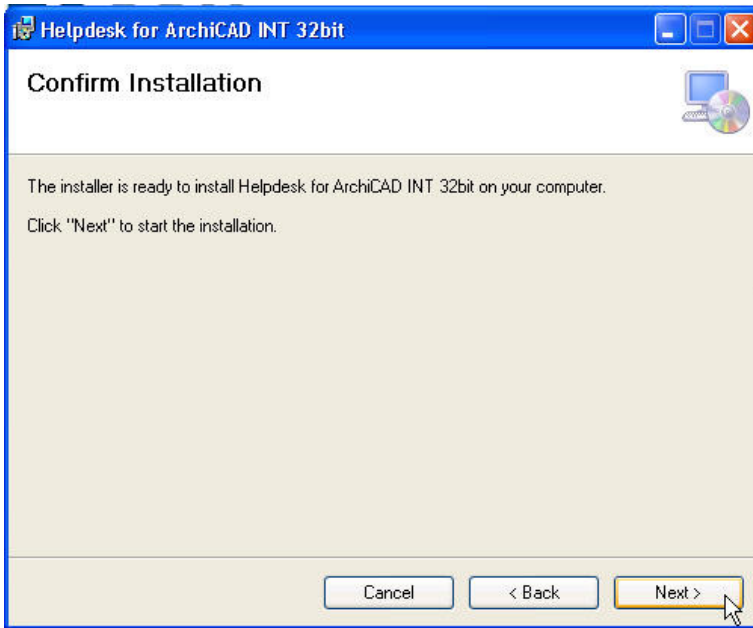


- You have to click Run for the second Security Warning to install Helpdesk for ArchiCAD.

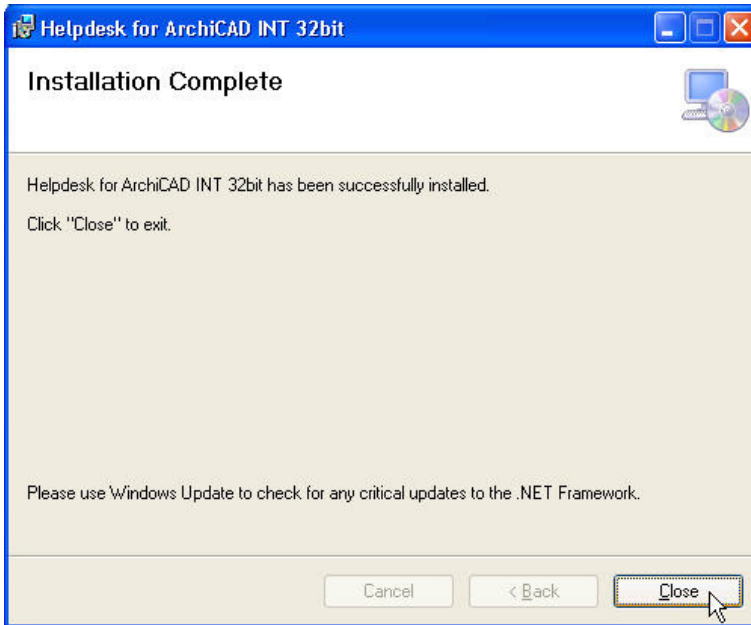


6. Follow the current steps of the installation wizard.

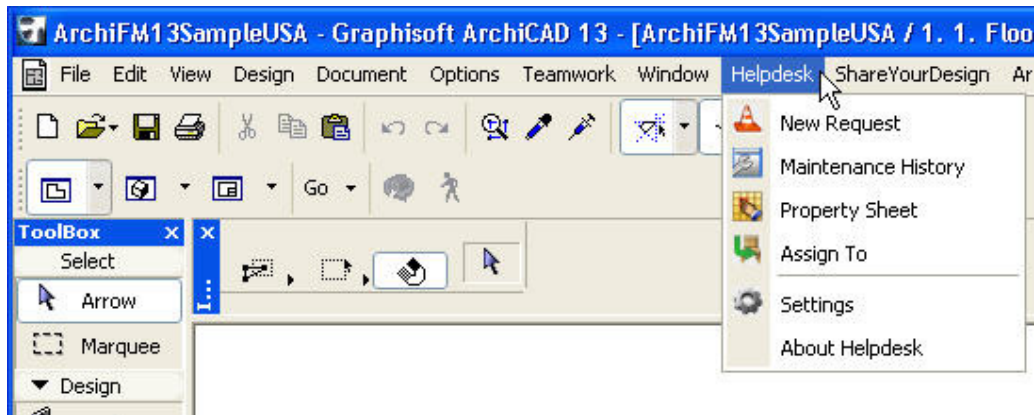




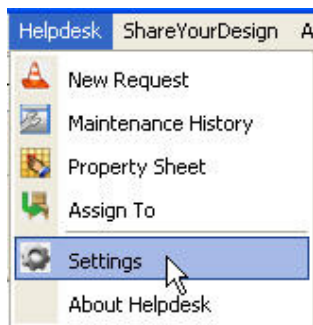
7. Click Close to complete installation.



8. If you open ArchiCAD you can see Helpdesk for ArchiCAD Add-on on the menubar.



9. Open the plan which you would like to assign Helpdesk requests. Select Settings from Helpdesk menu.



10. Type Project Page Code which you can find in the first letter and click on Load Project Settings.

Helpdesk Settings

Project settings

Project Page Code: 256fea79

Client:

Role:

Location

Latitude: 38.916667

Longitude: -77.000000

Web settings

Base Url: http://helpdesk.vintocon.com

Update Service Url: http://download.helpdesk.vintocon.com

ProFM Helpdesk - Successful registration

vintomailer@vintocon.com

Címzett: Zsófia Pázmándi

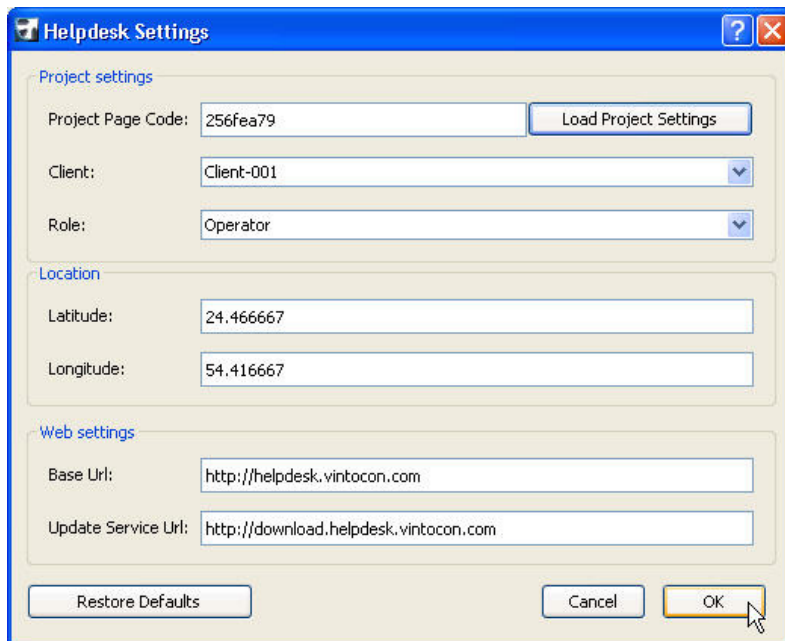
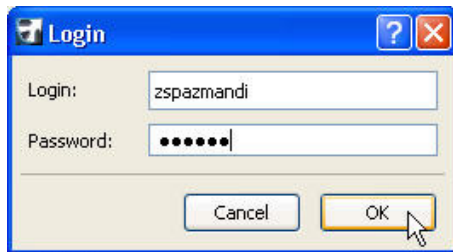
VINTOCON
ProFM Helpdesk

Dear User,

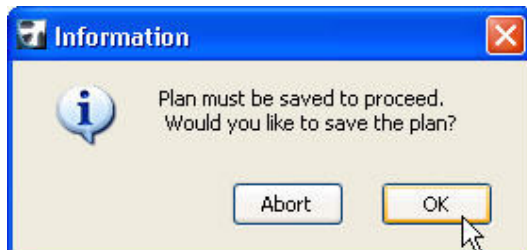
your database and the user with full access rights has been generated successfully with the following data:

User name:	zspazmandi
Password:	8fb7e01c
Entry point:	http://helpdesk.vintocon.com/?p=256fea79&r=eb472573
Project code:	256fea79
Name:	Pázmándi, Zsófi
Company's name:	Test Co.
Phone number:	+36202185098
E-mail address:	pazmandi.zsofia@vintocon.com

11. Login to the project.



12. You have to save the plan after settings.

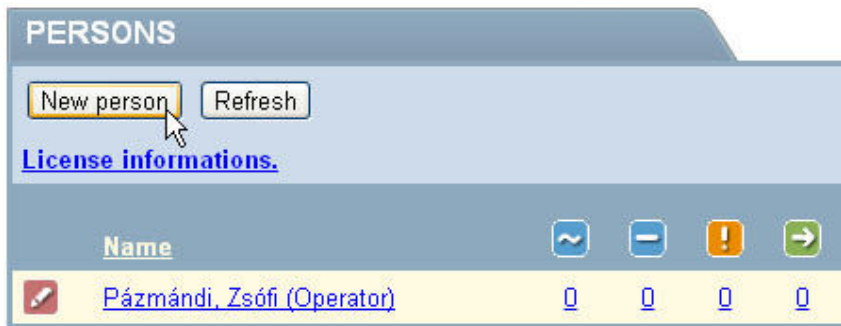


Creating Users

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.



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. If you have fee-paying license, 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. You can select Operator, Repairman and Requester role. In this case, select *Requester* role.
4. Select a client to the new user from Clients list by check out the box.

User data	
Lastname:	Brown
Firstname:	Peter
Phone number:	
User name:	pbrown
Password:
Repeat password:
E-mail address:	peter.brown@vintocon.com
Role:	<input type="radio"/> Operator <input type="radio"/> Repairman <input checked="" type="radio"/> Requester
Clients:	<input checked="" type="checkbox"/> 001-es ügynök <input type="checkbox"/> 007-es ügynök
	<input checked="" type="checkbox"/> Send notification on generated user
Entry point:	
	<input type="button" value="Send"/> <input type="button" value="Back"/>

5. Select *Send Notification....*
6. and click *Send*.
7. 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.
8. 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.

Editing Users

Click on the pencil icon to edit user:

PERSONS

New person Refresh

[License informations.](#)

Name	~	-	!	→
Bejel, Entő (Requester)	-	-	-	-
Bejelen, To (Requester)	-	-	-	-
Karban, Tarto (Repairman)	0	0	0	3
Pázmándi, Zsófia (Operator)	0	0	0	0

Edit

If you open an operator to edit (if the system has more operator) you can check out Notifications about Requests (Operator only) to get notification about changes of the requests.

This function is not available in single-operator system and it is appeared in grey.

User data

Lastname: Pázmándi

Firstname: Zsófia

Phone number: zspazmandi

User name: zspazmandi

Change password:

Repeat password:

E-mail address: pazmandi.zsofia@vintocon.com

Role:
 Operator
 Repairman
 Requester
When there's only one Operator the role can not be changed.

Send notification on changes of user-data

Notifications about Requests (Operators only)

Active user: Yes

Entry point: http://helpdesk.vintocon.com/?p=a5dde52b&r=f9dcfcf

License:

Status	Id	Product	End date	Clients	Operators	Staffs
	1260	FREE LICENSE	10/20/2011	8 / 10	1 / 2	4 / 5
<input type="radio"/>	Choose license later					

[License informations.](#)

Save Cancel

You can set 10 licensed Clients, 2 Operators and 5 Repairman to the free license. The number of the users assigned to the license are viewed in Manage license menu.

Number before / sign means that how many users can be assigned to the selected license.

MANAGE LICENSES

Back Request License Activate License

Status	ID	Product	Start date	End date	Clients	Operator	Staffs	Data Limit (MB)	Order	More 30 days
	1260	FREE LICENSE	9/20/2011	10/20/2011	8 / 10	1 / 2	4 / 5	50		
	1261	Test Co. License 2010/1	1/1/2010	9/22/2010	9 / 10	10 / 10	9 / 10	50		
	1262	Test Co. License 2011/1	1/1/2011	9/22/2011	10 / 10	9 / 10	10 / 10	50		

If you assign more user to the license than allowed by the free license, users over the limited number are inactive.

PERSONS

New person Refresh

Warning!
 Smith, Robert user license is inactive or isn't set.
[Renew license on this page](#), [License informations](#).

Name				
Brown, Peter (Operator)	0	0	0	0
Pázmándi, Zsófia (Operator)	0	0	0	0
Smith, Robert (Operator)	0	1	0	0

In this case, the inactive user's license is not editable and it is appeared in grey.

User data

Warning! The users license is inactive or isn't set. Please review license on this page. Or assign another license for this user from the availables. [License informations.](#)

Lastname:

Firstname:

Phone number:

User name:

Change password:

Repeat password:

E-mail address:




Role:
 Operator
 Repairman
 Requester

Send notification on changes of user-data

Notifications about Requests (Operators only)

Active user: Yes

Entry point: <http://testserver.vintocon.com/helpdesk/?p=f3364e56&r=ba35587f>

Status	Id	Product	End date	Clients	Operators	Staffs
  	1223	FREE LICENSE	10/19/2011	9 / 10	0 / 2	5 / 5
<input type="radio"/> Choose license later License informations.						



To edit the inactive user, you have to remove an active user (with the same role) from the license or set another role for him.

Manage Licenses

If a client hasn't been assigned to license, click on the pencil icon to manage license.

CLIENTS

Warning!
001 - Client-001 client license is inactive or isn't set.
[Review license on this page. License informations.](#)

Name	+	~	-	!	→
  001 - Client-001	1	1	0	1	1

Select 30 days free license and save settings of the license.

Status	Id	Product	End date	Clients	Operators	Staffs
<input checked="" type="radio"/>  	1231	FREE LICENSE	9/30/2011	9 / 10	1 / 2	4 / 5
<input type="radio"/> Choose license later License informations.						

The program warns you that license will expire in 10 days and you get email warning 10,5 and 3 days before expiring.

You also have to assign persons to a license as you did at Clients.

PERSONS

New person Refresh

Warning!
 Kiss, Gábor user license is inactive or isn't set.
 Pázmándi, Zsófia user license will expire in 28 days.
[Renew license on this page.](#) [License informations.](#)

Name	~	-	!	→
Kiss, Gábor (Repairman)	0	0	0	1
Nagy, Péter (Requester)	0	0	0	0
Pázmándi, Zsófia (Operator)	0	0	0	0

If your 30 days free license expired, you can extend you license for more 30 days. To extend your license, click on the red arrow. Your new license is valid from the first 30 days license's expiration date. Data limit of these licenses are 50 MB which means that you can upload 50 MB files to the server totally.

Test Co. Home Logout

ProFM Management
 ProFM Helpdesk
 TEST Co. VINTOCON

English Deutsch 日本語 Română Magyar zspazmandi (Operator) Tuesday, September 27, 2011

MANAGE LICENSES

Back Request License Activate License

Status	ID	Product	Start date	End date	Clients	Operator	Staffs	Data Limit (MB)	Order	More 30 days
	1260	FREE LICENSE	9/20/2011	10/20/2011	8 / 10	1 / 2	4 / 5	50	+	
	1261	Test Co. License 2010/1	1/1/2010	9/22/2010	9 / 10	10 / 10	9 / 10	50	+	
	1262	Test Co. License 2011/1	1/1/2011	9/22/2011	10 / 10	9 / 10	10 / 10	50	+	

If your second 30 days free license expired, you should require a new license with using Request License button in Manage license menu.

CLIENTS

New client Refresh Search Project properties Manage licenses

Equipment List

[License informations.](#)

Name	+	~	-	!	→
001 - 001-es ügynök	0	0	0	0	0
007 - 007-es ügynök	0	0	0	0	0

ProFM Helpdesk generates a request key for you. To send license request to your distributor, click on Send request by email button. In some cases, it is impossible to send license request by filling the form, in this case system warns you that you should send license request key by e-mail manually.

English Deutsch 日本語 Română Magyar zspazmadi (Operator) Wednesday, September 21, 2011

REQUEST LICENSE

Back

This is your license request key here:

```
8gg7U151qNpS06sDjERMpAbXQYfzMIIRPG5Q8G7JM+dUkWCXorp470Jp950q2w1dyDtUkdHrJoZiAFV+GHG6yLDR+as
lsWcf1m3a6qt7X0U6pSBdMqc09HYPGU0lvhJieBw4CTUbmNskkCQnDIWPb6SjRvvtcAFuhRriF09P/JdbC8Nrg/nfDpi
mjYaA+6WFqnZ9BWX5c0YWRJQG4OM09mHboW+vNlp8V7uWgpp/5iYtq9CZqPn5rqHxGk1c47UHHPeLgEhzcVE16
CJRw/iqw3wDeEM4e18Summ0hJ2Lw7/pJ4Fd7vhnP7nkSJOwK0Pu2MIH4dOIN6QQ9FA+1uZlmJQaZHQkURExcKJTL
13oaWV/DIOA3+5fmD3QlFuokFzSvNT26ZGwSdva94YtD23/3512EcDgtPLmHePH21wX/MXd6Mj5LakD30F6YLO/DTCG
UzQFVQHE8Ph9NmU+okf+85zurfWJEGVY15WVWDBDpXjOXngT5BPq5Uuw6Vz5SSGuy6GHWwaFW+6zlpPPby3aQ4i
CP/gd2FY08/hOIAQI3B0B3cyhQpRPmWS6nx90IMZHwMCAT5bSIBiAnSxqRJOURbBaomTSqldtZ06AceGbvYpymxJuAI
W/OCCqEv26YyWvAouDH9u0NsdX4IKpSjgP4/rk0FK3Qn+hcjPwmgQtoXq0l+CtGjYse+LfyPsWGS0BGOxT7UgyH8W9
2frkCxQq76MGF/HwqZYMhv1F17DwppcQuHULu4V3d7hdXE6o35edxwbaOr2ntVWEZwdA7T2Z1ubfO1tAAADall46bXln7U
9FfB5R5zZ0Bt4aDgXvKBLW9N6dtSL3InDq2TQRnG525IEEOKgWkmBMC8WVJ59Wt0qGfW7XSVh3ICwH0+5mH5
oQzwcDZPE8P0swws7yoDrSFC5cErG+5PQdim8sRnTBYuY6DTg10t1Gk5NzYSHSyu9rq+PKQwFTCSjmw3ZBL6+V
xIxJqB1TY7hpgG6L8D8jGcShLxkxkP2QsypBrbtxZ0t8EdeAcNcZBZ5DqjyLkrs9m05p3o4M0tYJ7LVYChy8xF8pXjD
FWqBPVWskZi9jSgnhRzuy3dgoNBWpAmjRM1ASE+587nrDMRak/+HnZW7q6s5U0iKyfAVXe6Ex7HcmYpAS+h892
v6bnEuAhzWZFRbgiCclpxkISFRWscXhWwMuV4nRQWkixCnuV1yqX0+Zf6VQakLQYmWontB+999htgZfaGHF
EgCwMUZn1D3sBDL8tK5ks+sNBLuleknY+P00mqxPGtgUJzYkZ/XZYEvkIdkRlsh409HbHLjh/DyppqyYAT2ZjvkB9Jmz
SIOKQ7C5bb0q2tC7ynA7n1W1RHFnn0Bo5WYy6hmzKUIHMon/O7JaZpn3QVajjPP9j4F+Yw34leR9AWBTnqLwu0HG
HryK7TKJBNj8hJ5qjTonA4ibL7pHJyDN9HYpoqC4DeOxh+CNb+VRl8fzdgQRGLUhbglpKAuD1S9n0W4dIDU7enkPEk
GfG3XUBqVdq9OaTWwU2i5e69CWH1A6K+ExFFoQ7p2ucukZ9R8lQk+nipfT6NRmAXY+HhJ75SwD9ryhvP4j7dV5y
xkSMAwb11yiElyZW6h+DNfiul7hEpOUiyeB5Jq4VJGtumW8o060ZpsegJWwiOR4ORyK2Y3G3da65xMLX8oU4y4ge6
xv4RlqN9Mm/WCoNwLISydu+YI6TzplETn0Zitx14FT2BvtTgTajGIPUKwd6WGsSckoG40rB0objGQMB3OU5wFjNyC9y
0UaTeh+XY0T5DiDc8s088J64fZrUjgd+ErQhGLeUSNmtgE4eNjRN3kOLRyulhf/72U9fWfW6GoyY6Q2h9RWC+3bRwXz
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nmUUZymuzZbhFQxZlg+9EWWwzq2t9cd87UwkRcFAsrgqf3psHuNgYwl9l8CbSjBogYU3fp83nq2thkV6Pz0ZyVzVMz
wlbDolKT5CsT2hQGBT2cWE3SgFvkuQ7F7Yy4Z5AIMTpxiE70qQZ3a+H0q/Hc9OASW2qWcVAd441qpQdikAOheve
```

Send request by email

You can find your new license key in the email received from vintoCON. Click on Activate License and copy license key to the text box.

English Deutsch 日本語 Română Magyar zspazmadi

MANAGE LICENSES

Back Request License **Activate License**

Status	ID	Product	Start date	End date	Clients	Operator	Staffs	D
	1260	FREE LICENSE	9/20/2011	10/20/2011	8 / 10	1 / 2	4 / 5	

Activate License

Test Co. Home Logout

ProFM Management
www.profm.com

ProFM Helpdesk Free Version

TEST Co. VINTOCON

English Deutsch 日本語 Română Magyar | zspazmandi (Operator) Wednesday, September 21, 2011

ACTIVATE LICENSE

Back

Paste your license key here:

```
EG3sM2WR6kqkanoLKZJz1O58PLFQeY+PR04E6166CenMjb0ynzBsejsTnZ+hJiDhp5QUix6FwsECiUnLzJpMYxN+ned9R40
mQ1NRh41roBhjpFWi5aaNg78KkWGekiWpVwGAwAg7BikPGEWmYsARhc+9EWWzqv2i3Y8m0jjzdhRh93Y9YmbTujCKD8g
1CUIrB7sJ2l1BofrluiZUVJCAoXc+6nwcXxWPpe0jfcKZKgd+MrYIm2lvkw2XobyAQDKBha6KNIYvh
```

Validate

To validate new license, click on Validate, check all data of the new license and validate by using Create new license button.

Test Co. Home Logout

ProFM Management
www.profm.com

ProFM Helpdesk Free Version

TEST Co. VINTOCON

English Deutsch 日本語 Română Magyar | zspazmandi (Operator) Wednesday, September 21, 2011

ACTIVATE LICENSE

Back

Paste your license key here:

```
8gg7UI51qNpS06sDjERmpAbXQYfzMIIRP65Q8G7jM+0duKWCXorp470Jp950q2w1dyDtUkdHrJoZlAFV+GHG6/L843s9qjB/NG
sgJHCExpmU6pSBdMqcO9HYPGUOIhJieBw4CTUbMNsKkCQnDIWPXDftVymNizSyc6QAac4cuD6Bf+xtRxsINRxxwUu6161
ToxnZTJA55sbpczZYiYaxRzxZq6myoSOWSdQeeQbLUQT810vBS1UHB8WK1mh9zfHHPeLgEhzcVE16CJURvlgw3iwDeEM4e
18Summ0hJ2rLw7/pJ4Fd7vhnP7nkSJOwKDPu2MIH4dOIN6GQ9FA+1uZlmJQaZHqkURExcKjTL13oaVWjDIOA3+5fmD3Qlflu
```

Validate

License Name: Test Co. License

Owner: Test Co.

Issued: 9/21/2011 2:38:37 PM

From Date: 9/21/2011

To Date: 9/21/2012

Client Count: 10

Operator Count: 10

Staff Count: 10

Data Size Limit (MB): 50

Create new license

The new license is appeared in Manage licenses list.

Test Co. Home Logout

ProFM Management
www.profm.com

ProFM Helpdesk Free Version

TEST Co. VINTOCON

English Deutsch 日本語 Română Magyar | zspazmandi (Operator) Wednesday, September 21, 2011

MANAGE LICENSES

Back Request License Activate License

Status	ID	Product	Start date	End date	Clients	Operator	Staffs	Data Limit (MB)	Order	More 30 days
		1260 FREE LICENSE	9/20/2011	10/20/2011	8 / 10	1 / 2	4 / 5	50		
		1261 Test Co. License	9/21/2011	9/21/2012	10 / 10	10 / 10	10 / 10	50		

If you would like to assign users with expired license to the new license, click on the pencil icon to edit new license.

MANAGE LICENSES

Back Request License Activate License

Status	ID	Product	Start date	End date	Clients	Operator	Staffs	Data Limit (MB)	Order	More 30 days
<input checked="" type="checkbox"/>	1260	FREE LICENSE	9/20/2011	10/20/2011	10 / 10	2 / 2	5 / 5	50	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	1261	Test Co. License	9/21/2011	9/21/2012	10 / 10	10 / 10	10 / 10	50	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Edit	1262	Test Co. License	9/21/2011	9/22/2011	8 / 10	9 / 10	9 / 10	50	<input type="checkbox"/>	

Choose a license from the list of Loadable expired license to assign users to the new license, click on Load to save changes.

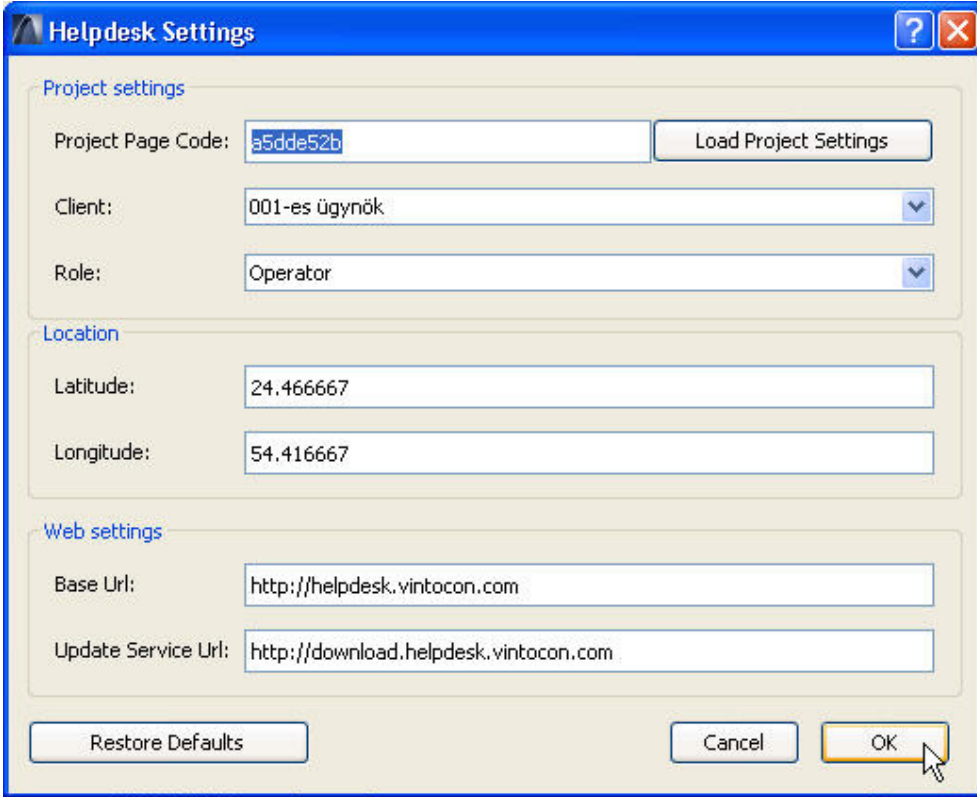
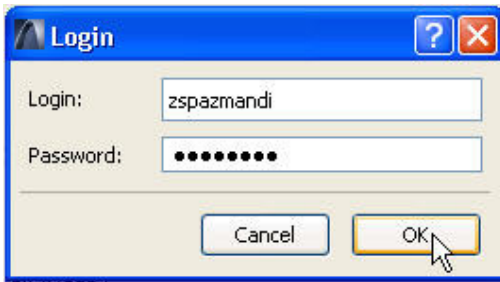
License details

Id:	1261
Product:	Test Co. License
Buy date:	9/21/2011 12:00 AM
Expiration date:	9/21/2012 12:00 AM
Loadable expired licenses:	<input type="text"/> <input type="button" value="Load"/>

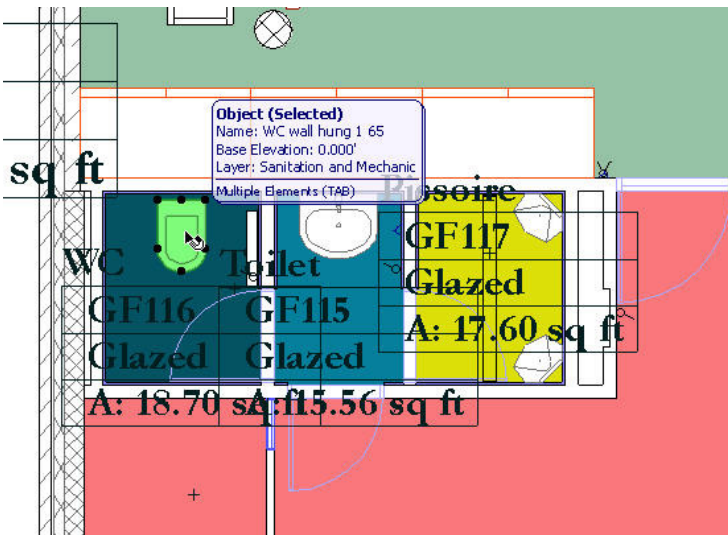
Create a new request

There are two ways to create a breakdown request:

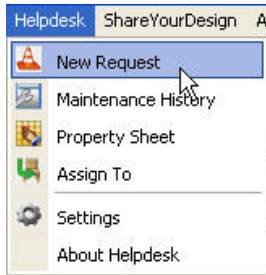
- When a new client is established, the system operator receives a letter that contains the client's data, as well as a link through which the client's reporters can send their reports of breakdowns.
 - Another way to create requests, to select object or building elements in ArchiCAD and assign to the requests in Helpdesk:
1. To make a new breakdown report, first you have to log in to the database: Click on Load project settings button and type user name and password. You can create a new request after choosing Client from the dropdown list. Role is assigned to user name automatically. In this case we create request as an operator but you can also create requests in Requester and Repairman role.



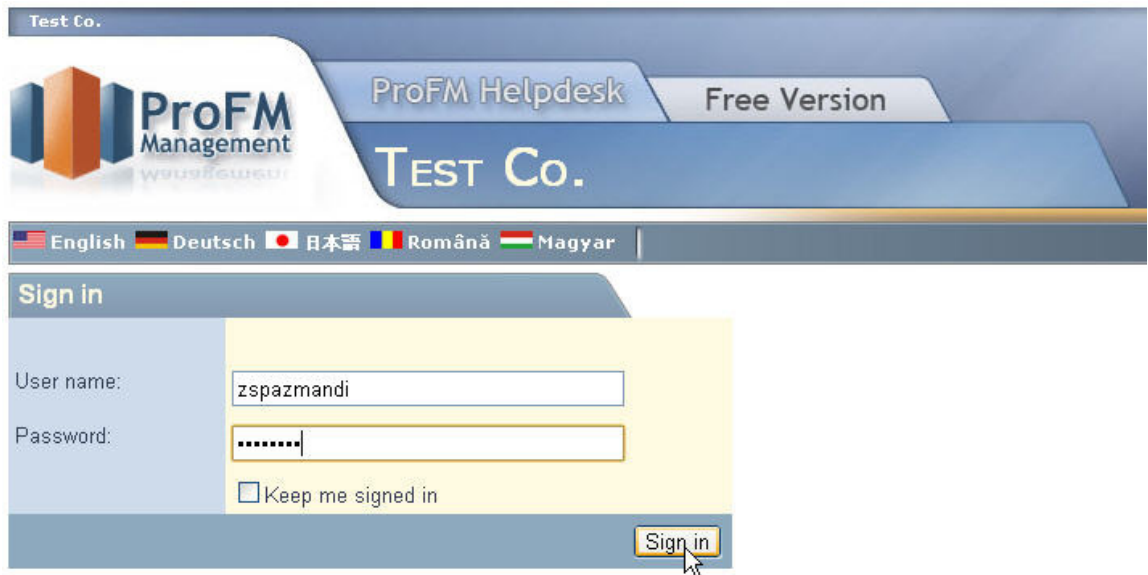
2. Choose the failed object or building elements which you would like to be assigned to the request.



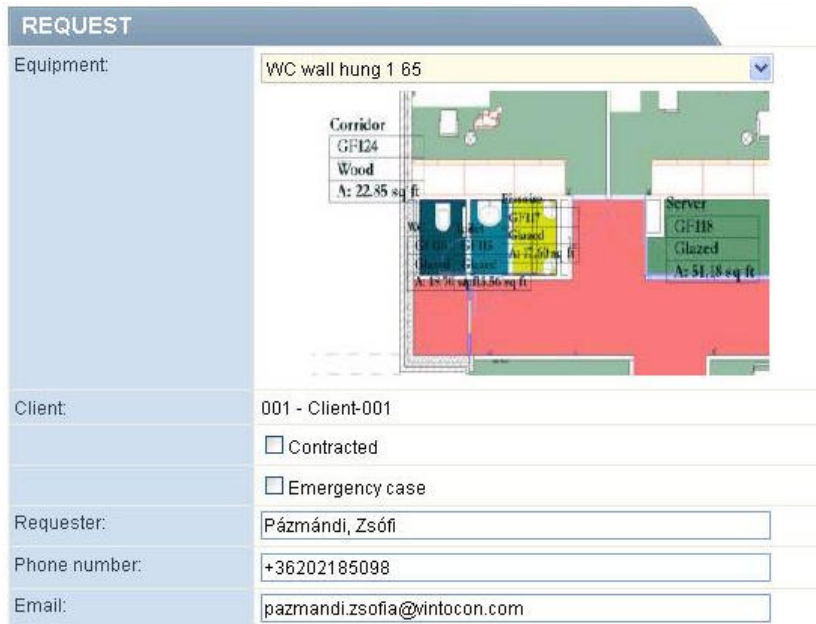
3. Select New Request from Helpdesk menu.



4. To create your request, you have to login to the project.



5. After log in, you can see the data of the equipment coming from ArchiCAD.



6. You can add some more data to your request:
 - o You can select the type of the event: Emergency case, Contracted
 - o Add recognition time
 - o Select request type from a dropdown list
 - o Type the description of the breakdown
 - o Choose notification of the status changing

7. If you filled all necessary information about the request, click on Register to send your request.

Client:	001 - Client-001	
	<input type="checkbox"/> Contracted	
	<input checked="" type="checkbox"/> Emergency case	
Requester:	Pázmándi, Zsófi	
Phone number:	+36202185098	
Email:	pazmandi.zsofia@vintocon.com	
Location:	GF116 Toilet	
Request type:	Other	
Recognition time:	2011.08.16.	
Message:	Water tank is empty. We cannot use the toilet.	
Planned period:	Start date:	End date:
	2011.08.16.	2011.08.17.
	<input type="checkbox"/> Notify me	
<div style="display: flex; justify-content: space-between;"> Register Back </div>		

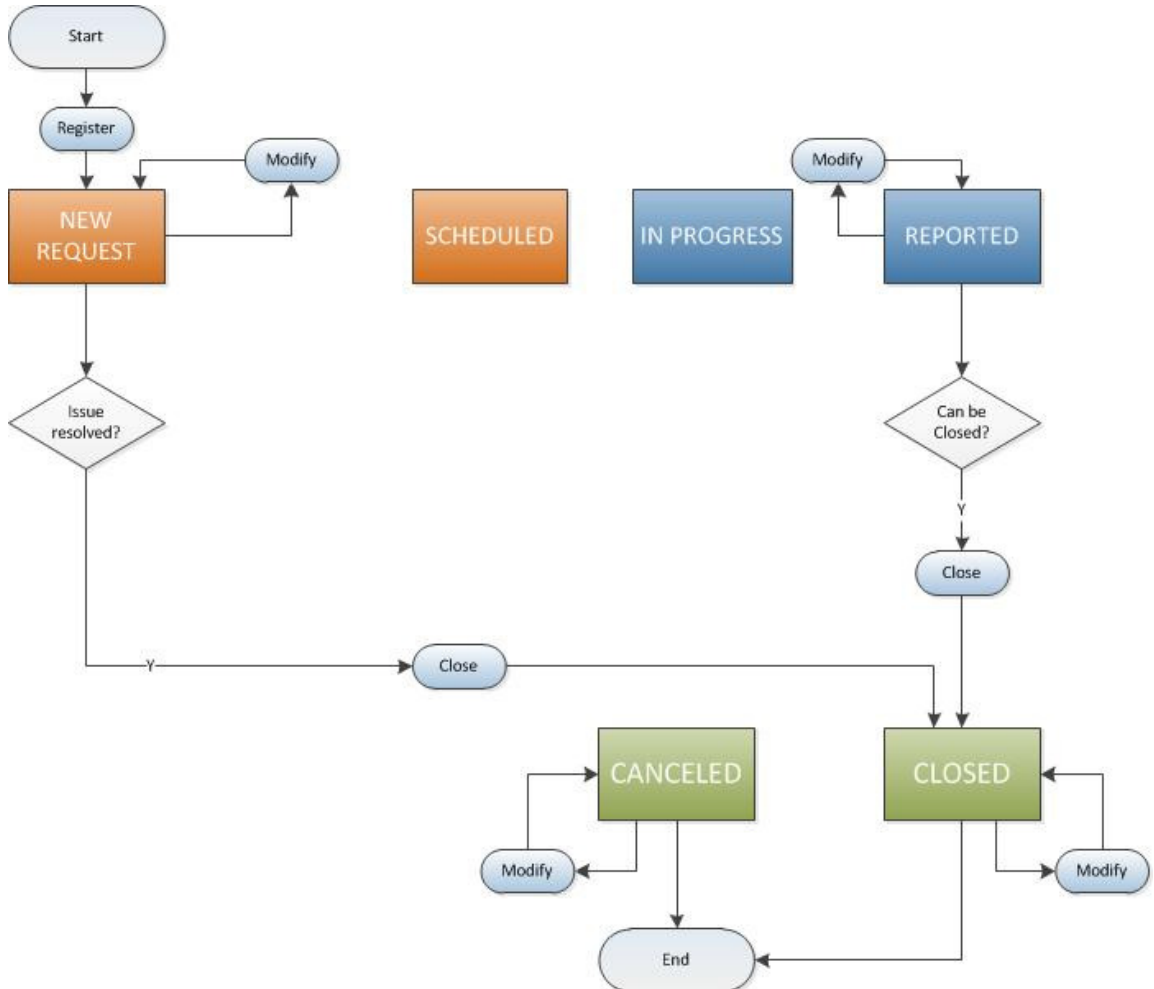
8. The new request is appeared in the list:

The screenshot shows the ProFM Helpdesk interface. The top navigation bar includes 'Test Co.', 'ProFM Helpdesk', 'Free Version', and 'VINTOCON'. Below the navigation bar, there are language selection options (English, Deutsch, Română, Magyar) and the user's role and date: 'zspazmandi (Operator) Tuesday, August 16, 2011'. The main content area is divided into two sections: 'CLIENTS' and 'PERSONS'. The 'CLIENTS' section has buttons for 'New client', 'Refresh', 'Search', 'Project properties', and 'Manage licenses'. Below these buttons is a table with one client listed: '001 - Client-001'. The 'PERSONS' section has buttons for 'New person' and 'Refresh'. Below these buttons is a table with three persons listed: 'Brown, Peter (Requester)', 'Pázmándi, Zsófi (Operator)', and 'Smith, Robert (Repairman)'. A mouse cursor is pointing at the '+' icon next to the '001 - Client-001' entry in the CLIENTS table.

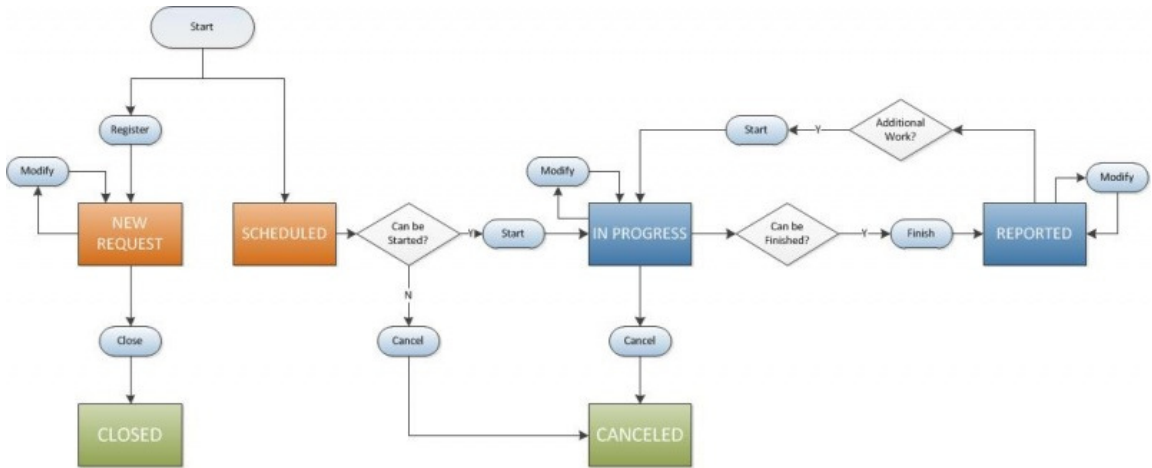
Handling Requests

The workflow of the users is different by every role:

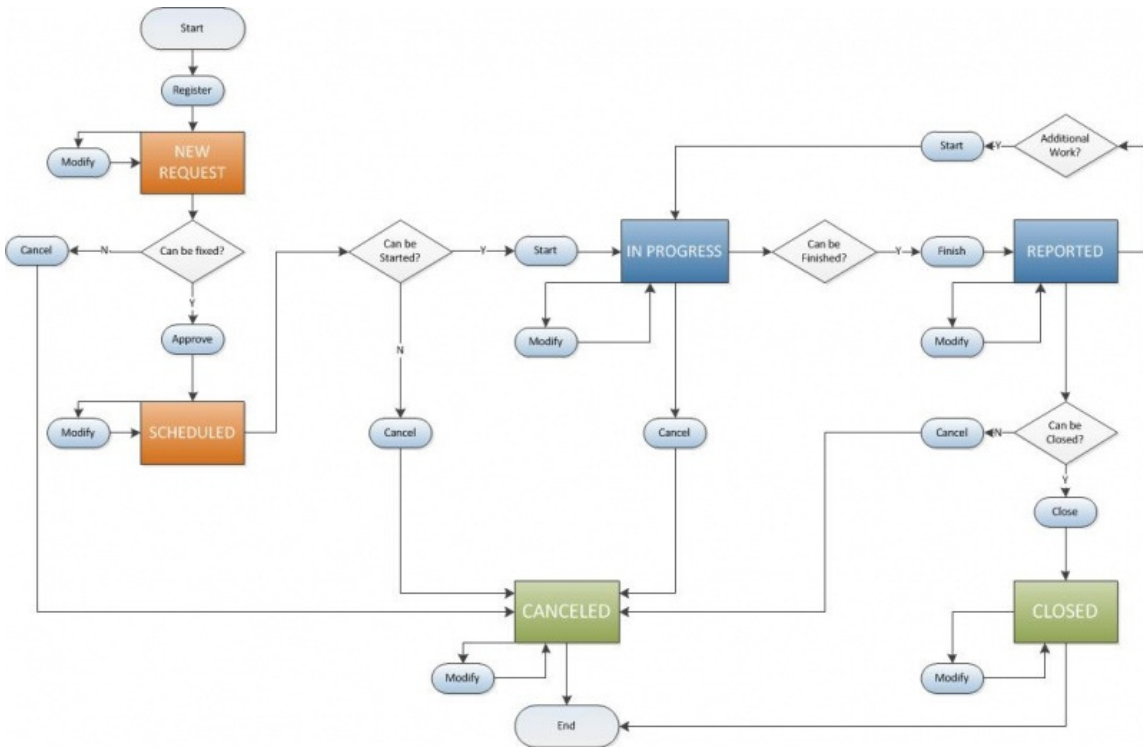
- Requester workflow: Requesters can create **New requests** and **close** event in some cases. A new request created by the requester and a Reported event can be closed by the Requester as the following picture shows:



- Repairman workflow: Repairman start to work on a Scheduled event and Report event after finishing work. Repairman can also create new requests and close event.








- Operator workflow:



The operator can follow on the summary screen which requests need 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: New requests which haven't been handled yet
-  Due jobs: Scheduled requests with expired start date or their planned start date is the actual date
-  Drawn jobs: In progress status requests with expired end date
-  Overdue jobs: Scheduled requests with expired start date
-  Complete requests: Cancelled, reported and closed requests with expired start date



The first column shows the new requests. 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 Client-001 shows two new requests. By clicking on the number or the client's name, you can view the two requests.



By opening the requests one by one, the operator may choose between 3 options as you see on the Operator workflow: Operator simply **modify** something in the request, the request status isn't changed. If the request has to be deleted, he or she can **cancel the request** and new status will be **Cancelled**. He or she can **specify planned start date and select repairman** for the breakdown event. The operator can save the planned event by click on Approve button. In this case the event status will be changed for **Scheduled**. The requester 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 requester may respond thereto. The dialogue box contains a summary of the users' and operators' responses along with their times. 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.

Modified period:	Start date: 2011.08.16. End date: 2011.08.23.
Cost:	Cost: 100 Currency: Euro VAT: 20%
Repairman:	Smith, Robert
Command for Repairman!	Pázmándi, Zsófi Smith, Robert
	<input type="checkbox"/> Notify me
	<input type="checkbox"/> Send notification to requester

To start work, first Repairman has to open the scheduled event. Here he or she can add supplement to the event. To start the event, you have to click on the Start button.

The status of the event is changed for *In progress*.

REQUESTS							
Refresh Back New request My Requests							
ID	Text of request	Status	Declared request	Start	Deadline	Repairman	
1011	Potting soil went out to my t...	In progress	8/16/2011 3:44 PM	8/16/2011	8/23/2011	Smith, Robert	
1010	Water tank is empty. We can...	New request	8/16/2011 11:20 AM	8/16/2011	8/17/2011		

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

When the Repairman finishes the work, he or she simply has to change the report status to *Reported* and it appears in the Complete request column in Operator's view.

Modified period:	Start date: 9/27/2011 End date: 9/28/2011				
Cost:	Cost: 300 Currency: Euro VAT: 20%				
Repairman:	Karban, Tarto				
Command for Repairman!	You have to be carefull with the carpet!				
	<input type="checkbox"/> Notify me				
<table border="1"> <tr> <td>Modify</td> <td>Finish</td> <td>Cancel</td> <td>Back</td> </tr> </table>		Modify	Finish	Cancel	Back
Modify	Finish	Cancel	Back		

CLIENTS

[License informations.](#)

Name	+	~	-	!	→
001 - Client-001	1	0	0	0	1

REQUESTS

ID	Text of request	Status	Declared request	Start	Deadline	Repairman	
1011	Potting soil went out to my t...	Reported	8/16/2011 3:44 PM	8/16/2011	8/23/2011	Smith, Robert	
1010	Water tank is empty, We can...	New request	8/16/2011 11:20 AM	8/16/2011	8/17/2011		

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

Operator can add more supplement and clarify all details of the event. If Operator selected *Notification of Reporter*, the system will send a message to the reporter's e-mail address about the closing of the report. If there are no more task about the event, Operator can close the Event and the status is changed for *Closed*.

REQUEST

Request number: 1011

Registration time: 8/16/2011 3:44 PM

Equipment:

Client: 001 - Client-001

Status: Reported

Contracted

Emergency case

Requester:

Phone number:

Email:

Message:	Potting soil went out to my table.
Message to the Requester / Operator:	
Dialogue:	
Real period:	Start date: 2011.08.16. End date: 2011.08.23.
Cost:	Cost: 100 Currency: Euro VAT: 20%
Repairman:	Smith, Robert
Real period:	Start date: 9/27/2011 End date: 9/28/2011
Cost:	Cost: 300 Currency: Euro VAT: 20%
Repairman:	Karban, Tarto
Command for Repairman!	You have to be careful with the carpet.
	<input type="checkbox"/> Notify me
	<input type="checkbox"/> Send notification to requester
<div style="display: flex; justify-content: space-between;"> Modify Start Close Cancel Back </div>	

REQUESTS							
ID	Text of request	Status	Declared request	Start	Deadline	Repairman	
1011	Potting soil went out to my t...	Closed	8/16/2011 3:44 PM	8/16/2011	8/23/2011	Smith, Robert	
1010	Water tank is empty. We can...	New request	8/16/2011 11:20 AM	8/16/2011	8/17/2011		

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

To print requests, you have to open requests' list and click on print icon at the end of the request's line.

Repairman Interface

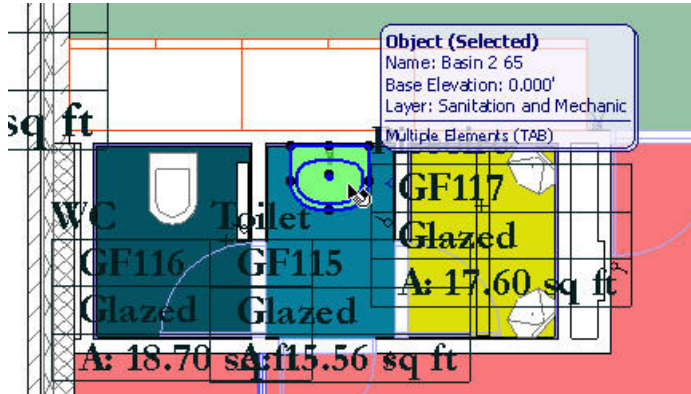
Repairman Interface has 3 part:

- Requests: This is a list of all requests assigned to the user. You can filter requests for Status, Date and Time, Requester, Equipment and Clients by using filters. Date and Time filter is filtering for declaration time. New request and My requests commands are not available in default, to use these functions you have to select a client from the Clients filter.
- Due jobs for today: Due jobs mean Scheduled and In progress requests which start or deadline date is today.
- Old drawn requests: Requests with expired deadline.

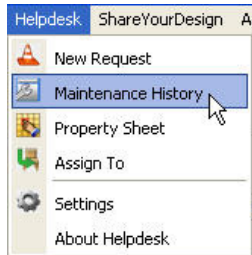
Maintenance History

In some case, it is necessary to know about the maintenance history of the equipment. Maintenance History command from Helpdesk menu lists all maintenance event of the selected equipment. This function is available in all roles.

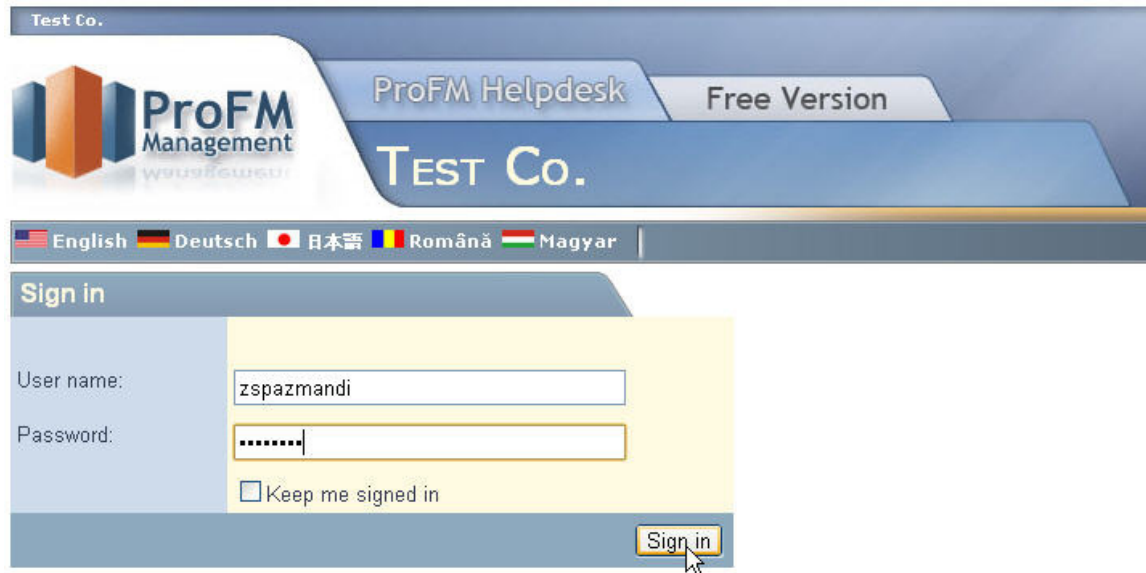
1. Select the equipment.



2. Click on Maintenance History in the Helpdesk menu.



3. Sign in to the system.



4. You can see the list of the equipment's event and here you can filter data by different parameters: Client, Equipment, Request number, Status, Date and Time, Requester. Default equipment in the Equipment filter is the object chosen in ArchiCAD. In default the selected request is listed. Date and Time filter is filtering for declaration time of the requests. Operators can choose between clients, Repairmen and Requesters can achieve requests of the Client which was chosen in ArchiCAD.

REQUESTS

Client: (All) Equipment: Basin 2 65 [Client-001] Request number: OK

Status: (All) Date and Time: 8/17/2011 8/17/2011 Requester: (All)

ID	Text of request	Status	Declared	Requester	Equipment	Start	Deadline	Repairman
1014	Broken pipe.	Closed	8/17/2011 10:40 AM	Brown, Peter	Basin 2 65	8/17/2011	8/24/2011	Smith, Robert
1013	The tap is dripping, the b...	New request	8/17/2011 10:33 AM	Brown, Peter	Basin 2 65	8/17/2011	8/24/2011	
1012	The tap is dripping.	Scheduled	8/17/2011 10:31 AM	Brown, Peter	Basin 2 65	8/17/2011	8/24/2011	

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

5. Here you can also filter for other equipment's maintenance history.

REQUESTS

Client: (All) Equipment: (All) Request number: OK

Status: (All) Date and Time: 7/20/2011 8/31/2011 Requester: (All)

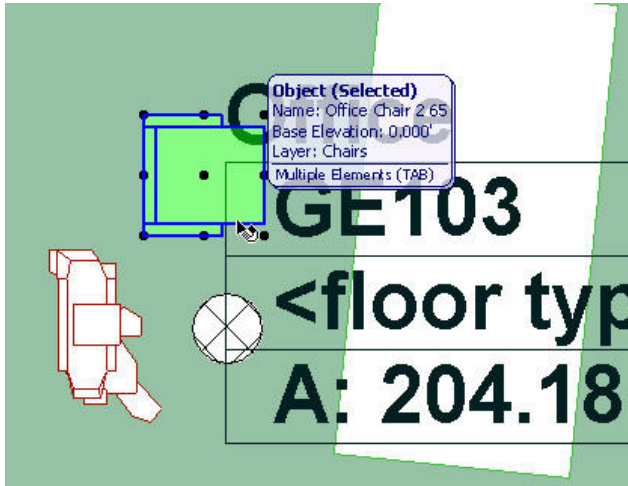
ID	Text of request	Status	Declared	Requester	Equipment	Start	Deadline	Repairman
1013	The tap is dripping, the b...	New request	8/17/2011 10:33 AM	Brown, Peter	Basin 2 65	8/17/2011	8/24/2011	
1014	Broken pipe.	Closed	8/17/2011 10:40 AM	Brown, Peter	Basin 2 65	8/17/2011	8/24/2011	Smith, Robert
1012	The tap is dripping.	Scheduled	8/17/2011 10:31 AM	Brown, Peter	Basin 2 65	8/17/2011	8/24/2011	
1010	Water tank is empty. We c...	New request	8/16/2011 11:20 AM	Pázmándi, Zsófi	WC wall hung 1 65	8/16/2011	8/17/2011	
1011	Potting soil went out to m...	Closed	8/16/2011 3:44 PM	Brown, Peter	Office Chair 2 65	8/16/2011	8/23/2011	Smith, Robert

Page 1 / 1. Listed: 1-5. Total: 5. Registered: 2. In progress: 1. Complete: 2.

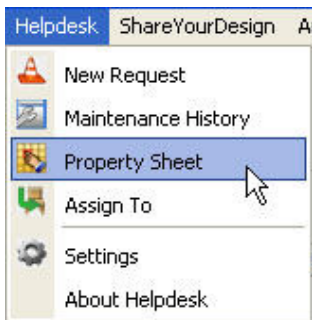
Property Sheet

With using Property Sheet command from Helpdesk menu, you can list all details of the selected equipment. This function is available by all roles.

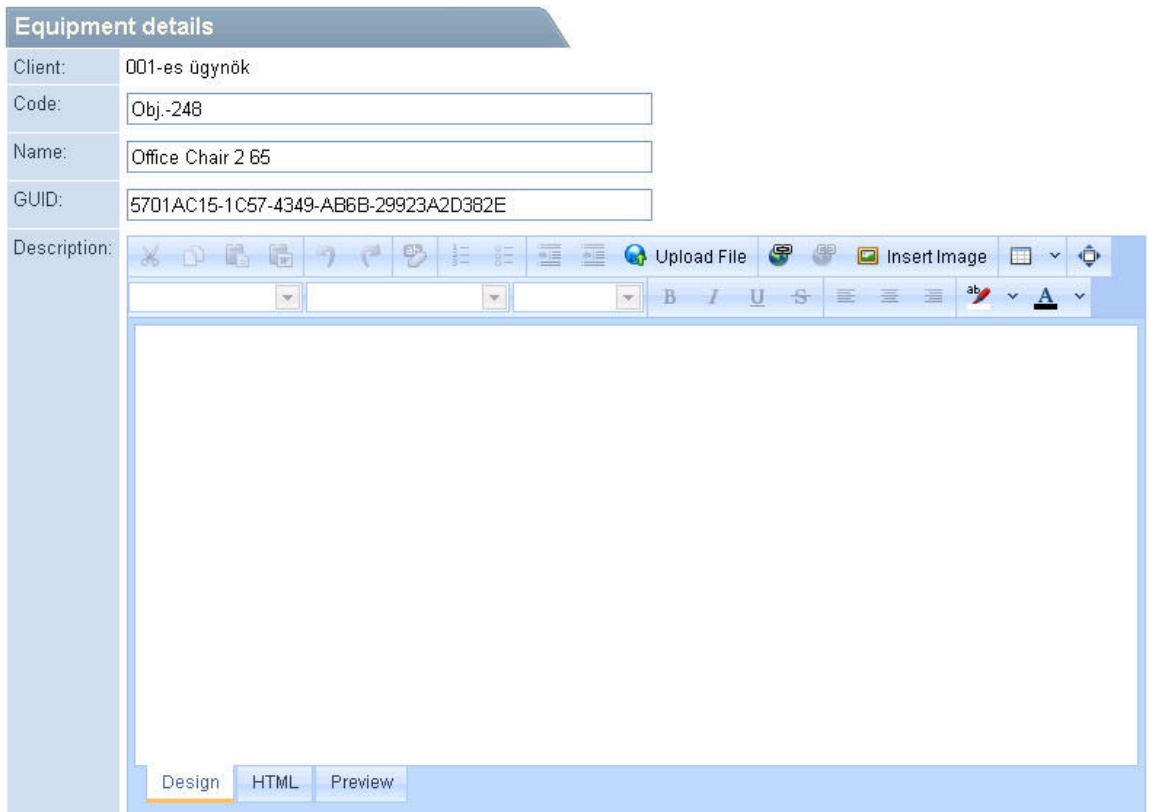
6. Select an equipment



7. Click on Property Sheet in Helpdesk menu

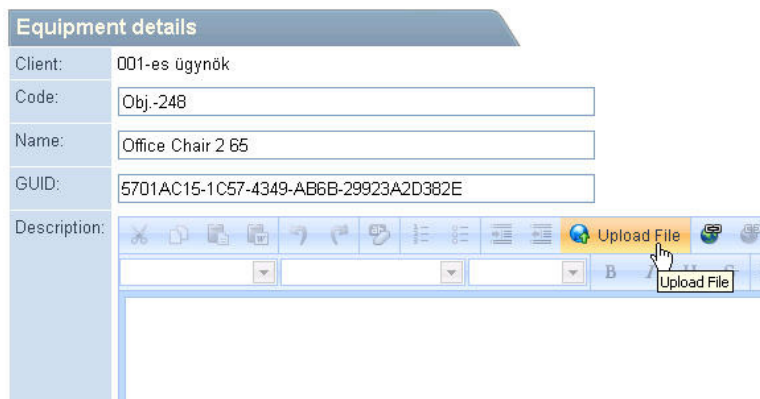


8. Sign in to the project.
9. Here you can see the main details of the equipment. All details are editable except GUID (inner ID of the object). You can also add description for the equipment. To save your work, click on Save.
10. If you sign in as an Operator you can assign equipment to a request, users with Requester and Repairman role can't use this function.

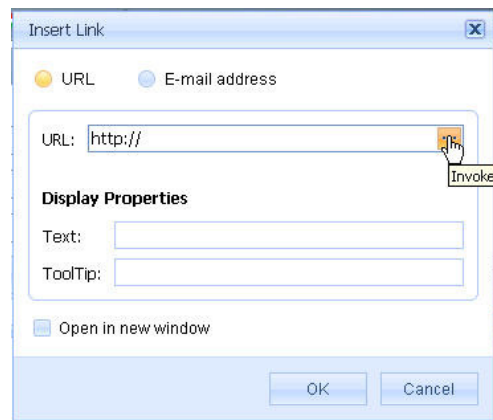


11. You can assign documents, links and pictures to the selected element by using Description editor. These functions are available from the Design tab. In the following example a document will be uploaded but you can also upload link and pictures as the same way.

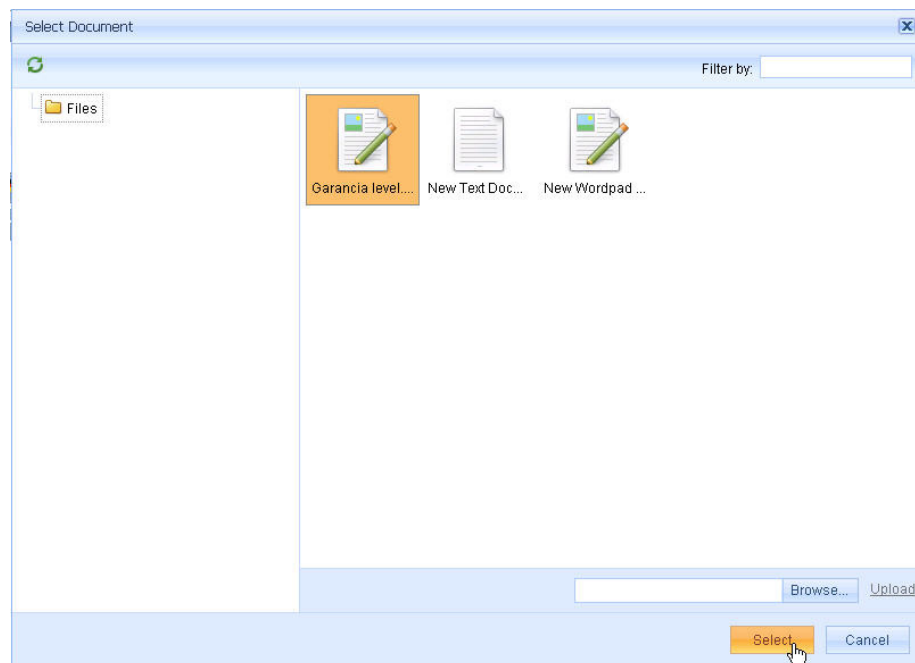
- Click on Upload File button to upload document.



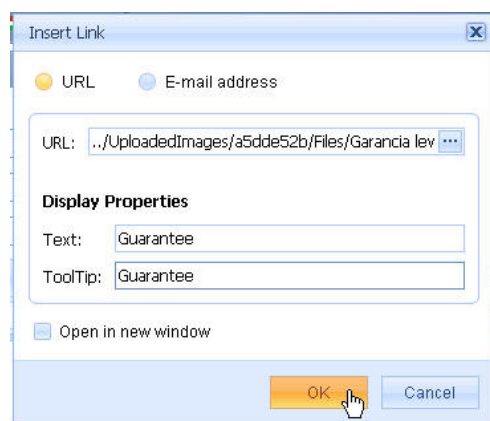
- You have to click on the 3 dots on the URL line and select file by using Browse and Upload buttons.



- Select the file to upload and click on Select button.



- In next window, you have to add a text to Text field which would like to appear in the Description window and a text to the ToolTip field.



- Save the modification by using Save button and click on Preview tab to open the uploaded file.

Equipment details

Client:	001-es ügynök
Code:	Obj.-248
Name:	Office Chair 2 65
GUID:	5701AC15-1C57-4349-AB6B-29923A2D382E

Description: [Guarantee](#)

Guarantee

Design HTML Preview

12. If you sign in as an Operator you can assign equipment to a requests, users with Requester and Repairman role can't use this function.

Design HTML Preview

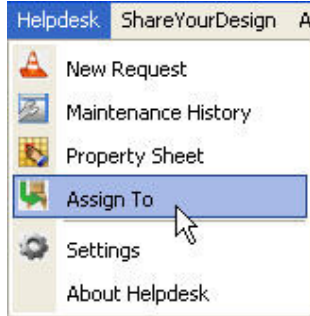
Save Assign to Back

Assign to

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Assign to

If you have Operator role, you can assign equipments to requests. This function is available from Helpdesk menu of ArchiCAD (after select an equipment) and also available from the Property Sheet window.



1. First, you have to select an equipment and click Assign to in Helpdesk or click on Assign to from Property Sheet.
2. Here you can see the main details of the equipment and a table to filter data.

Equipment Assignment

Client:	Client-001
Code:	Obj.-169
Name:	Basin 2 65
GUID:	2F185CD9-1E6E-49AC-BB05-1A632D887760

Refresh Assign to Back

#	ID	Status	Registration Time	Location	Message	Client	Equipment
Clear							Unknown
No data to display.							

Page 1 of 0 (0 items)

3. In default, Unknown is the default equipment. To find a request, you should delete Unknown from Equipment column and add parameter to filter column. If you delete only Unknown, all requests which are not Closed, are listed.

Equipment Assignment

Client:	Client-001
Code:	Obj.-169
Name:	Basin 2 65
GUID:	2F185CD9-1E6E-49AC-BB05-1A632D887760

Refresh Assign to Back

#	ID	Status	Registration Time	Location	Message	Client	Equipment
<input checked="" type="checkbox"/>	1010	New request	8/16/2011 11:20 AM	GF116 Toilet	Water tank is empty. We cannot...	Client-001	WC wall hung 1 65
<input type="checkbox"/>	1012	Scheduled	8/17/2011 10:31 AM	GF116 Toilet	The tap is dripping.	Client-001	Basin 2 65
<input type="checkbox"/>	1013	New request	8/17/2011 10:33 AM	GF116 Toilet	The tap is dripping, the basin is f...	Client-001	Basin 2 65

Page 1 of 1 (3 items)

- You can filter requests for Status, Id, Registration Time, Location, Message, Client and Equipment. To filter, you should type the filtered text to the appropriate box.
- If you find the request or requests what you looked for, check the boxes of the requests and click on Assign to.

Equipment Assignment

Client:	Client-001
Code:	Obj.-169
Name:	Basin 2 65
GUID:	2F185CD9-1E6E-49AC-BB05-1A632D887760

Refresh Assign to Back

#	ID	Status	Registration Time	Location	Message	Client	Equipment
<input checked="" type="checkbox"/>	1010	New request	8/16/2011 11:20 AM	GF116 Toilet	Water tank is empty. We cannot...	Client-001	WC wall hung 1 65
<input type="checkbox"/>	1012	Scheduled	8/17/2011 10:31 AM	GF116 Toilet	The tap is dripping.	Client-001	Basin 2 65
<input type="checkbox"/>	1013	New request	8/17/2011 10:33 AM	GF116 Toilet	The tap is dripping, the basin is f...	Client-001	Basin 2 65

Page 1 of 1 (3 items) [1]

Equipment Assignment

Client:	Client-001
Code:	Obj.-169
Name:	Basin 2 65
GUID:	2F185CD9-1E6E-49AC-BB05-1A632D887760

Refresh Assign to Back

#	ID	Status	Registration Time	Location	Message	Client	Equipment
<input checked="" type="checkbox"/>	1010	New request	8/16/2011 11:20 AM	GF116 Toilet	Water tank is empty. We cannot...	Client-001	Basin 2 65
<input type="checkbox"/>	1012	Scheduled	8/17/2011 10:31 AM	GF116 Toilet	The tap is dripping.	Client-001	Basin 2 65
<input type="checkbox"/>	1013	New request	8/17/2011 10:33 AM	GF116 Toilet	The tap is dripping, the basin is f...	Client-001	Basin 2 65

Page 1 of 1 (3 items) [1]

6. To clear filter parameter, click on Clear at the filter row.

Equipment Assignment

Client: Client-001
 Code: Obj.-169
 Name: Basin 2 65
 GUID: 2F185CD9-1E6E-49AC-BB05-1A632D887760

Refresh Assign to Back

#	ID	Status	Registration Time	Location	Message	Client	Equipment
Clear			Today				
<input type="checkbox"/>	1012	Scheduled	8/17/2011 10:31 AM	GF116 Toilet	The tap is dripping.	Client-001	Basin 2 65
<input type="checkbox"/>	1013	New request	8/17/2011 10:33 AM	GF116 Toilet	The tap is dripping, the basin is f...	Client-001	Basin 2 65

Page 1 of 1 (2 items) [1]

Language Setting

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



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.

ArchiFM® Maintenance for Mobile

ArchiFM® Maintenance for Mobile is a mobile solution to cooperate with ProFM Helpdesk and Helpdesk for ArchiCAD web based services.

As a user you can report and send new breakdown requests with photos and geo location coordinates to the helpdesk server directly from you mobile. You can also follow your requests status until the completion of the repair works.

As a repairman, you can see your assigned work orders and report back the accomplished works.

First start - Connection Information

At the first start of the application you have to specify your connection information. These information are used to send and receive data between you mobile device and the ProFM Helpdesk web server. The connection information are sent to you via email when you register to the Helpdesk server for the first time.

- Namespace: Web address of the online web services. (Default: <http://helpdesk.vintocon.com/>)
- Site address: Web address of the Helpdesk site. (Default: <http://helpdesk.vintocon.com/HelpDesk>)

- Project code: Unique ID number of your maintenance project. It was sent to you by email.
- User name: The user name that was registered on the Helpdesk server. It was sent to you by email.
- Password: The password that was assigned to you by the Helpdesk server. It was sent to you by email.

My Work Orders

If you are registered to the Helpdesk server as an Operator or Repairman, you can find your assigned and scheduled works under this command.

- On the first page you find your work orders on a map close to your current position. To achieve a better positioning don't forget to enable the GPS receiver of your mobile device. Here you can move the position, zoom in, zoom out and tap on an icon that representing a work on the map.
- The "List Works" button displays a scrollable list of your assigned work orders.
- If you tap on a work on the map or in the list you will see the work details page listing all the necessary information about the work. If you click on the buttons on this page, you can see the attached picture or photo - if exists -, call the reporter person if you have questions and see the exact location of the work on the map.
- Tap and hold on a list item to open a popup menu.
- In the popup menu you can open the details page of the selected list item or change the status.

New Request

With using this button you create a new breakdown repair request and send it up to the server.

IMPORTANT: To send up your request to the server you need an online Wi-Fi or GSM connection. If the connection is offline your mobile device stores the requests internally. In this case the request will be sent up to the server after you activate one of your wireless connections and issue the Refresh menu command.

To create a new request, you should fill the following fields:

- Client: Don't forget to specify the name of the client in the name of which you are working. If there is only one client assigned to your user name it will be selected automatically. If you are working with more clients you can specify a default client on the Settings page.
- Reporting person: The default person name assigned to your user name. You can overwrite the default name here.
- Phone: The default phone number assigned to your user name. You can overwrite the default phone number here.
- Email: The default email address assigned to your user name. You can overwrite the default email address here.

- Location: Location of the breakdown event. You can type in the location with your own words here. The geo tag location is assigned to the breakdown event automatically in an other place.
- Text: The description of the breakdown event.
- Make a photo to attach!: By tapping this button you can take a snapshot about the breakdown and assign it to the event.

My Requests

Displays a scrollable list of your reported breakdown requests.

- Each list item contains an icon representing the status of the event followed by the place and description and the request time.
- If you tap on a list item you will see the work details page listing all the necessary information about the work. If you click on the buttons on this page, you can see the attached picture or photo - if exists -, call the reporter person if you have questions and see the exact location of the work on the map.
- Tap and hold on a list item to open a popup menu.
- In the popup menu you can open the details page of the selected list item.

Settings

- Namespace: Web address of the online web services. (Default: <http://helpdesk.vintocon.com/>)
- Site address: Web address of the Helpdesk site. (Default: <http://helpdesk.vintocon.com/HelpDesk>)
- Project code: Unique ID number of your maintenance project. It was sent to you by email.
- User name: The user name that was registered on the Helpdesk server. It was sent to you by email.
- Password: The password that was assigned to you by the Helpdesk server. It was sent to you by email.
- Factory settings: Sets back the original settings of the communication, such as the namespace: "<http://helpdesk.vintocon.com/>" and the Site address: "<http://helpdesk.vintocon.com/HelpDesk>".
The "Project code", "User name" and "Password" should be filled out by you according to the parameters sent to you by email after the registration to the server.
- Default client: The name of the client used as a default setting on the "New Request" page.
- Personal information: The name, phone number and email assigned to your user name on the server. These parameters are only for information purposes. You can change them only on the Helpdesk web server.
- Resolution: The default resolution of the photo.

- Image quality: The quality of the photo image. This can be "Superfine", "Fine" or "Normal". (Basically, this defines the quality of the jpeg compression.)
- Storage: The default location for temporary storage of photos. This can be the "Phone" or the external "Memory card".
- About ArchiFM® Maintenance: Copyright and version information of ArchiFM® Maintenance for Mobile.
- Send feedback: You can send your feedback and comments to us.