

## BEIMSWEB – Maintenance Requesting

A Remote Request for Maintenance needs to be done via BEIMS (Building & Engineering Information Management System) over the WEB. If you cannot use the application once reading these instructions please let us know the reason so we can work together to provide the required training. **Phone ext 7554.**

**Note:** Only Non Maintenance Requests should be emailed to [FacilitiesServiceCentre@cpit.ac.nz](mailto:FacilitiesServiceCentre@cpit.ac.nz). See Appendix 1 of this document for request clarification.


### Locate via:

- CPIT's Infoweb home page – Divisions - Facilities Management – Request a Job.

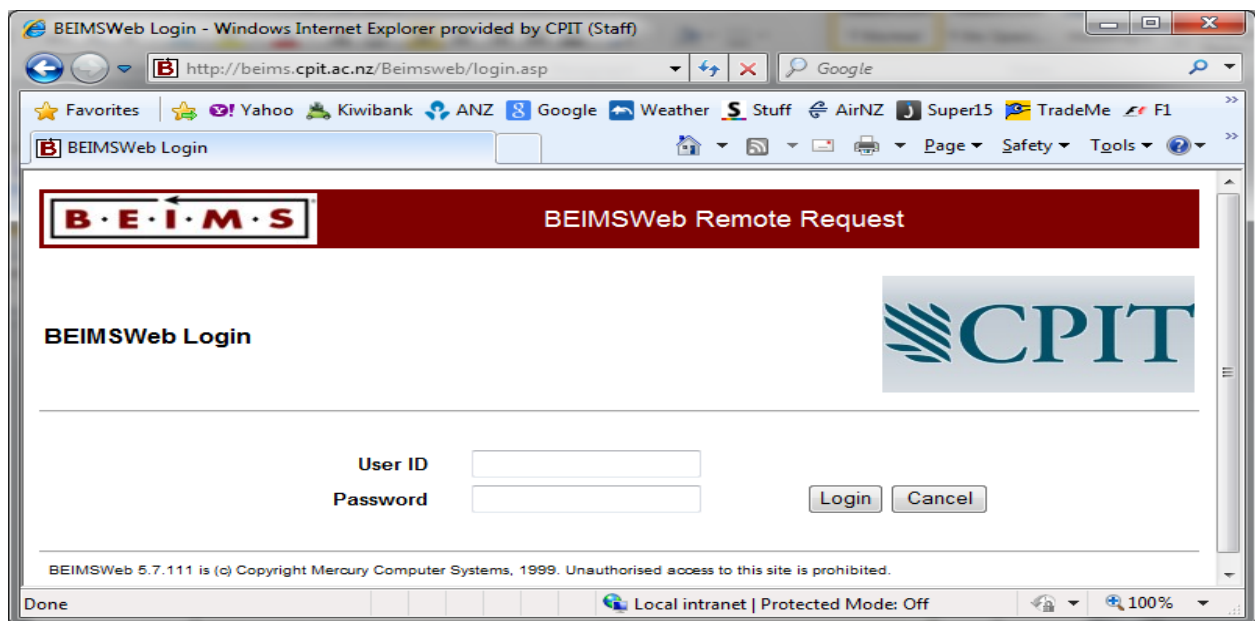
Or

- Enter Web Address <http://beims.cpit.ac.nz/Beimsweb/login.asp> into browser

Or

- Click on  bottom left of your screen and type facilities in the search window. Click on facilities – Request a job

### Sign on - Use your same PC Login & Password



- Select - View, add or modify Remote Requests, from Front Screen.

Add a new request

This is automatically ticked, by the system so that progress reports are sent via email.

Fields are configurable according to the business rules. Need to add as much detail to each task as possible

Entry Date/Time	Progress Code	Trade Code	Comment
10/04/2007 16:06	COMMENT	ELE	Assigned to contactor
18/04/2007 16:06	CAPEX1	ELE	FM group to quote on job
18/04/2007 16:06	CAPEX2	ELE	waiting client finance approval
23/04/2007 16:07	COMMENT	ELE	Job Completed by Contractor

REMOTE REQUEST ACCEPTED AND RAISED.

REJECT REMOTE REQUEST  
(What happens now?)

- User will receive email to confirm rejected request.

Request is sometimes rejected due to job raised being NON Maintenance, i.e. a Cleaning Issue. **Note:** These jobs will not be processed within BEIMS rather a Service Request email needs to be sent to Facilities Service Centre ([FacilitiesServiceCentre@cpit.ac.nz](mailto:FacilitiesServiceCentre@cpit.ac.nz)) who will forward it onto those responsible to service the above task. See Appendix 1 for clarification of a Non Remote Request.

**Viewing your Requests**

- Select - [Change your selected department](#)
- Select your department to view your Jobs status.

WO Status	Request ID	Feedback	Requested By	Requested Date/Time	Description	Priority	Asset No	Building	Domain	Floor
C	0000039	Yes	Brian Smith	18/06/02 16:27	Repair Airconditioning in Trai...	2		1A		2
C	0000047	Yes	Brian Smith	20/06/02 16:25	Wash basin in staff canteen is ...	2		2S		1
C	0000048	Yes	Cathy Barnett	20/06/02 16:35	Repair lights in HR meeting ro...	L		WCT		08
I	0000038	No	Brian Smith	20/06/02 16:26	Electronic whiteboard isnt wor...	2	10094	1A		2
A	0000044	Yes	Michael Bateman	20/06/02 16:18	Window in the reception office ...	1		1A		2
A	0000042	No	Kathryn Baker	20/06/02 15:12	Wheel has come off office chai...	L	10026	1A		2
A	0000046	Yes	Brian Smith	20/06/02 16:21	Powerpoint in the lecture room...	1		1A		2
R	0000045	No	Alan Bond	20/06/02 16:20	Could my office be renovated b...	H		1A		2
W	0000040	No	Scott Martin	20/06/02 14:34	Filing cabinet draw is broken...	M		1A		2
W	0000041	No	Cathy Barnett	20/06/02 15:09	Data projector lamp has blown ...	2	10092	1A		2
W	0000043	No	Brian Smith	20/06/02 15:33	Airconditioning in the meeting...	1		1A		2



Indicates that the request has been received and has been accepted as a work order and is still to be completed.



Indicates the request has been completed.



Indicates the request has been reviewed and for the reason given has been rejected.



Indicates that the request is waiting and facilities department have not looked at the request (i.e unread).



Indicates the request is in-progress of being accepted or rejected.



Indicates the request has been accepted and the work order has been cancelled.

**Exit Application.**

**Appendix 1**

**Maintenance and service request processes**

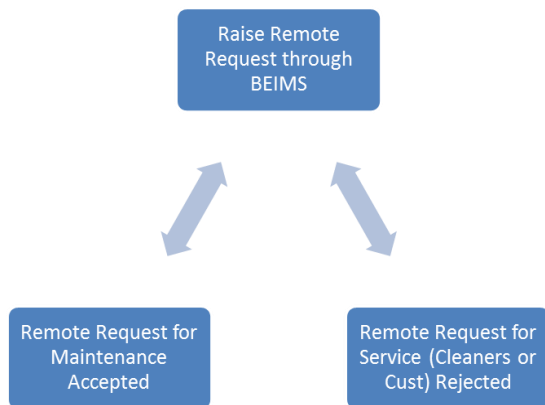
**Maintenance Requests**

- Air Conditioning
- Blinds & Curtains
- Building Access
- Chair Repairs
- Electrical (Air con, Lighting, Power etc)
- Glaziers (Windows, Doors)
- Health & Safety issues
- Leaking Roof
- Locks & Keys
- Mechanical Plant Issues
- Minor Building Work
- Minor Maintenance
- Non CPIT staff requesting (i.e. 7 Oaks Staff)
- Pictures / Artwork
- Plant Issues
- Plumbing (Leaking Pipes/Taps/Washers)
- Small Engineering Jobs
- White Boards / Pin Boards / fixed items (shelving etc)

**Service Requests**

- Cleaning (OCS)
- Graffiti
- Ground Maintenance
- Inwards Goods
- Laundry
- Moving Furniture
- Office Moves
- Parking Issues
- Printery consumables delivery
- Room Setups
- Security
- Urgent Service Requests
- Vandalism Repairs
- Vehicle Service
- Rubbish Bins (OCS)
- Wheelie Bins (emptied or replaced) Recycling

**Maintenance request process**



**Services request process: Please send an email to [FacilitiesServiceCentre@cpit.ac.nz](mailto:FacilitiesServiceCentre@cpit.ac.nz) for the "Custodians" or "Cleaners"**

**Note:** Further clarification can be sort by email [FacilitiesServiceCentre@cpit.ac.nz](mailto:FacilitiesServiceCentre@cpit.ac.nz) or phone ext. 7554