

# Saint Mary's University Que Centre Work Order Instructions



## 1. Login – [www.quecentre.com/smu](http://www.quecentre.com/smu)

**Username:** Type your username exactly as the one provided to you. If you have not received a user name or password please contact Annelie in Facilities Management at 420-5528.

**Password:** Type your password the first time you login. See User Account Screen for directions on changing your password. Click Login.

\* If you have forgotten your password, enter your e-mail address in the username box and you will receive an e-mail containing your password.

## 2. Change Your Password (User Options – My Account) *only required first time in system*

**Password/Retype password:** Password chosen by user. Password will be first name by default at system startup. Password will not appear any time this screen is accessed but may be changed by typing new password in provided spaces. See Login Screen for directions on how to access your password if you have forgotten it.

**# of records/page:** Number of work orders that will be shown on a page of the View Work Order Screen

**Save:** Click the Save button to save any changes you have made.



## 3. Enter a Work Order (Work Orders – Create Work Order)

**Contact Information:** Automatically entered based on your login.

**Type of Request:** Select from Facilities or IT Department.

**Building:** Select the building in which the problem exists.

**Floor/Ground:** Select the floor or grounds where the problem exists.

**Room:** Select the room where the problem exists.

**Location:** Type the specific location where the problem exists.

**Problem Description:** Type a detailed description of the problem.

**Save:** Click the Save button to save and submit the work order you have entered.

**Reset:** Click the Reset button to clear the text entered in the Location and Problem Description fields.

## 4. Check the Status of Your Work Orders (View Work Orders – View My Work Orders)

This screen shows new or in progress work orders that you have put in the system.

**Id:** Indicates the number of a work order. Clicking the number of a work order will take you to the Update Work Order Screen for that work order.

**State:** Indicates the current status of a work order (work orders that have been rejected or are closed will not appear).

**Description/Special:** Shows the Problem Description as it was entered on the Request Screen and indicates any special condition boxes checked by displaying an icon assigned to that special condition. The names of the special conditions can be displayed by “hovering” over the icons.

**Location:** Indicates the Building and Floor of the work order as they were entered on the Request Screen.

**Updated:** Indicates the last person to act on the work order and the date the action took place.

**Requested:** Indicates the person who requested the work order and the date of the request.



Work orders are sorted on this screen chronologically by the request date by default as indicated by the “↓”. Clicking on the underlined column headers will sort the work orders by that column using the same “↓” to indicate the new sorting. Clicking the same column header a second time will reverse the sort by that column using the “↑” to indicate the change.