CMMS
COMPUTERIZED MAINTENANCE
MANAGEMENT SYSTEM

How to Submit a Client Service Request to DPW

Procedure Overview

Requestor creates
Service Order

↓

DPW receives and work
completed

Accessing CMMS

CMMS is browser agnostic, meaning users may use any internet browser such as:

Chrome (Version 30.X)

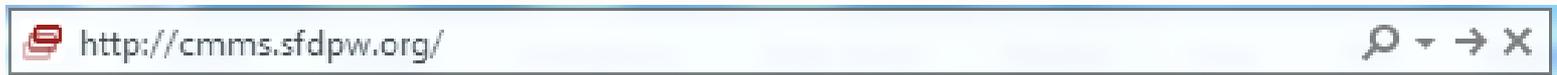Internet Explorer (Version 9 & 10)

Safari (Version 6.0.5)

Firefox

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Accessing CMMS

In your preferred Internet Browser's address bar, type in:

http://cmms.sfdpw.org

And press Enter

http://cmms.sfdpw.org/

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Logging In

Log in to CMMS by entering your USER ID as well as your PASSWORD.
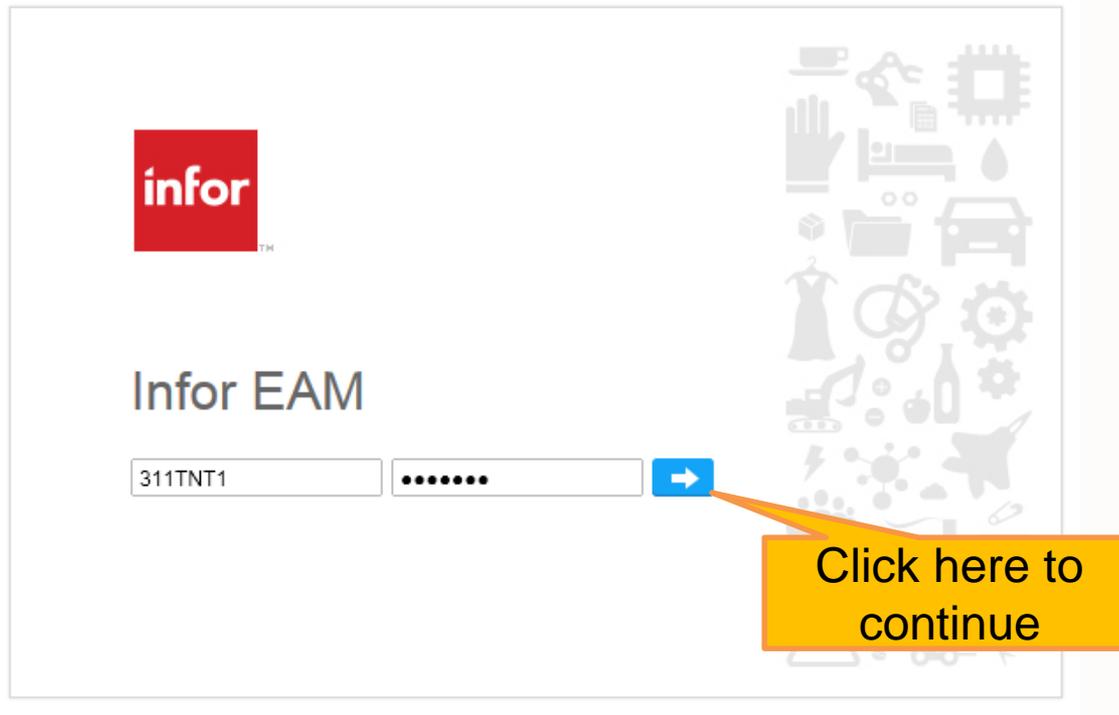
Initiation

Create Client Service Request Page:

This is the Default Screen shown initially

Initiation

Any field with a **RED STAR** ★ is required before a request can be made.

These fields are:

Description ★

Asset ★

SO Maintenance Department ★
(will automatically default)

Type ★

Problem Code ★

Status ★

Requested By ★

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Description

In the Description* field you will be describing what the request is.

Your department may have a specific format for this field; otherwise, feel free to use plain English.

Description: *[   ]

Simply type in the open text field, the more detailed the better.

Description: *[Clogged drain on the 2nd floor and a puddle has developed]

Asset

The Asset★ is whatever property needs attention.

Using the **lookup tool**, we are able to choose an item from a list.
Clicking on the Lookup Tool button will open up the **Asset Lookup window**.

Asset:* [   ] 🔍 ⟵ Look Up Tool

Asset Lookup Window

Lists in this window will vary depending on the user's department. For example, a user from the Fire Department, would see a list of Fire Stations.

Asset Lookup Window

You can narrow down the list by entering key words in any of the filter boxes.

(here we have filtered by assets that contain "bryant" in the asset description)

All these fields are available for filtering as well

Click on desired asset

Click here to complete

Asset Lookup

Select a record and then click OK.

Search | Structure

| PROPERTY Assets ▼ | | Equipment ▼ | [A] | | Run |

Description	Department	Requester's Department		Requester's
[A] ▲ bryant	[A] ▲	[A] ▲		[A] ▲
1401 Bryant St, San Francisco, 94103	DPW-BBR	MTA		
639 Bryant St, San Francisco, 94107	RED	RED		
651 Bryant St, San Francisco, 94110	RED	RED		
850 Bryant St - Basement	RED	ADP,AOC,DAT,DPH-JHMJ,CME,PDR,POL,SHF		
850 Bryant St - Common Area	RED	ADP,AOC,DAT,DPH-JHMJ,CME,PDR,POL,SHF		
850 Bryant St - Communications	RED			
850 Bryant St -	RED			

Records: 23 of 23 [123]   Show Filter Row: ☑ 🔽 🔽

OK   Cancel

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SO Maintenance Dept

When the Asset* field is filled in, the SO Maintenance Department* field will populate automatically based on the asset chosen.

Asset: * 12010-CM   850 Bryant St - Common Area

SO Maintenance* Department: DPW-BBR

Type

Select the Type by using the drop down.

Click here to see available options

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Problem Code

Select the Problem Code* by using the Lookup Tool

Problem Code: *

Click here to open the Problem Codes window

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Problem Code Window

Problem Codes   ✕

Select a record and click OK.

| (default) ▾ | Edit | Problem Code ▾ | [A] ◢ | | Run |

Problem Code	Description	
[A] ◢	[A] ◢	
BOILER	Boiler Issue	
CARPENTR	Carpentry Issue	
CEILING	Ceiling Issue	
CEMENT	Cement Issue	
COMM	Communications Issue	
CUSTODL	Custodial Issue	
DOOR	Door Issue	
ELECTRIC	Electrical Issue	
ELEVATOR	Elevator Entrapment	

Show Filter Row: ☑ ▾ ▾ ▾ ▾

OK   Cancel

Select problem code by clicking

Confirm by clicking here

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Requested By

For the **Requested By**★ field, you should have your CMMS ID name or someone in your department.

ALL EMAILS WILL BE SENT TO THIS EMAIL ADDRESS

Requested By:★ [   ] 🔍

If you don't have it memorized, type in the first few letters of your last name and click the Lookup tool.

Requested By:★ [NAT] 🔍

Employees ✕

Select a record and click OK.

| MyDept's Employees ▾ | Edit | Employee ▾ | [A] ◢ [NAT] | Run |

Name	Employee	Department	Trade
[A] ◢	[A] ◢	[A] ◢	[A] ◢
CHRISTINE NATH	CNATH4325	DPW-OFFMA	*

Click and select name

Show Filter Row: ☑ 🔽 ✕ 🖫 🖫

OK   Cancel

Click OK to complete

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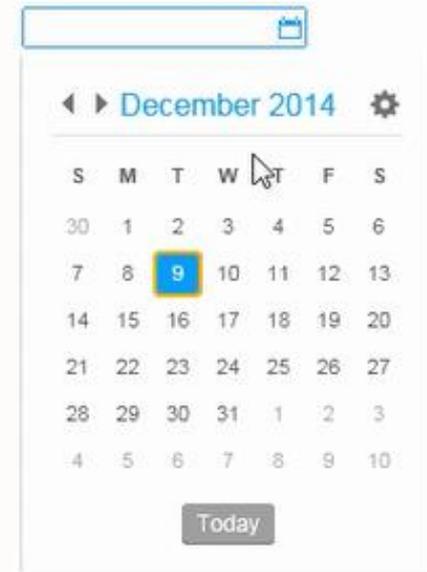
Optional Fields

The fields Req. Start Date, Site Contact, & Contact Phone are not required but are very helpful.

Req. Start Date:

Click the Calendar Icon to easily select a date

◄ ► December 2014 ⚙

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today

Site Contact:

Site Contact Phone:

Site Contact Email:

Free form text fields

Req. Start Date: 12/11/2014

Site Contact: Alex Smith

Site Contact Phone: 555-5309

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Comments

To add additional useful information, click on the comments tab.

Click the Comments Tab to add comments

Record View   Comments ✕   Documents

Click on New Comment Button

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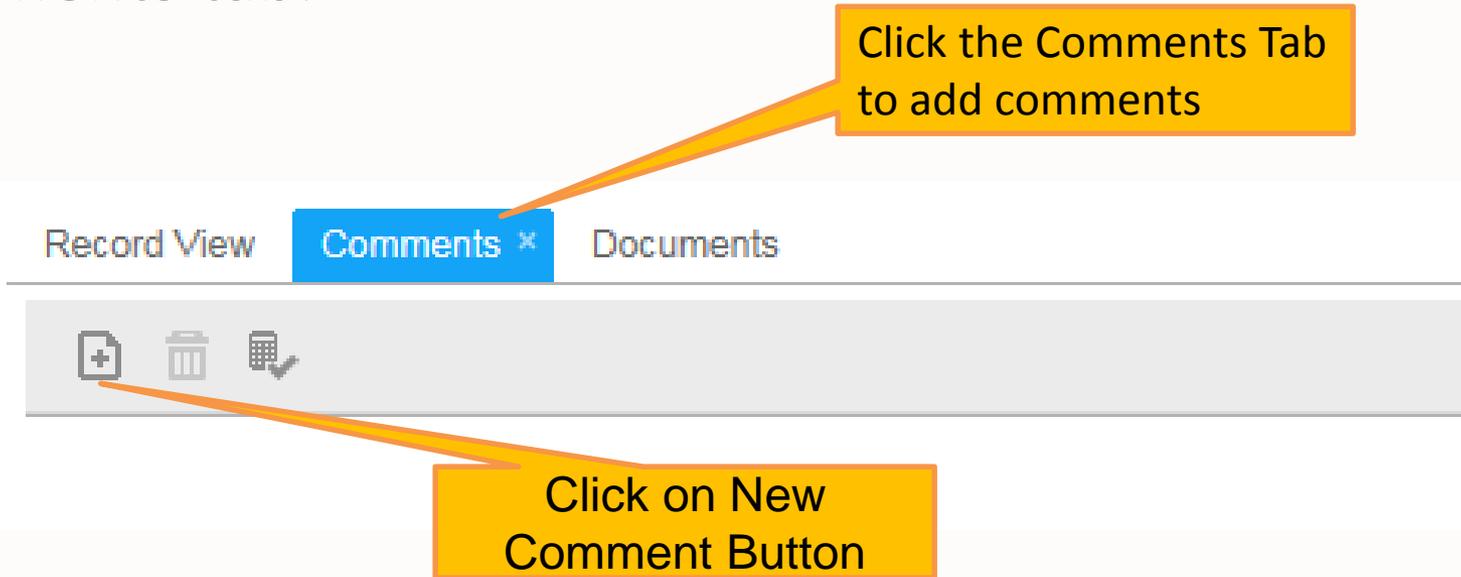
Comments

Add/Edit Comments   ✕

Language: * English   ▼   Print with Document: ☑

Tahoma   ▼ A A | **B** *I* U | **A** **A** | ≡ ≡ ≡ | ≣ ≣ | 𝒮 | ▨

In this window, you can type in any useful information that applies to the request, you can either type it in directly, or copy and paste from another document

Either press the save button to save the comment or press cancel to withdraw it.

Save Cancel

Comments

Comments ✕

Type additional information here.
Additional information

Created - 12/09/2014 16:45
TEST RED Requester 1 (TESTREDREQ1)

comment #2

Created - 12/09/2014 16:46
TEST RED Requester 1 (TESTREDREQ1)

Use the **Trash** icon to delete a comment

Add as many comments as you would like

Close this window to go back to the main service request page.

Close

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Submitting

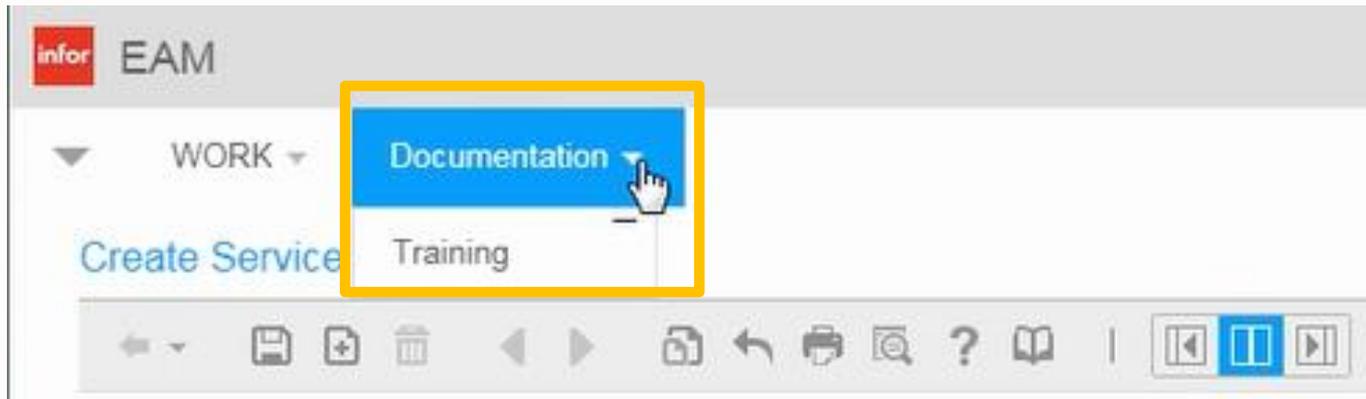To submit the Service Request to the appropriate Maintenance Department, click the **save icon** while the Status★ is Submitted.
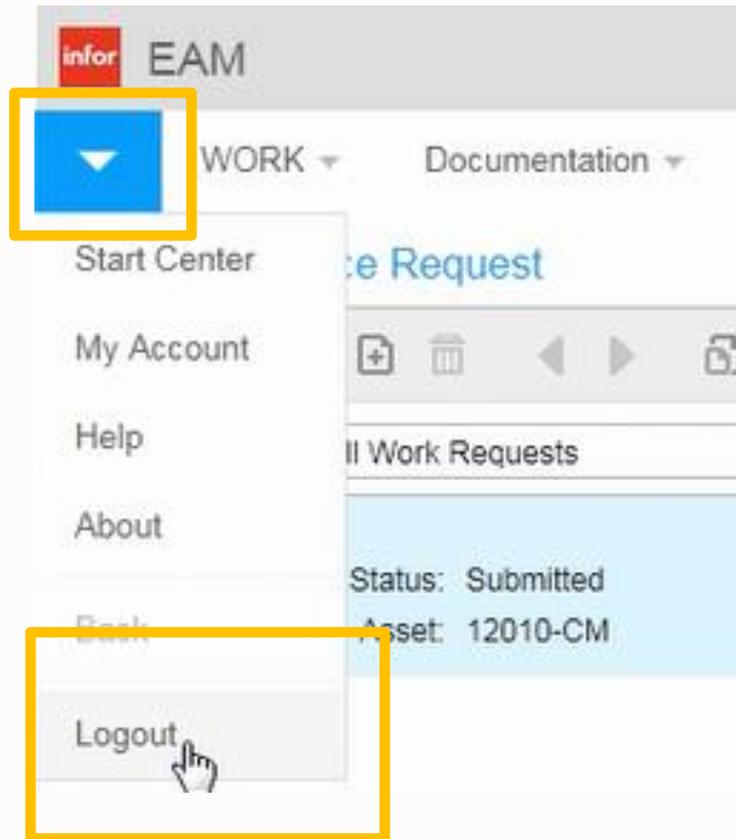
Additional Help

For additional help with CMMS, click on the Documentation tab and select Training.

Logging out

To log out, click the Upside-down arrow in the corner and select Logout

Legend

💾	**Save**
📄	**New**
🗑	**Delete**
*	**Required**
🔍	**Lookup Tool**
📅	**Date Select**
▼	**Drop Down Menu**

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Contact

Help Desk:
helpdesk@sfdpw.org

(415) 558-4400

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