

FIND REMENDY REQUESTS

FILE

OPEN

OBJECT LIST

FBMS – DOUBLE CLICK

USER NAME/PASSWORD

BINOCULARS

DO YOU WANT TO SAVE THE REQUEST - NO

ASSIGN TO GROUP – BLM PROPERTY

ASSEGN TO PERSON – DROP DOWN BOX

SEARCH (upper right corner on the binoculars (search))

ALL REQUEST WILL APPEAR

ESCALATED – this action is request that was sent to you from help desk

CLICK ON THE REQUEST NUMBER YOU WANT TO UPDATE

ISSUE STATUS – CHANGE ESCALATED TO ASSIGNED

ATTACHMENTS: CLICK ON RELATED ITEMS TAB

CLICK DOWN ARROW

CLICK ATTACHMENTS

DOUBLE CLICK ON ITEM

DOUBLE CLICK ON DOC IN FILE NAME BOX

THIS WILL BRING UP ATTACHMENT

OTHER ISSUE STATUS: CLOSED – ON HOLD – PENDING CLOSURE – RESOLVED – WIP (WORK IN PROGRESS)

RESOLVED –

ISSUE STATUS – RESOLVED

SAVE

DETAIL INFORMATION – THIS IS INFO THAT WAS SENT FROM THE PERSON WHO HAS A PROBLEM.

SOLUTION – AREA THAT YOU WOULD MAKE ON WHAT WAS DONE TO SOLVE PROBLEM

NEW NOTES – THIS IS A PLACE FOR YOUR INFO (i.e. IF YOU ARE WORKING WITH SOMEONE TO HELP RESOLVE THE PROBLEM)

NOTE HISTORY – THIS IS WHERE THE HISTORY OF ALL ACTIONS DONE

IF YOU FIND THIS REQUEST IS NOT ONE FOR YOUR GROUP:

NOTES – EXPLAIN WHO SHOULD RECEIVE THIS REQUEST AND WHY

ISSUE STATUS – ESCALATED

ASSIGNED GROUP – FBMS HELP DESK (they will reassign)