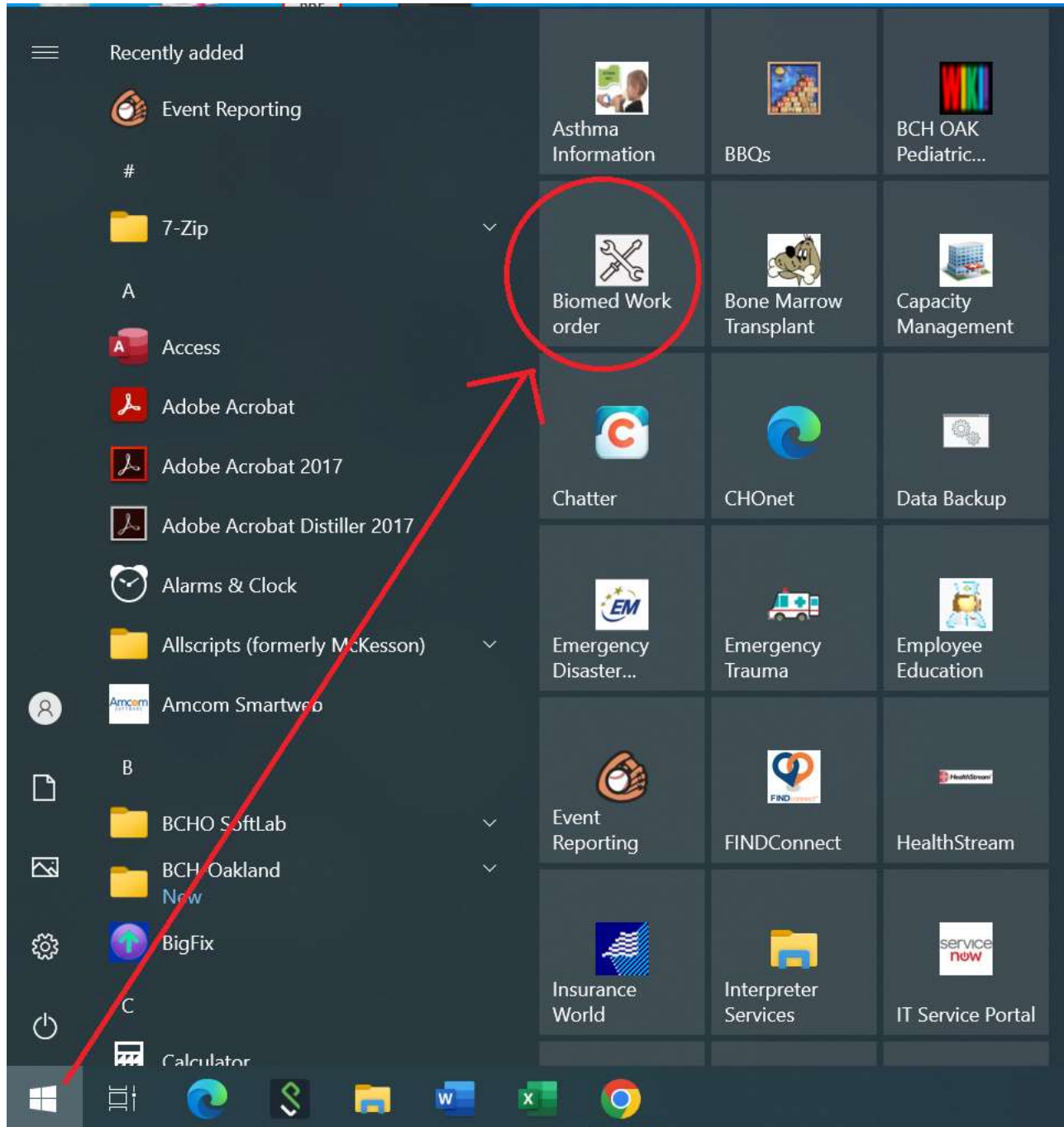


## REQUESTING SERVICE

The Icon will soon state it is for Biomedical, Hospitality Services, & Facilities Engineering



mPro <sup>3</sup> - Medical and Maintenance Management		
	<h2 style="text-align: center;">Biomedical, Hospitality Services, and Facilities Engineering</h2>	<a href="#">Help</a> <a href="#">Biomed Equipment User's Reference Manual</a>
<p>Send Request to :    <input type="radio"/> Biomedical    <input type="radio"/> Hospitality Services    <input checked="" type="radio"/> <b>Facilities Engineering</b></p> <p style="text-align: center;"> <input type="button" value="Continue"/> <input type="button" value="Close Browser"/> </p>		
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Step 1 – select the department that you wish to send your service request.

**Biomedical** - patient care equipment repairs

**Hospitality Services** – housekeeping requests


**Facilities Engineering** - repair/maintenance requests

then click **Continue** (this example assumes Facilities Engineering but the others are similar).

mPro <sup>3</sup> - Medical and Maintenance Management		
	<h2 style="text-align: center;">Facilities Engineering</h2>	<a href="#">Help</a>
<h3>Service Request and Status Form</h3>		
<p>For an immediate response to your <b>emergency</b> needs, please call: Engineering - x3291  We also request that you submit a work request through this app when time allows.</p> <p style="color: green;">Please enter a Control # or Area #. You do not need to enter both.</p>		
<p><b>Control #</b> <input type="text"/></p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  </div> <p><b>Area #</b> <input type="text"/></p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  </div> <p style="text-align: center;"><input type="button" value="Continue"/></p>	<p>Control # must be entered EXACTLY as found on device.</p> <p>&lt;--Example (Equipment Control #'s are found near the front of the device, or near the power switch.)</p> <p>Area # must be entered EXACTLY as found on door frame of room.</p> <p>&lt;--Example (Area ID tags can be found just above the door.)</p> <p style="color: red;">Don't see your area? Call emergency # above</p>	
<input type="checkbox"/>	<div style="display: flex; justify-content: space-around;"> <input type="button" value="Look up requests by department name"/> <input type="button" value="Look up requests by cost center number"/> </div>	
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Step 2 - Enter in a **Control #** (common for Biomedical requests) OR an **Area#** and click **Continue**

If you do not see your Area # or can't find your Control # call x3291.


<b>mPro<sup>3</sup> - Medical and Maintenance Management</b>		
	<h2 style="margin: 0;">Facilities Engineering</h2>	<a href="#">Help</a>
A match was found. Here is information on :		
Area#	OPC 5619	
Description	OFFICE	
If information is correct, scroll down and view/enter service request. If not click IE back button.		
No recent service requests found		
<p style="color: green; margin: 0;">All fields are required !</p> <p style="font-size: small; margin: 0;">When entering information below, use the TAB key to move between fields.</p>		
<b>Room / Location / Building (of repair)</b> <b>Request Code</b> <b>Work Requested</b>  <b>First Name</b> <b>Last Name</b> <b>Extension</b> <b>Email</b>	<div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px;">Please make a selection ▼</div> <div style="border: 1px solid #ccc; height: 30px; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px;">@ucsf.edu</div> <div style="margin-top: 5px;"> <input type="checkbox"/> Don't send email to confirm completion or status change         </div>	
<div style="border: 1px solid #ccc; display: inline-block; padding: 2px 10px; margin: 10px 20px;">Submit</div> <p style="margin: 10px 0; font-weight: bold;">Please only click "Submit" button once. Thank You.</p> <div style="border: 1px solid #ccc; display: inline-block; padding: 2px 10px; margin: 10px 20px;">Close Browser</div>		
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In this example, we entered an Area # and the Area # and Description have displayed.

You may see open service requests or if you entered a Control # you would see Manufacture and other nameplate data in addition to any open service requests.

**Enter the information** for each field above and click **Submit**.

Here is an example of a filled out Service Request.

<b>mPro<sup>3</sup> - Medical and Maintenance Management</b>		
	<h2 style="margin: 0;">Facilities Engineering</h2>	<a href="#">Help</a>
A match was found. Here is information on :		
Area#	OPC 5619	
Description	OFFICE	
If information is correct, scroll down and view/enter service request. If not click IE back button.		
No recent service requests found		
<p style="color: green; margin: 0;">All fields are required !</p> <p style="font-size: small; margin: 0;">When entering information below, use the TAB key to move between fields.</p>		
<b>Room / Location / Building (of repair)</b> <b>Request Code</b> <b>Work Requested</b>  <b>First Name</b> <b>Last Name</b> <b>Extension</b> <b>Email</b>	<div style="border: 1px solid #ccc; padding: 2px;">5619 5TH FLOOR OPC</div> <div style="border: 1px solid #ccc; padding: 2px;">BULB OUT ▼</div> <div style="border: 1px solid #ccc; padding: 2px;">ABOVE MY DESK</div> <div style="border: 1px solid #ccc; padding: 2px;">Joseph</div> <div style="border: 1px solid #ccc; padding: 2px;">Mayer</div> <div style="border: 1px solid #ccc; padding: 2px;">18582726176</div> <div style="border: 1px solid #ccc; padding: 2px;">joe@mayercs.com</div> <div style="margin-top: 5px;"> <input type="checkbox"/> Don't send email to confirm completion or status change         </div>	
<div style="border: 1px solid #ccc; display: inline-block; padding: 2px 10px; margin: 10px 20px;">Submit</div> <p style="margin: 10px 0; font-weight: bold;">Please only click "Submit" button once. Thank You.</p> <div style="border: 1px solid #ccc; display: inline-block; padding: 2px 10px; margin: 10px 20px;">Close Browser</div>		
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After you click Submit, here is what you will see.

mPro<sup>3</sup> - Medical and Maintenance Management



Facilities Engineering

Work Request Submitted

Order #205428

Date:06/26/2023 11:42

Area:OPC 5619

Department:CENTRAL SERVICES

Location:5619 5TH FLOOR OPC

Service Requested:BULB OUT ABOVE MY DESK

Requested By:JOSEPH MAYER

Phone:18582726176

Email:joe@mayercs.com

Print Request

Close Browser

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If you entered your email, you should receive a confirmation email of your service request.

When the service request is completed, you will receive another email.