


# How to use “Fritz”

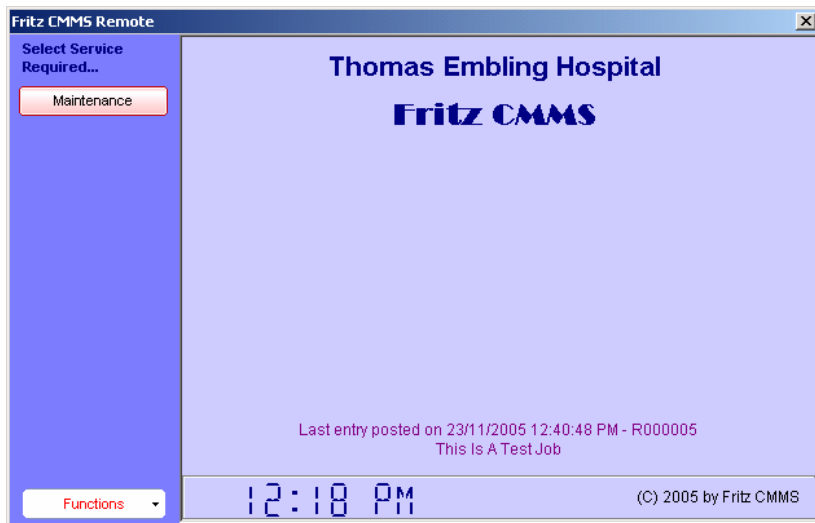
## The Computerised Maintenance Management System

Entering a Works / Service Request...

Click on the Fritz Icon  to display the opening screen.

From the left hand side of the screen, select the service required, by clicking on the Maintenance button.

(More buttons may be displayed on your version of Fritz, depending on the number of service providers using the application.)

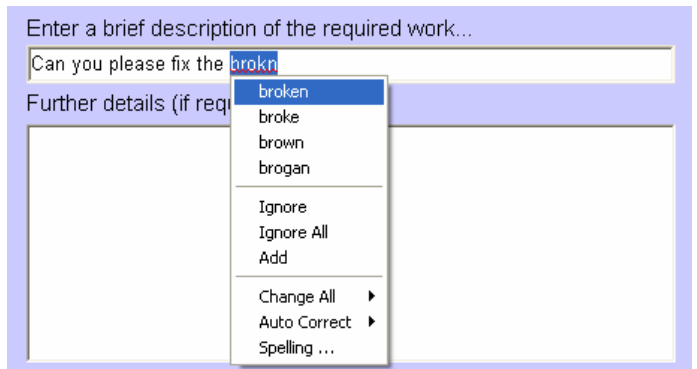


The next screen requires a description of the work that needs to be performed. This screen consists of two areas in which you can type your request. These areas are called text fields. The first line should be used to convey the overall requirements of the job. The information typed into the first field is what will be displayed on any reports itemising work in your area, so the information typed there needs to be meaningful when read by itself. This area is limited to 80 characters in length.

If you need to add extra details, use the memo field below. There is no limitation to how much information can be typed in the “Further Details” area.

*Note: Only **one** job request at a time can be processed. Statistical records are kept for every job. For that reason, only the first listed job will be actioned.*

A spell checking function is available and active while the cursor is located within text or memo fields. A red squiggly line will indicate any spelling errors or unknown words. You can use the right mouse click to display the Spell Checking options menu. Once you have moved to another field, errors in other fields are no longer displayed until you move back to those fields.



Pressing the <Enter> key will move you from field to field. When you have completed typing the information either click the [Next](#) button, or simply press enter again to move you to the next screen.

**Note:**  
 If you need to start a new line within the “Further Details” field, press the <Shift + Enter> keys together. Shift + Enter is required as simply using the Enter key would move you to the next field - as explained above.

The second page enables you to identify your department, facility, and site location. You can also indicate the level (floor) and room in which the work is required. The first time you use this system, these fields may be blank. Once you have saved your first entry, some of the fields will retain the information you have entered - thus speeding up the data entry procedure. (Note: Some of these field names may be different to your version of Fritz Remote. This is because your Database Administrator can rename or remove fields if necessary)

Department:

Facility:

Site:

Building:

Level:

Room:

To assist in categorising your work request, please select the category that best describes your work type. This information is used by the system to generate graphical reports once the work has been completed. These selections may change depending on the type of service request selected, as the options can be customised by the Database Administrator.

Select Required Type

- General Maintenance
- OH&S Issue
- Security Issue
- Electrical Testing
- Patient Damage Problem

On page three you are asked to identify who you are and to enter a contact number on which you can be reached. This may be a mobile phone number, land line number or simply an extension number—depending on what is required for the person completing the request to get in contact with you. For ease of use, you can add your name and number by selecting the 'Add Contact' button. [Add](#) When you select to add a new contact name a new screen will be displayed so that you can save your details. If your contact number changes, enter your full name before selecting the 'Add' button and you will then be able to modify your previous contact details.

Please enter your full name:

Your contact number:

After you have entered your name and contact number the system needs to know who is authorising this work request. To determine if this person is you or a superior, please follow your policy and procedures guidelines for authorising works from your department.

The next section asks you to nominate when the work should be completed. You can select from one of four options. The first (and default setting) option indicates that the work is not of an urgent nature — the department servicing your request will determine the quickest possible time for the work to be completed. “As soon as practical” indicates that the work, although not of the highest nature, needs to be prioritised above non-urgent work.

When would you like the work completed by?

- Not Urgent
- As Soon As Practical
- By A Specific Date
- Urgent

If you need a request to be completed by a specific date select option 3. Two extra fields will then be displayed, asking by what date the request must be completed. You must also enter the name of the service person you have contacted to confirm that the request can be completed within the specified time.

By A Specific Date

08/03/2007

Booking Accepted By: JOHN SMITH

If the work is nominated as urgent, you will be asked to indicate who has been contacted to confirm that they are aware of your urgent request. It is essential you contact maintenance personnel prior to entering an urgent request, to confirm your urgent request can be attended to as required.

Urgent

Name of Person Contacted: JOHN SMITH

Once you have completed all the required fields, save your request by pressing the “Save Details” Button. When the button is pressed the details are saved into the database, and the Service Department responsible for carrying out the request will be informed. If you have not completed all the mandatory fields, you will be informed of the problem, and returned to those fields prior to the request being saved.

Save Details

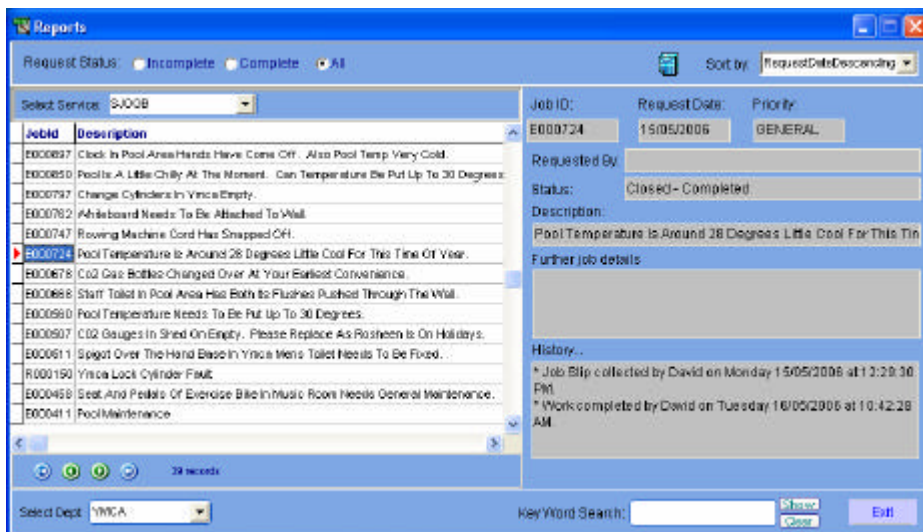
If your completed request falls outside normal operating times for the Service Department who will respond to your request, a message informing you of their “out of hours” procedure will be displayed.

## Fritz Remote Functions

There are a number of functions built into the Fritz Remote version that provide reporting capabilities informing you of prior work entries and their current status. To access these reports click on the “Functions” button and select the “Show Job Histories” option.

Functions

A form displaying previously entered jobs will be displayed. By changing the “Request Status” button you can choose to display Incomplete, Complete or All entered jobs. Changing the “Sort By” order option to “Request Date Descending” and Request Status to Incomplete will cause the list to display the latest incomplete jobs at the top of the list.



If you can't find a works request, use the "Key Word Search" to reduce the list of displayed jobs to a listing of work that contain the key word within its job description.

Key Word Search:

Use the Exit button to close the form and return to the main Fritz form.

If you wish to print a list of the displayed jobs, press the print button that resides next to the "Sort By" option. \_\_\_\_\_

 Sort by:

## Other Functions

If you want to use Fritz as a reminder alarm for an up-coming event, you can select the "Alarm menu" option to set or configure alarms. The system clock displayed on Fritz Remote can be configured to display in a 12 or 24 hour time format.

Switch Alarm Off  
Snooze

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Set Alarm  
Set Snooze Time...  
Set Chime Option...

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12 hour Digital display  
 24 hour Digital Display

Set Alarm For... (use 24hr time)

13:15   

— When Alarm Sounds, Display Message... —