

AiM and iDesk/FiRE O&M: Request Work from Another Shop

Once work is complete, Managers and Supervisors can set a phase status to REASSIGN. Include a notes a log entry to instruct Work Control to open additional phases as needed. Technicians also have this capability via iDesk/FiRE O&M.

AiM

1. From the **Phase** screen of a Work Order, click: **EDIT**

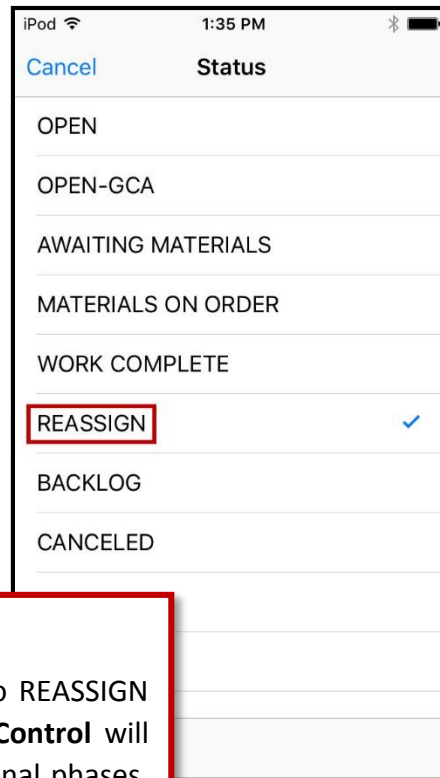
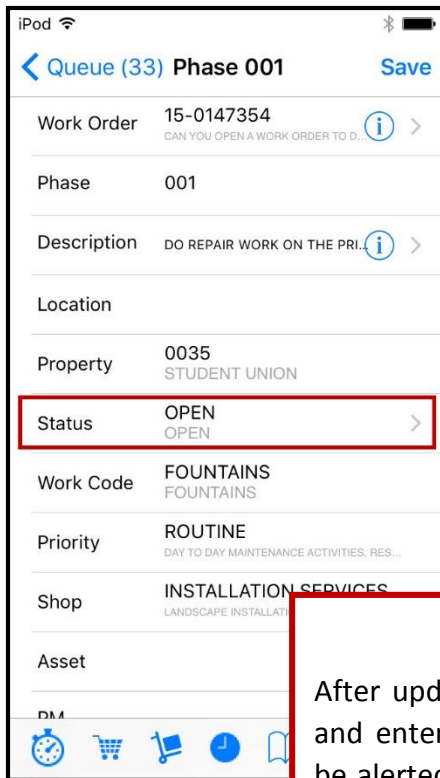
The screenshot shows the 'Phase' screen in AiM. The 'Status' dropdown menu is open, showing 'REASSIGN' selected. A red box highlights the 'REASSIGN' option. A red arrow points to the 'REASSIGN' option. The note field contains the text: 'INSTALL IRRIGATION & PLANTINGS FOR THE IT & LIBRARY SITES, NOT TO EXCEED \$45,000.' A red box highlights the note field. The 'Save' button is highlighted in green.

- a. Choose a status: **REASSIGN** – *Distribute work to another Shop.*
 - i. Click: **DONE**
- b. **REQUIRED:** Enter notes.
 - i. From **View menu**, select **Notes Log**

The screenshot shows the 'Note' screen in AiM. The 'Note Type' dropdown menu is open, showing 'GENERAL' selected. A red box highlights the 'GENERAL' option. A red arrow points to the 'GENERAL' option. The note field contains the text: 'INSTALL IRRIGATION & PLANTINGS FOR THE IT & LIBRARY SITES, NOT TO EXCEED \$45,000.' A red box highlights the note field. The 'Save' button is highlighted in green.

1. Click: **Add**
2. Note Type: **General**
3. Enter comments in Notes. Make sure to include in the note; **After reassignment, what phase should be set? OPEN or WORK COMPLETE?**
4. Click: **SAVE**
5. Click: **DONE**

2. After updating the Work Order Phase Status and entering notes, click: **SAVE**



After updating the status to REASSIGN and entering notes; **Work Control** will be alerted and open additional phases. As well as, update the phase status as needed.

