Archibus

User guide for tenants

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1 | Log In

To reach the Archibus login screen,
please use the following link :

https://befimmo.aremis.com/archibus/

To log on Archibus, you must provide your username (1), password (2), and click on "*Log in*" (3).

In case you **want to change your connection language**, you can click on the top-right flag (4) and select one of the following languages:

- English
- French
- Dutch

If **you forgot your password**, click on "*Forgot Password?*" (5) to receive a new one by email. For security reasons, the new password must always be changed at the first login.
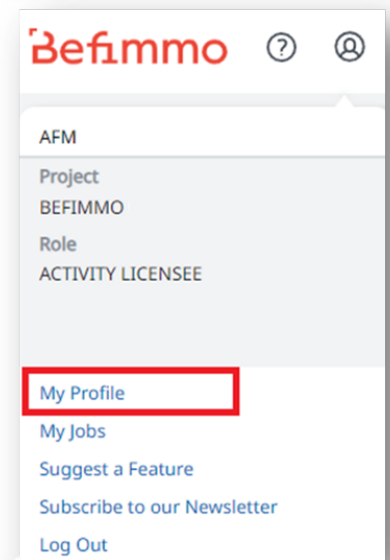
2 | Change Password

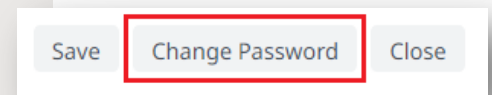**To change your password,** connect to Archibus.

Click on the following button located on the top-right side of the screen:

The following menu will appear.
Click on "*My Profile*":

Finally click on "*Change Password*":

Enter your old password and your new password twice. Click on "*Change*" to confirm your changes:
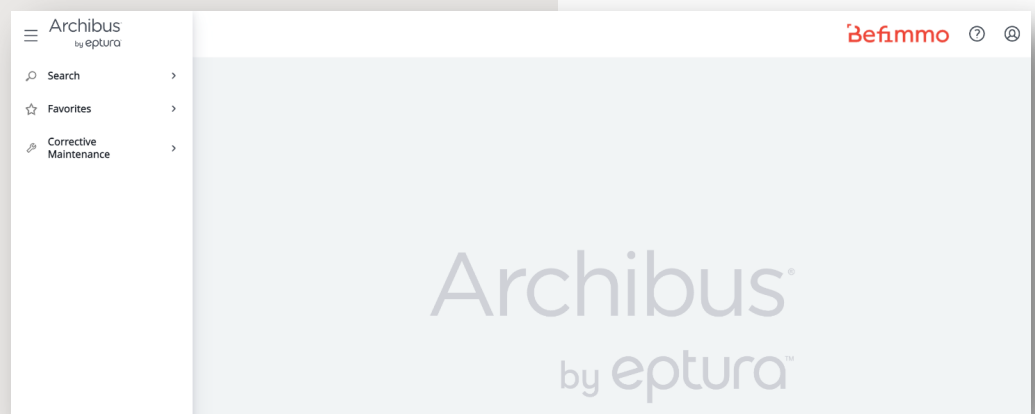
3 | Word Index

A little glossary before we start exploring the different possible actions on Archibus.

- **Work request**
  Technical term used by Archibus to define what is commonly known as "ticket".
- **Work order**
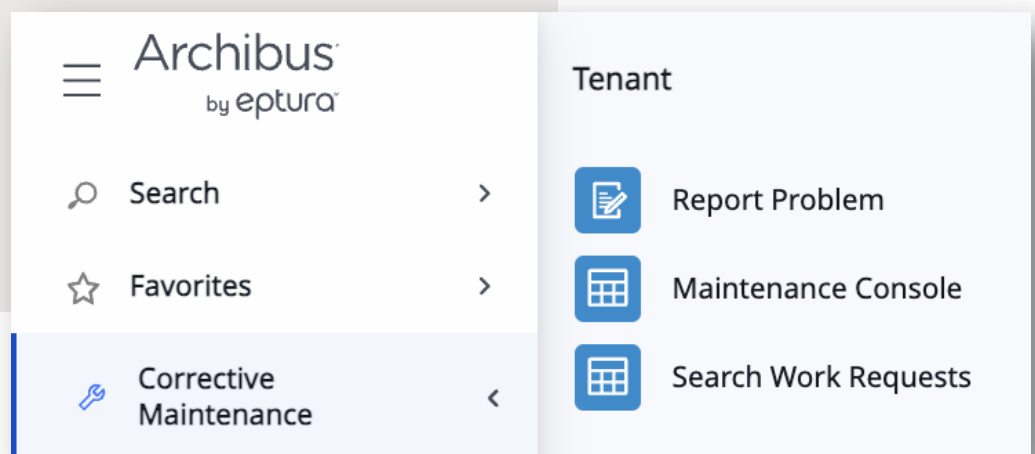 Instruction to perform a service created by the work request.

4 | Connection Screen

This is the view you will see once connected.

All activities are managed in "*Corrective Maintenance*". Once you click on it, you will see three options as follows, "*Report Problem*", "*Maintenance Console*".
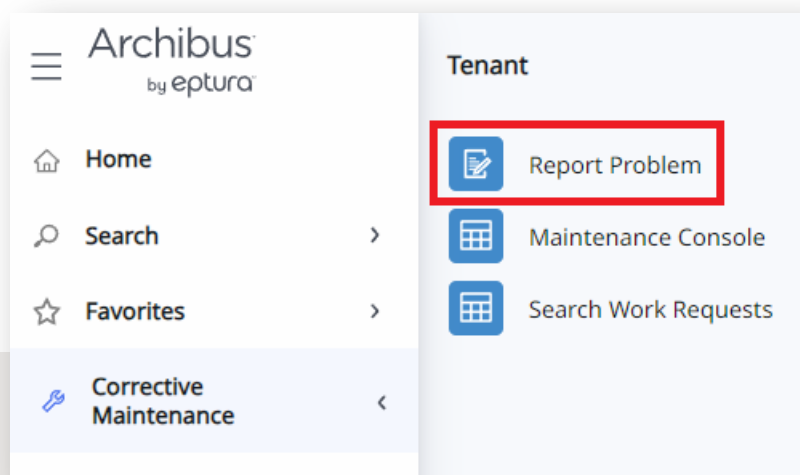
5 | Report Problem = Create a Work Request

The first option in the Corrective Maintenance is "Report Problem", which allows you to create a ticket for an incident or a request, but also to ask for information.

It can be found under the following menu:

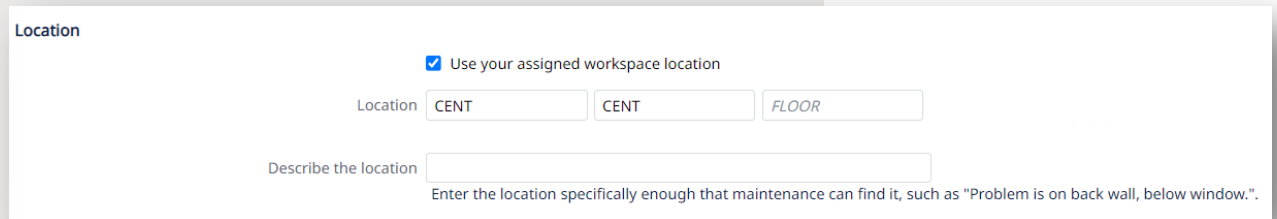You will be asked to fill in multiple fields.

Requestor
Requestor information is pre-filled with your user ID.

If the default phone number is not correct, please contact Befimmo by email helpdesk@Befimmo.be or phone **+32 2 679 37 50** during business hours (Mo-Fri 8h30 — 17h)

Location

As a default setting, the default location will be considered as the problem location. If the problem location differs from the default one, change it (site/building/floor) to keep the data as accurate as possible.

Use the free text to give additional information about the problem location (I.e.: in the left corner room behind the screen).

Problem

This section is used to specify the request type. Choose the type of problem by using a drill-down list :

After choosing the problem type, choose the problem sub-type in the drill-down list.
You can view all existing problem types and subtypes by clicking on the "View All Problem Types" button. You can find all problem types' combinations with their descriptions in Annex 1.

This window will appear:

Description

In this section you can describe the request and add additional information.

Workflow

The problem location (site/building/floor) and the problem type define the expected intervention times and the next steps of the request. These steps are described in this section:

Workflow
Response required within 1 Hours
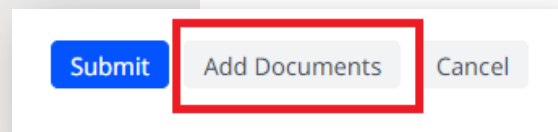Completion required within 4 Hours
Workflow Steps:
On status of Requested: Edit and Approve is required by an employee with Service Desk Role Property Manager Assistant if Division Code = 'VENDORS'
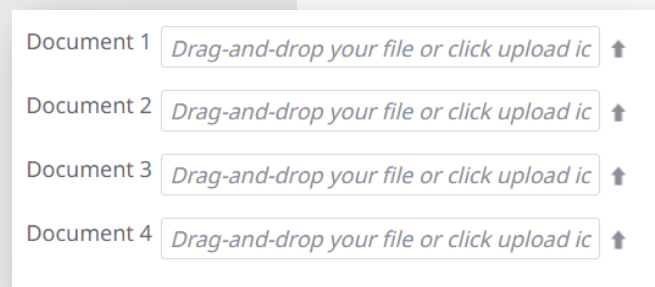
Request will be dispatched to SERIS TECHNOLOGY

Add Documents

Before submitting the ticket, make sure **to have uploaded the necessary documents** (pictures, for example). You can attach up to 4 documents of 3Mb each (so no videos) when clicking on "*Add Documents*" at the bottom of the screen.

Submit   Add Documents   Cancel

You can upload the documents using the arrow or drag and drop in the input zone.

Document 1 *Drag-and-drop your file or click upload ic* ⬆
Document 2 *Drag-and-drop your file or click upload ic* ⬆
Document 3 *Drag-and-drop your file or click upload ic* ⬆
Document 4 *Drag-and-drop your file or click upload ic* ⬆

Submit

When the Work Request is accurate and complete, click on "*Submit*".

Submit   Add Documents   Cancel
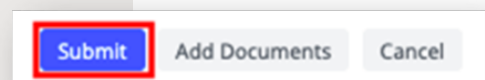
This window will appear to let you know that it has been created and to confirm the work request ID:

befimmo-uat.aremis.com indique

You created a work request with id 216

OK

To avoid duplicates, the system will warn you and will require a confirmation before your work request's creation.


This window will pop up. Click on the Work Request ID to see the details. If it is a separate incident, confirm your request by clicking on "*Submit*" in the upper left of that window. If it is the same incident, click on "*Go Back*" and "*Cancel*" your Work Request creation.

6 | Maintenance Console (Operational Ticketing Management)

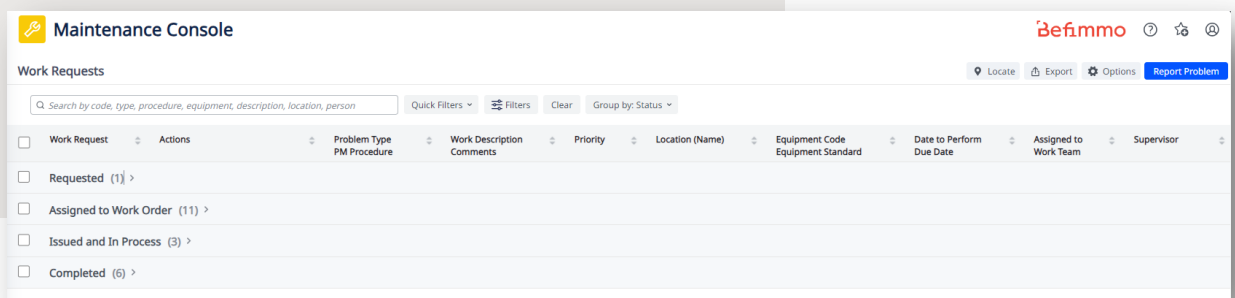The second option in the Corrective Maintenance is the Maintenance Console.
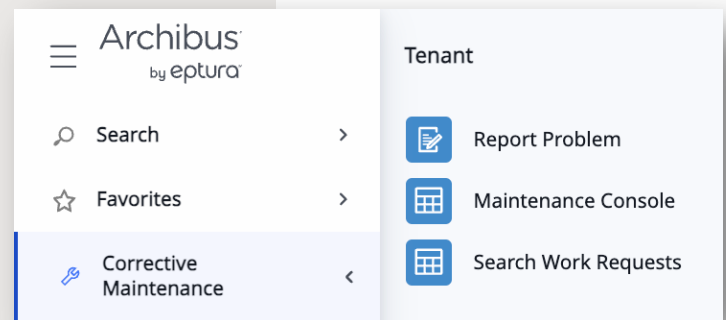
When you click on "*Maintenance Console*", you can visualize all open work requests, also known as tickets:

- for which an action from your side is possible or required
- that you have created

As a default setting, requests are grouped by status. There are 4 statuses:

- **Requested:** your request has been submitted
- **Assigned to Work Order:** your request has been assigned to a supervisor
- **Issued and In Process:** someone is currently working on your request
- **Completed:** your request is completed on a technical point of view. It will be archived 30 days after this status is set to completed

On the Maintenance Console, you can see the following general information of a work request:

1 Status of the ticket
2 ID number of the ticket
3 Actions possible on the ticket
4 Ticket's information
5 Priority Level
6 Expected date of intervention
7 Intervention's due date according to our priority matrix

More details can be consulted by opening the work request.

Open Work Request to See Details

To visualize the request's details, you can simply click on the work request ID (number) in the Maintenance Console.

Once opened, you will be able to see that there are 3 tabs per request:
- Overview
- Documents and Activity
- Additional details

"*Overview*" and "*Documents and Activity*" are the ones currently being used.

Overview

In the overview, you can find the summary of everything described in [Report Problem](#). As a tenant, you can only edit the description. All the other fields are read-only. All the information you entered during the problem report are visible here too (site, building, problem type, workflow, ...).

Documents and Activity

The tab "*Documents and Activity*" will contain all documents attached to the request by you or other users. It is composed of two sections.

The first section is "Request Documents". Those document(s) are the ones you attached during the creation of the ticket. They are important since they give more information or a better understanding of the incident.

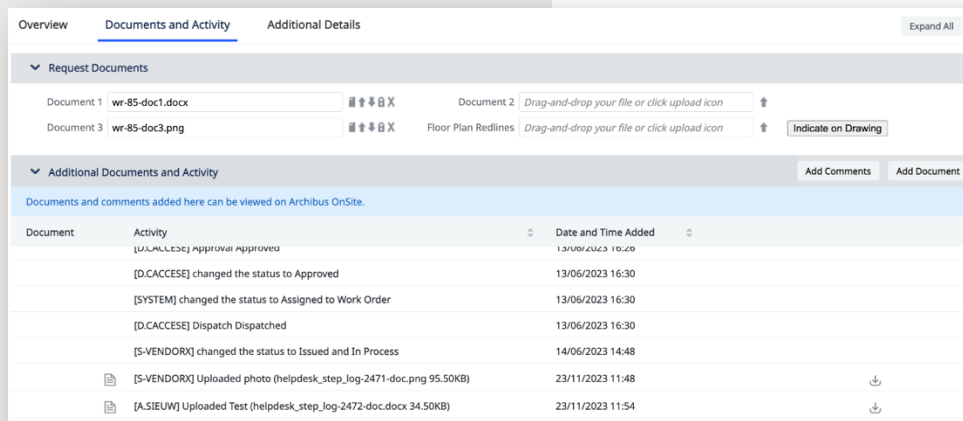The different actions you can take on the documents are:
- Open : it will automatically download the file on your computer
- Upload a new version :
- Delete

The other 2 buttons won't be used.

For your information, the documents in this section are automatically renamed by Archibus.

The second section "*Additional Documents and Activity*" enables you to visualize the activity log (status changes) that occurred on the request.

In this location you can see the comments, feedback or documents added after the request was made by you or other people. Here, **to download the document**, you click on .
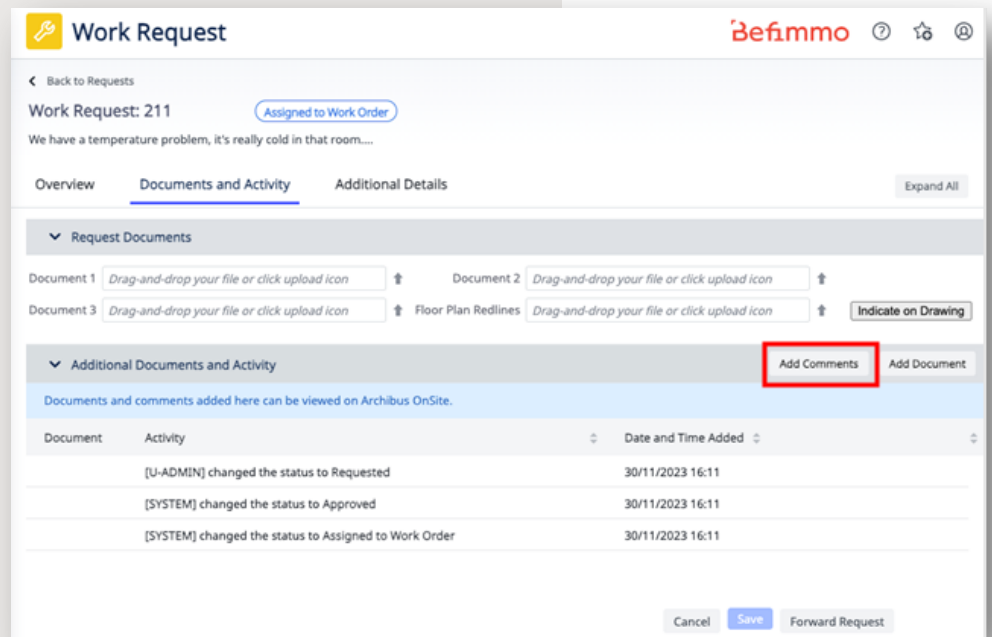
Overview	Documents and Activity	Additional Details				Expand All

Request Documents

| Document 1 | wr-85-doc1.docx | | Document 2 | Drag-and-drop your file or click upload icon | | |
| Document 3 | wr-85-doc3.png | | Floor Plan Redlines | Drag-and-drop your file or click upload icon | | Indicate on Drawing |

Additional Documents and Activity   Add Comments   Add Document

Documents and comments added here can be viewed on Archibus OnSite.

Document	Activity	Date and Time Added	
	[D.CACCESE] Approval Approved	13/06/2023 16:28	
	[D.CACCESE] changed the status to Approved	13/06/2023 16:30	
	[SYSTEM] changed the status to Assigned to Work Order	13/06/2023 16:30	
	[D.CACCESE] Dispatch Dispatched	13/06/2023 16:30	
	[S-VENDORX] changed the status to Issued and In Process	14/06/2023 14:48	
	[S-VENDORX] Uploaded photo (helpdesk_step_log-2471-doc.png 95.50KB)	23/11/2023 11:48	
	[A.SIEUW] Uploaded Test (helpdesk_step_log-2472-doc.docx 34.50KB)	23/11/2023 11:54	

Add Comments

In this tab, it is also possible **to add comments when the ticket has been created and processed** by the supplier.
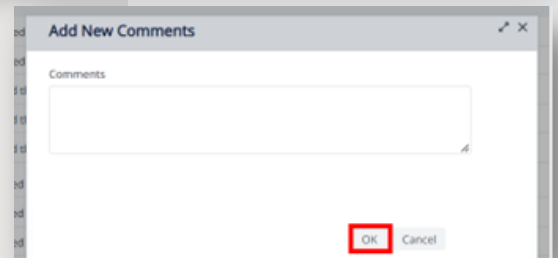
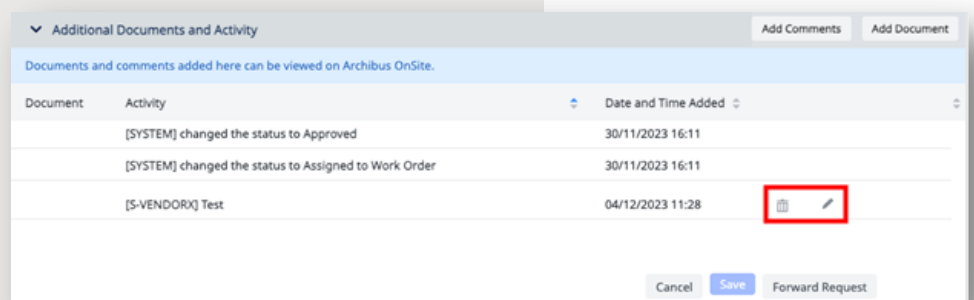To do so, you should click on "*Add Comments*".

This window will appear for you to write the full feedback. Save your feedback by clicking on "*OK*".

Be aware that the comment can be seen by everyone.

If you want to modify your feedback, you can edit or delete it in the "*Additional Documents and Activity*" section.

Possible Actions on Tickets

When an action is possible on your side, buttons are displayed next to the work request ID.

	Work Request	Actions		Problem Type PM Procedure	
☐					
☐	Rejected (1) ⌄				
☐	200	✏️ ⊗		INFORMATION | FINANCIAL	
☐	Completed (4) ⌄				
☐	194	☆*		ELEC	

Edit
When a request you created has been rejected. You can edit it according to the feedback received and submit it again.

Cancel
This will cancel the request. It can be clicked on until the work request reaches the status "Assigned to Work Order".

Give feedback
Your request is completed. You are invited to give feedback about the intervention, which is very important to us because it will help us improve our quality of service. You will also get notified by email.

Survey Work Request 194

Satisfaction Rating	No Rating ⌄
Satisfaction Notes*	No Rating
	Exceptional
	Above Average
	Average
	Below Average
	Poor
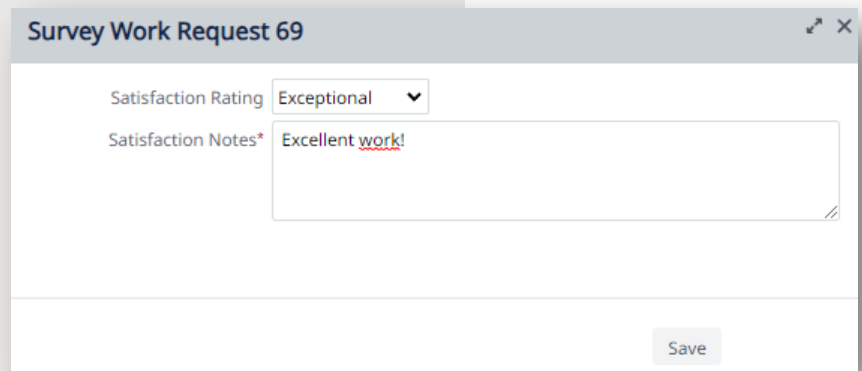
Save

How do you give feedback?

To rate the service, you have several choices:

- If all went well, make a choice between: "*Exceptional*" or "*Above Average*"
- If you have suggestions for improvement, choose instead: "*Average*"
- If, on the other hand, you have encountered a problem, such as non-resolution or partial resolution of the problem, a lack of quality of service or any critical element that you wish to report to us, select: "*Below Average*" or "*Bad*".

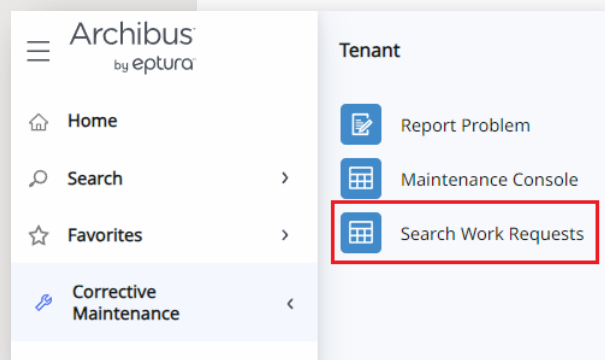**It is important to add an evaluation to help us better understand your review.**

Don't forget to hit the "*Save*" button.

7 | Search Work Requests

The last option of the Corrective Maintenance is the "*Search Work Requests*" tab.

Once a Work Request is closed, it is not available anymore in the Maintenance Console. You will have to use the view "*Search Work Requests*" to find and visualize them.

A lot of search criterias are available, like the Work Request Code (a.k.a. ID), the Site Code, the Problem Type, Dates, … (see picture or website for the many available criterias).
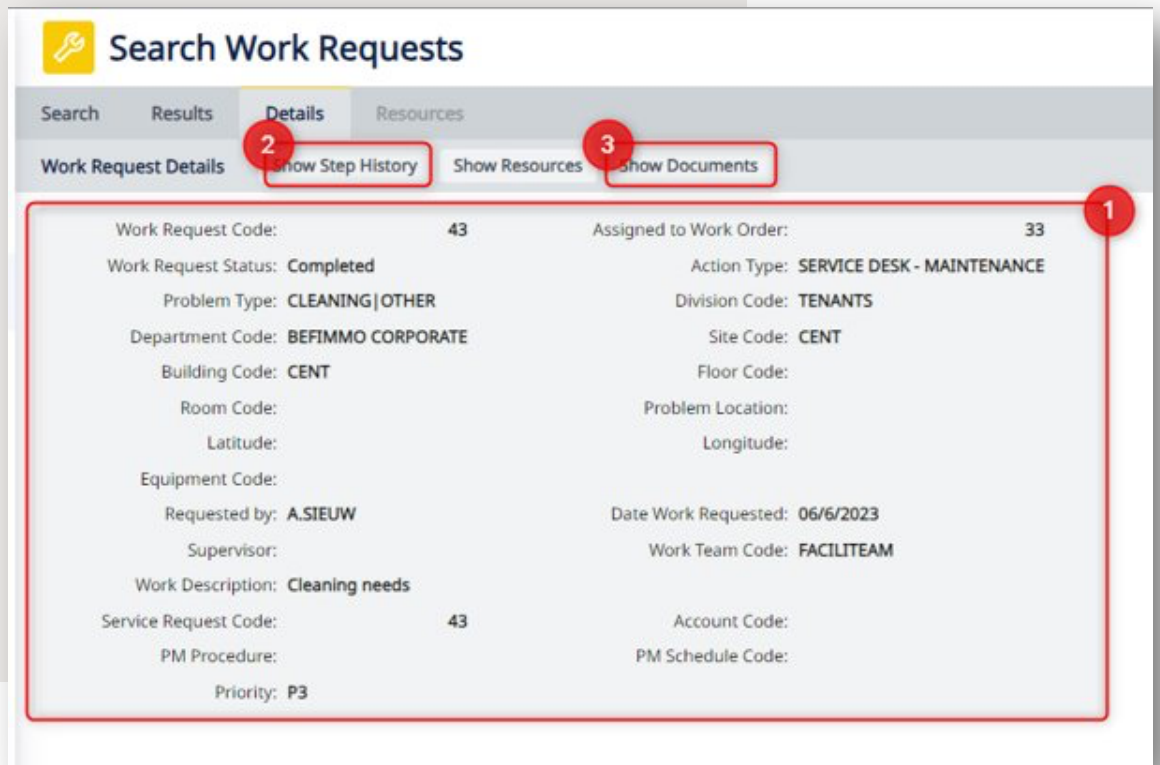
After having entered your search criteria (if any), click on "*Show*". If corresponding results have been found, they will be displayed. For example, here we used the criteria location "*CENT"*:

Each line represents one Work Request. It can be opened by clicking on the Work Request Code.
The different colours represent the different status.

1. Ticket's general information
2. Where you can see the ticket's actions history
3. To see the ticket's documents and comments

Tip: If you click on **Show** without any criteria, the system will show you all your company's tickets.

For any further information or questions please contact:

helpdesk@Befimmo.be or call **+32 2 679 37 50** during business hours (Mo-Fri 8h30 — 17h)

Annex

Annex 1: All problem types' combinations with their description

TYPE OF PROBLEM		DESCRIPTION
ACCESS CONTROL		Everything related to the building's accesses
	EQUIPMENT DEFECT	Access control doesn't work (i.e. badge, card and QR code readers, button, ...)
	INTERCOM DEFECT	Interphone or videophone doesn't work
	OTHER	Any other access related issue
BUILDING		Building structure (i.e. roof, windows, walls, ...)
	BLINDS	External blinds
	OTHER	Any other building structure related issue
	ROOF - OTHER	Any other roof related issue (not involving risk)
	ROOF - RISK	Roof damaged with potential risk
	WINDOWS - DAMAGED	Report of any damages to windows
	WINDOWS - OTHER	Any other windows related issue (not involving risk)
	WINDOWS - RISK	Windows with intrusion risks
CLEANING		
	CLEANING - EQUIPMENT	Supply of sanitary equipment (soap, paper, toilet seat, air freshener, etc.)
	CLEANING - GENERAL	Cleaning of common areas
	OTHER	Any other cleaning related request
	WASTE	Waste management (garbage room)
DOORS		
	AUTOMATIC - DAMAGED	Automatic door/barrier damaged
	AUTOMATIC - LOCK	Automatic door/barrier doesn't open/close
	MANUAL - DAMAGED	Manual door damaged
	MANUAL - LOCK	Manual door doesn't (un)lock
	OTHER	Any other door/barrier-related issue
ELECTRICITY		
	LIGHTING	The lights don't work
	OTHER	Any other electricity-related issue
	POWER OUTAGE	
	VEHICLE CHARGER	
HEAT - VENT - AIR CO		
	AIR - DRY	Humidity in the air isn't right
	AIR - FLOW	i.e. incorrect air circulation, draught, ...
	OTHER	Any other HVAC-related issue

	TEMPERATURE	
INFORMATION		Any information request
	DOCUMENTATION	
	FINANCIAL	
	OPERATIONS	All building-related request (operational services)
	OTHER	Any other building-related request
	TECHNICAL	
LIFTS		
	ACCESS CONTROL	Access control in the lift doesn't work (i.e. badge or QR code readers, ...)
	DEFECT - OTHER	Lift blocked
	DEFECT - PEOPLE IMPACTED	Lift blocked with people inside
OTHER		If any other problem type doesn't apply
	MISCELLANEOUS	For any other type of issue
	PEST CONTROL	Animal nuisance
	PLANTS	Interior plants only
	SNOW	Snow clearance
SANITATION		Bathrooms & water
	BLOCKAGE	
	OTHER	Any other sanitation-related issue
	SMELL	
	WATER - LEAK	
	WATER - OUTAGE	
SECURITY		Safety-related issue
	NO CCTV SIGNAL	No signal camera/monitor
	OTHER	Any other security-related issue
	TECHNICAL ALERT	Any technical alert on an equipment
SERVICES		
	ARCHIBUS	Any Archibus-related issue
	BADGE MANAGEMENT	Badge creation, programmation & delivery
	DELIVERY	Delivery box
	OTHER	Any other services-related issue
	PARKING	Related to all parking management topics (IZIX)
	SCREEN	Dynamic screen
	VISITOR	Related to all visitor management topics (Proxyclick)
TELECOM		If contract through Befimmo
	BREAKDOWN	No signal
	OTHER	Any other telecom-related issue