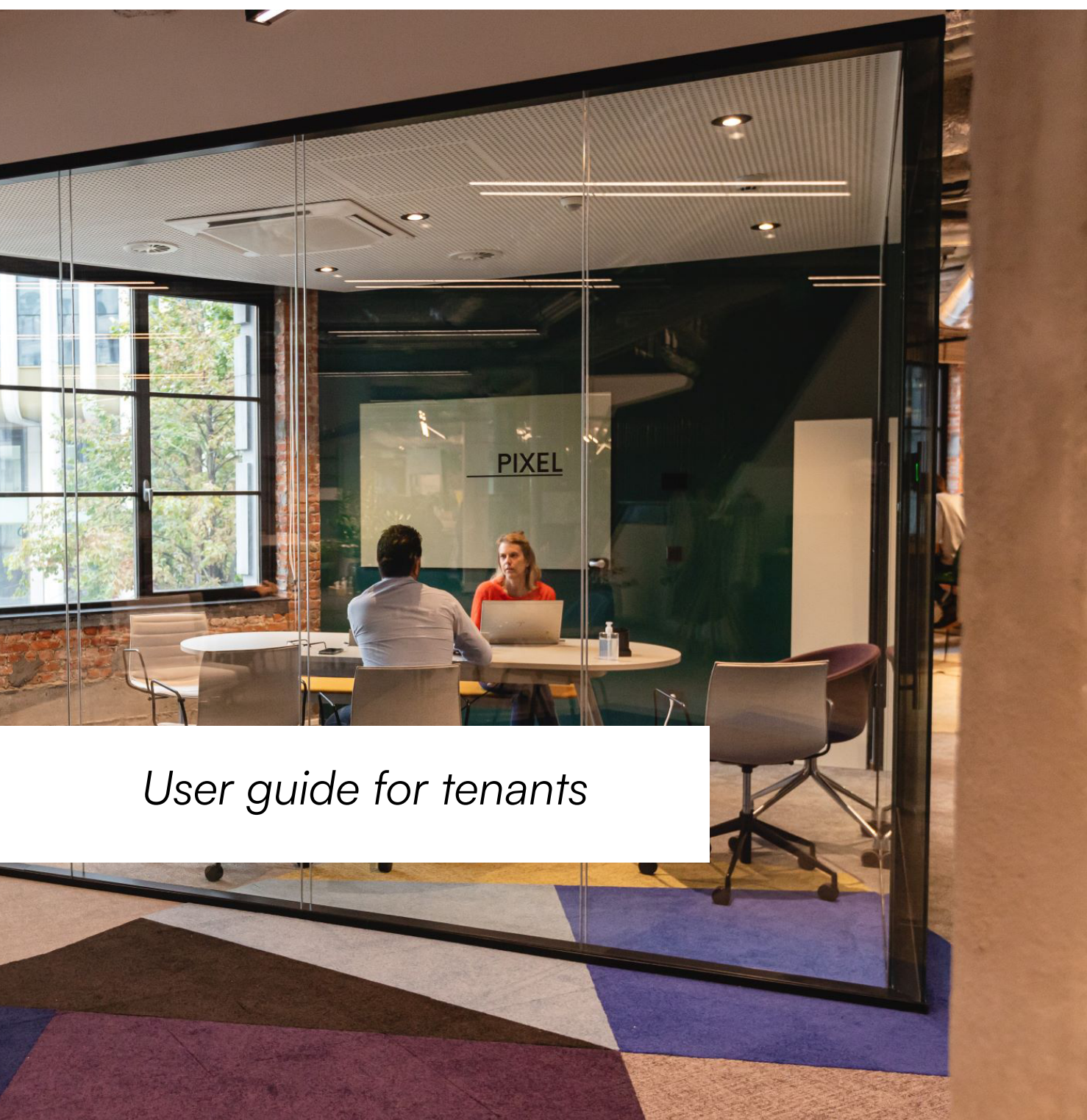


Archibus



User guide for tenants

Table of Contents

1	Log In	3
2	Change Password	4
3	Word Index	5
4	Connection Screen	5
5	Report Problem = Create a Work Request	6
	Requestor	6
	Location	7
	Problem	7
	Description	9
	Workflow	10
	Add Documents	10
	Submit	10
6	Maintenance Console (Operational Ticketing Management)	12
	Open Work Request to See Details	14
	Overview	14
	Documents and Activity	15
	Add Comments	16
	Possible Actions on Tickets	17
	How do you give feedback?	18
7	Search Work Requests	19
	Annex	22
	Annex 1: All problem types' combinations with their description	22

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.

The screenshot shows the 'Connect' login interface. At the top right, the language is set to 'English (United States)' with a flag icon, labeled (4). Below this is a 'Project' dropdown menu showing 'BEFIMMO'. The 'Username (case-insensitive)' field contains 'AFM', labeled (1). The 'Password (case-sensitive)' field is masked with dots, labeled (2). Below the password field is a 'Remember Me' checkbox and a 'Forgot Password?' link, labeled (5). At the bottom is a blue 'Log in' button, labeled (3).

2 | Change Password

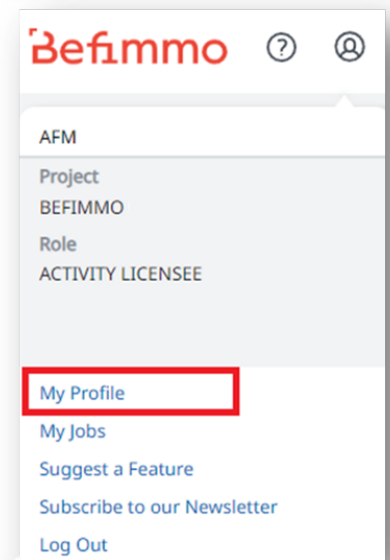


To change your password, connect to Archibus.

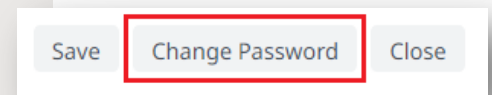
Click on the following button located on the top-right side of the screen:



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:

Change Password

Enter old password*

Enter new password*

Re-enter new password*

Change

Cancel

3 | Word Index



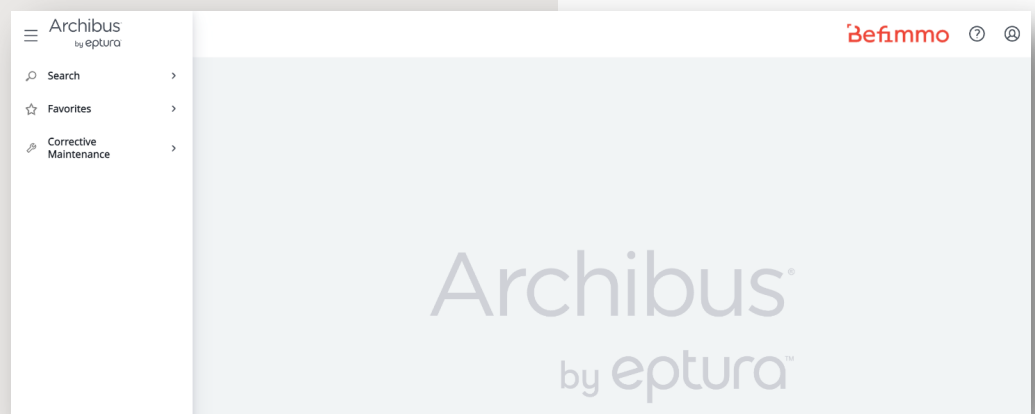
A little glossary before we start exploring the different possible actions on Archibus.

- **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.

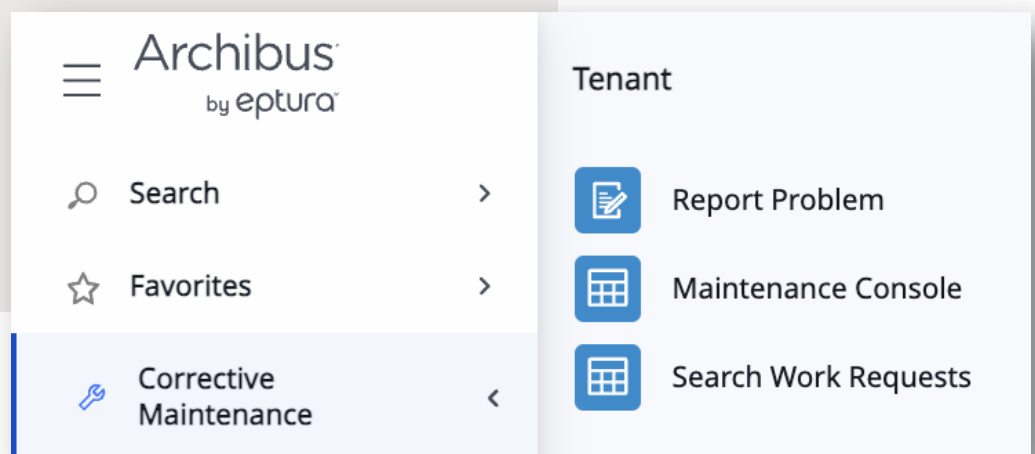
4 | Connection Screen



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*”.

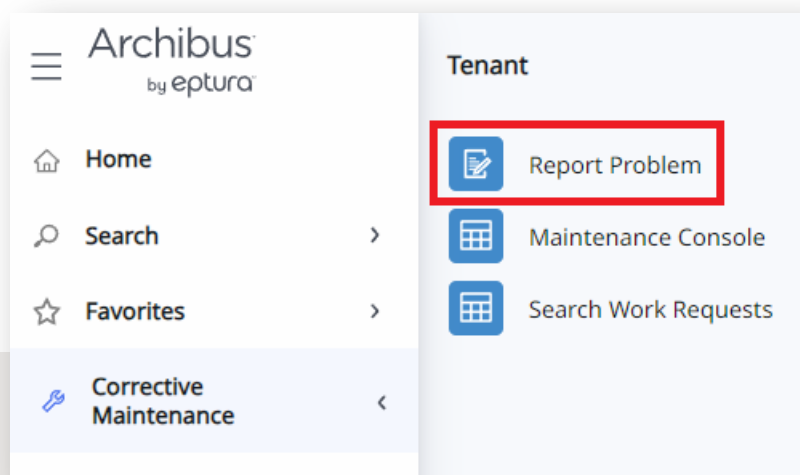


5 | Report Problem = Create a Work Request



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.

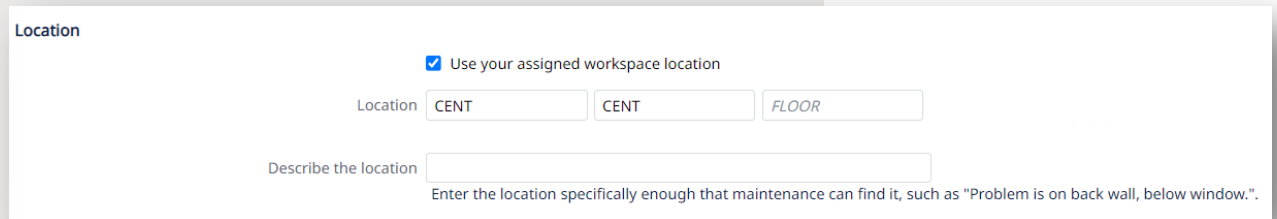
Requestor

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)

Requestor	
Requested By	E-TENANT Sample Tenant
Requestor Phone	<input type="text" value="+32 2 775 33 97"/>

Location

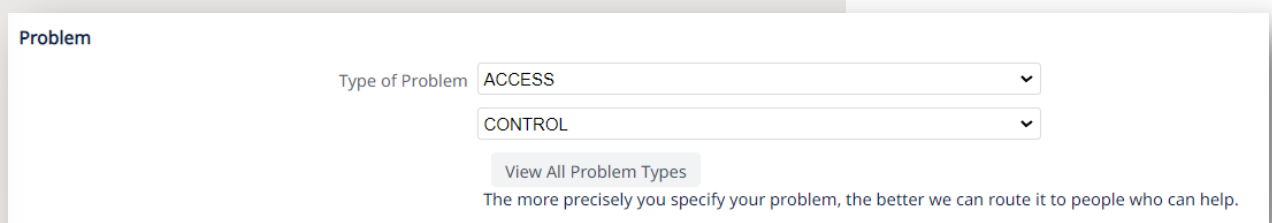


The 'Location' form contains a title 'Location' in the top left. Below it is a checked checkbox labeled 'Use your assigned workspace location'. Underneath, there are three input fields for 'Location', each containing the text 'CENT', followed by a 'FLOOR' label. Below these is a text area labeled 'Describe the location' with a placeholder text: 'Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.".'

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



The 'Problem' form has a title 'Problem' in the top left. It features a 'Type of Problem' label followed by two dropdown menus. The first dropdown shows 'ACCESS' and the second shows 'CONTROL'. Below the dropdowns is a button labeled 'View All Problem Types'. At the bottom, there is a note: 'The more precisely you specify your problem, the better we can route it to people who can help.'

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

Type of Problem*

- ✓
- ACCESS
- BUILDING
- CLEANING
- DOORS
- ELECTRICITY
- HVAC
- INFORMATION
- LIFTS
- OTHER
- SANITATION
- SECURITY
- SERVICES
- TELECOM

tion*

Select Des

Workflow

Type of Problem* DOORS

- ✓
- AUTO DAMAGED
- AUTO LOCK
- MAN DAMAGED
- MAN LOCK
- OTHER

it to p

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](#).

Type of Problem ACCESS

CONTROL

View All Problem Types

The more precisely you specify your problem, the better we can route it to people who can help.

This window will appear:

Select Value - Problem Type

Problem Type Code: A⁴ B⁸ C³ D⁶ E⁵ H⁵ L⁴ M⁵ R⁶ S¹⁶ T³ All⁶⁵

Problem Type Code	Problem Type Description
ACCESS	Access
ACCESS CONTROL	Access control doesn't work
ACCESS INTERCOM	Intercom & Videophone doesn't work
ACCESS OTHER	Other
BUILDING	Building structure
BUILDING BLINDS	External blinds
BUILDING OTHER	Other
BUILDING ROOF_OTHER	Roof (other)
BUILDING ROOF_RISK	Roof damaged with risks
BUILDING WINDOWS_DAMAGE	Windows damaged
BUILDING WINDOWS_OTHER	Windows (other)
BUILDING WINDOWS_RISK	Windows with intrusion risks
CLEANING	Cleaning
CLEANING OTHER	Other

CloseAdd New

Description

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

Description

Description*

Select Description

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

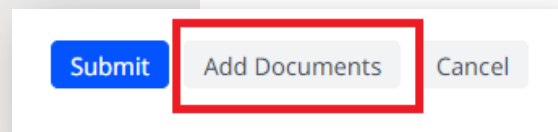
Workflow Steps:

On status of Requested: Edit and Approve is required by an employee with Service Desk Role Property Manager Assistant if Division Code = 'VENDORS'

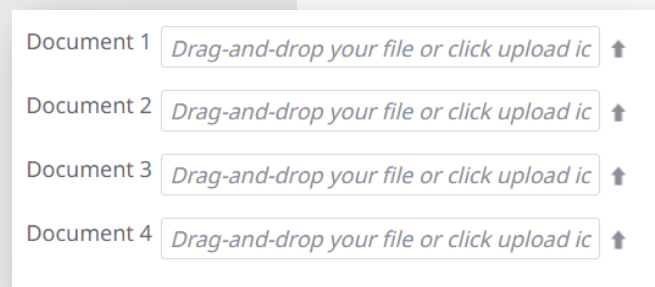
Request will be dispatched to SERIS TECHNOLOGY

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.

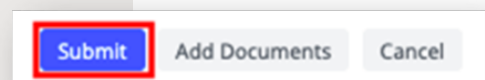


You can upload the documents using the arrow or drag and drop in the input zone.



Submit

When the Work Request is accurate and complete, click on “Submit”.



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.

View Work Requests

Submit **Go Back**

Work Request Code	Work Request Status	Date Work Requested
207	Assigned to Work Order	11/23/2023

Details

Work Request Code 207
Problem Type ELECTRICITY|LIGHTING
Requested by A.SIEUW Alyson Sieuw
Work Request Status Assigned to Work Order
Work Description Test
Date Work Requested 11/23/2023

Work Location

Site Code CENT CENTRAL
Building Code CENT Central
Floor Code -1 Niv -1
Room Code
Problem Location Lobby parking

Equipment

Equipment Code

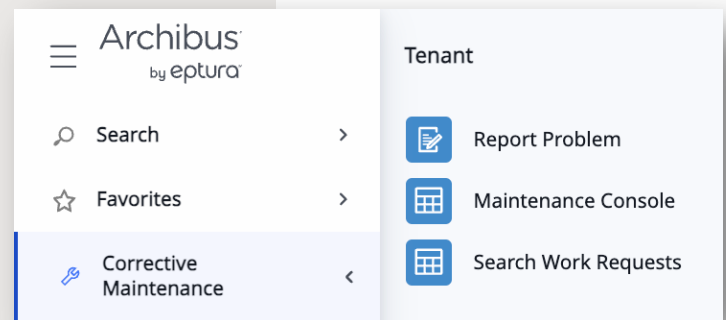
Close

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.

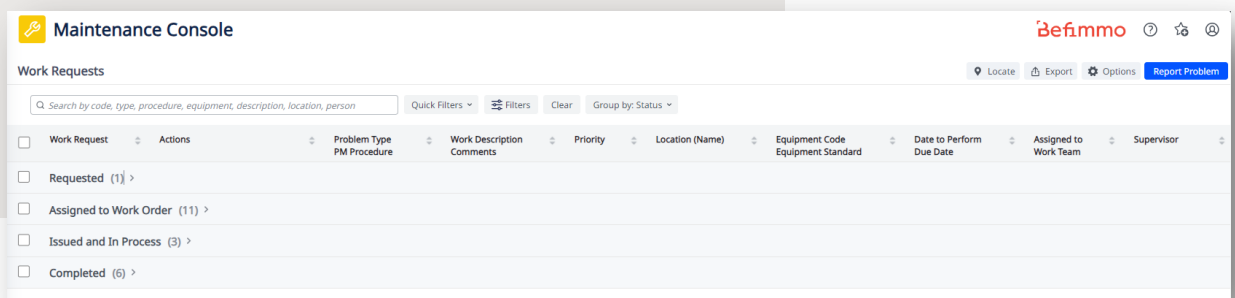


When you click on “Maintenance Console”, you can visualize all open work requests, also known as tickets:

- 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:

The screenshot displays the 'Maintenance Console' interface. The left sidebar shows navigation options: Home, Search, Favorites, and Corrective Maintenance. The main area is titled 'Work Requests' and includes a search bar and filter options. A table lists work requests with columns for Work Request, Actions, Location (Name), Department, Problem Type, Work Description Comments, Priority, Date to Perform, and Due Date. Two requests are visible: one with ID 111 and another with ID 109. The first request is highlighted with red callouts 1 through 7.

Work Request	Actions	Location (Name)	Department	Problem Type	Work Description Comments	Priority	Date to Perform	Due Date
Requested (2)								
111		Central	BEFIMMO CORPORATE	DOORS AUTO LOCK	test	P1	6/16/2023	6/16/2023
109		Central	BEFIMMO CORPORATE	DOORS AUTO LOCK	test NVL 2	P1	6/16/2023	6/16/2023

Below the table, there are summary links: Assigned to Work Order (4), Issued and In Process (2), and Completed (19).

- 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.

The screenshot displays the Archibus Work Request interface. The left sidebar shows the navigation menu with options like Search, Favorites, and Corrective Maintenance. The main content area is titled 'Work Request' and shows 'Work Request: 211' with a status of 'Assigned to Work Order'. Below this, there are three tabs: Overview, Documents and Activity, and Additional Details. The Overview tab is active, showing a description of the problem: 'We have a temperature problem, it's really cold in that room. Could you come on site to check what's happening?'. The form is divided into sections: Location (Site Code, Building Code, Floor Code, Problem Location), Problem (Priority, Status, Problem Type, Craftsperson's Note, Equipment Code, Equipment Standard), and Request Details (Requested By, Date Requested, Date to Perform, Due Date, Workflow, and Request Status). The Request Details section includes a workflow diagram showing the request status and the assigned vendor.

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:

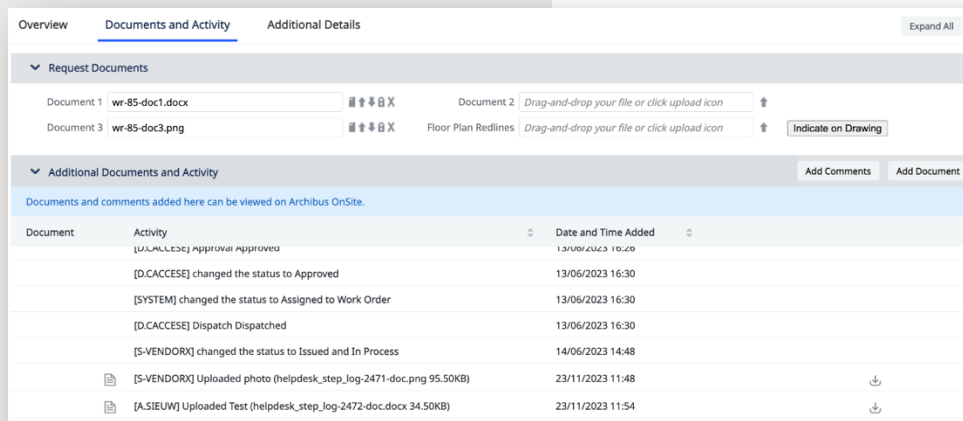
- Open : it will automatically download the file on your computer
- Upload a new version 
- Delete 





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 .

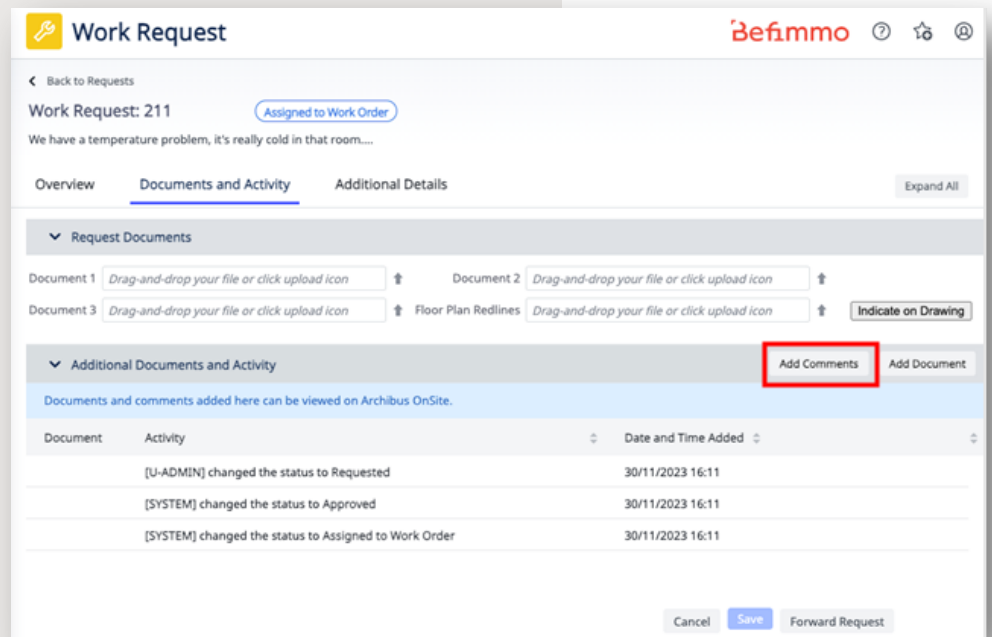


Document	Activity	Date and Time Added	
	[D.CACESE] Approval Approved	13/06/2023 10:26	
	[D.CACESE] changed the status to Approved	13/06/2023 16:30	
	[SYSTEM] changed the status to Assigned to Work Order	13/06/2023 16:30	
	[D.CACESE] Dispatch Dispatched	13/06/2023 16:30	
	[S-VENDORX] changed the status 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”.

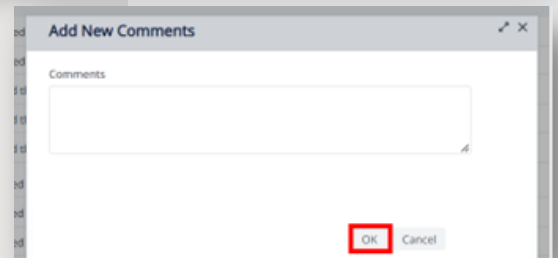


The screenshot shows the 'Work Request' interface for 'Work Request: 211'. The 'Documents and Activity' tab is selected. Under 'Request Documents', there are three document upload slots. Below this, the 'Additional Documents and Activity' section is expanded, showing a table of activities. The 'Add Comments' button is highlighted with a red box.

Document	Activity	Date and Time Added
	[U-ADMIN] changed the status to Requested	30/11/2023 16:11
	[SYSTEM] changed the status to Approved	30/11/2023 16:11
	[SYSTEM] changed the status to Assigned to Work Order	30/11/2023 16:11

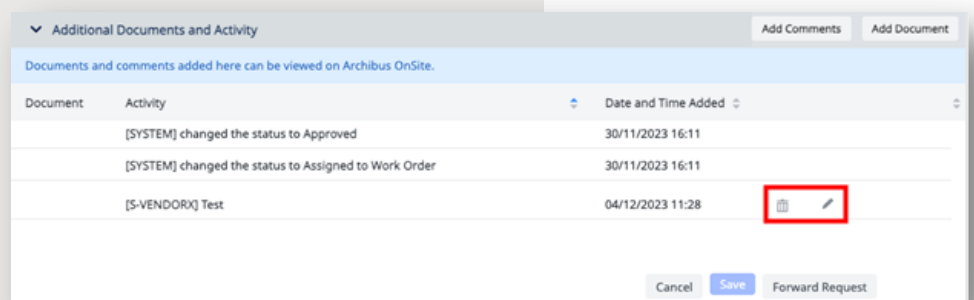
This window will appear for you to write the full feedback. Save your feedback by clicking on “OK”.

Be aware that the comment can be seen by everyone.



The 'Add New Comments' dialog box is shown. It has a text area for 'Comments' and two buttons at the bottom: 'OK' (highlighted with a red box) and 'Cancel'.

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







The screenshot shows the 'Additional Documents and Activity' section. The table of activities is visible. The 'Add Comments' button is highlighted with a red box.

Document	Activity	Date and Time Added
	[SYSTEM] changed the status to Approved	30/11/2023 16:11
	[SYSTEM] changed the status to Assigned to Work Order	30/11/2023 16:11
	[S-VENDORX] Test	04/12/2023 11:28

Possible Actions on Tickets

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

<input type="checkbox"/>	Work Request	Actions	Problem Type PM Procedure
<input type="checkbox"/>	Rejected (1) ▾		
<input type="checkbox"/>	200	 	INFORMATION FINANCIAL
<input type="checkbox"/>	Completed (4) ▾		
<input type="checkbox"/>	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*

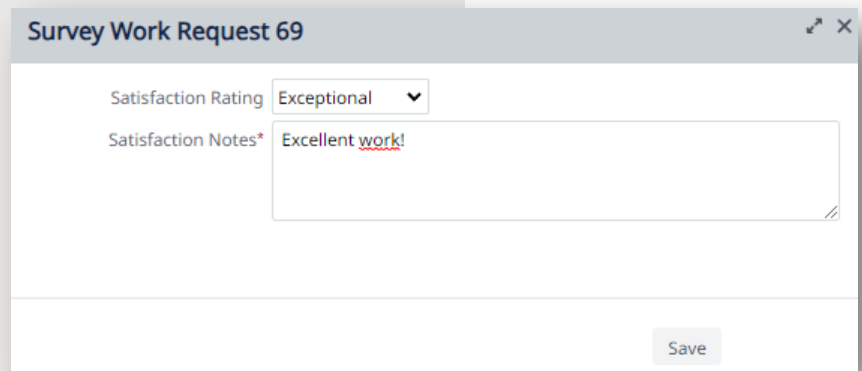
No Rating
Exceptional
Above Average
Average
Below Average
Poor

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*”.



The screenshot shows a web form titled "Survey Work Request 69". It has two main input fields: "Satisfaction Rating" with a dropdown menu set to "Exceptional", and "Satisfaction Notes*" with a text area containing "Excellent work!". A "Save" button is located at the bottom right of the form.

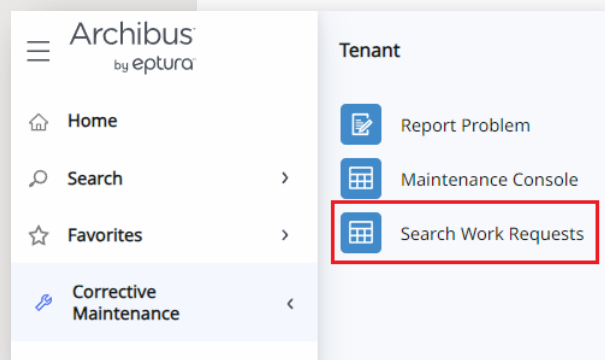
It is important to add an evaluation to help us better understand your review.

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.

Search Work Requests Befimmo

Search | Results | Details | Resources

Search Requests | Show | Clear

Work Request Code <input type="text"/>	Work Order Code <input type="text"/>
Requested by <input type="text"/>	Status <input type="text" value="Select..."/>
Not Closed <input type="checkbox"/>	Open Steps <input type="checkbox"/>
Site Code <input type="text"/>	Building Code <input type="text"/>
Floor Code <input type="text"/>	Room Code <input type="text"/>
Problem Type <input type="text"/>	Primary Vendor <input type="text"/>
Supervisor <input type="text"/>	Work Team Code <input type="text"/>
Primary Trade Required <input type="text"/>	Craftsperson Code <input type="text"/>
Equipment Standard <input type="text"/>	Equipment Code <input type="text"/>
Escalated for Response <input type="checkbox"/>	Escalated for Completion <input type="checkbox"/>
Date Requested: From <input type="text"/>	To <input type="text"/>
Date to Respond: From <input type="text"/>	To <input type="text"/>
Date to Complete: From <input type="text"/>	To <input type="text"/>


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).

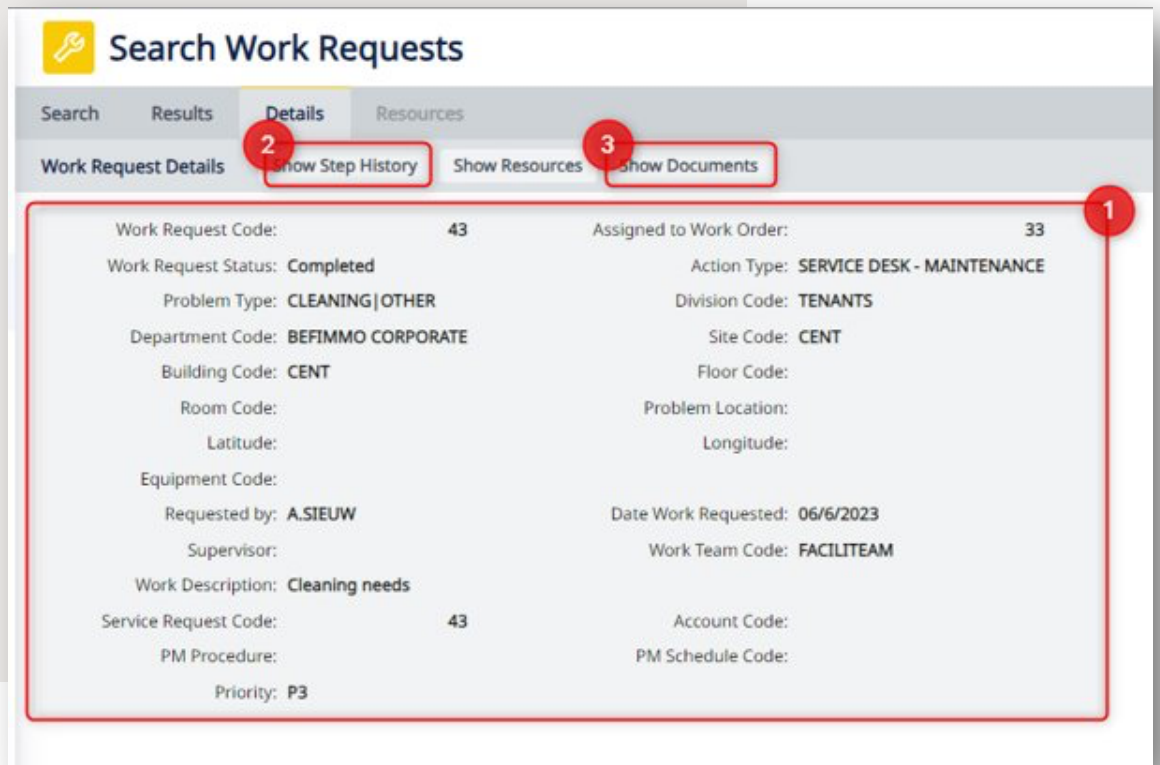
After having entered your search criteria (if any), click on “Show”. If corresponding results have been found, they will be displayed. For example, here we used the criteria location “CENT”:

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

Search Work Requests									
Search Results Details Resources									
Work Request Code: 1 111 2 28 3 11 4 11 5 11 6 11 7 11 8 11 9 11 All 226									
Work Request Code	Problem Type	Location	Work Description	Department	Work Team Code	Status	Priority	Due Date	
142	SECURITY TECHNICAL ALERT	CENT-0+	test	BEFIMMO CORPORATE		Cancelled	P1	8/18/2023	
143	LIFTS DEFECT PEOPLE IMPACT	CENT-0+	Test	BEFIMMO CORPORATE		Cancelled	P1	8/22/2023	
144	SECURITY TECHNICAL ALERT	CENT-0+	Test	BEFIMMO CORPORATE		Cancelled	P1	8/22/2023	
145	BUILDING WINDOWS DAMAGE	CENT-05	Hier is een test	BBVA		Requested	P3		
146	DOORS AUTO LOCK	CENT-01	test	BBVA	BEFIMMO ASSIST	Assigned to Work Order	P1	10/26/2023	
147	BUILDING ROOF OTHER	CENT-02	test	BBVA		Requested	P3		
148	CLEANING WASTE	CENT-02	test	BBVA		Requested	P3		
149	CLEANING WASTE	CENT-03	Test		AVIEX	Assigned to Work Order	P3		
150	CLEANING OTHER	CENT-02	gros soucis de nettoyage	AGALLIS INSURANCE SERVICES (200.091)	VENDOR X	Closed	P3		
151	ELECTRICITY POWER OUTAGE	CENT-01	vbbb	VENDOR X	VENDOR X	Closed	P1	9/25/2023	
152	LIFTS DEFECT PEOPLE IMPACT	CENT-0+	test	BEFIMMO CORPORATE	OTIS	Assigned to Work Order	P1	10/13/2023	
153	DOORS AUTO DAMAGED	CENT-02	the door is damaged	BEFIMMO CORPORATE	VENDOR X	Cancelled	P1	10/20/2023	
154	SANITATION BLOCKAGE	CENT-0-	It seems that toilets are blocked		VENDOR X	Closed	P1	10/26/2023	
155	SERVICES OTHER	CENT-02	I would like to recieve the floor plans of Cent...		BEFIMMO PM	Completed	P3		
156	SANITATION BLOCKAGE	CENT-0-	I hoave to order some parts		VENDOR X	Issued and In Process	P3		

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  without any criteria, the system will show you all your company's tickets.



Search Work Requests

Search Results **Details** Resources

Work Request Details **Show Step History** Show Resources **Show Documents**

Work Request Code: **43** Assigned to Work Order: **33**

Work Request Status: **Completed** Action Type: **SERVICE DESK - MAINTENANCE**

Problem Type: **CLEANING|OTHER** Division Code: **TENANTS**

Department Code: **BEFIMMO CORPORATE** Site Code: **CENT**

Building Code: **CENT** Floor Code:

Room Code: Problem Location:

Latitude: Longitude:

Equipment Code:

Requested by: **A.SIEUW** Date Work Requested: **06/6/2023**

Supervisor: Work Team Code: **FACILITEAM**

Work Description: **Cleaning needs**

Service Request Code: **43** Account Code:

PM Procedure: PM Schedule Code:

Priority: **P3**

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, programming & 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