User’s Guide
Notification System
List of Contents

1. Introduction 3
2. Access 3
3. Issuing of notification 4
4. Changing of notification 6
5. Notification ordering (via GUT) 7
6. Closing of notification 7
7. Claiming of notification 7
8. Log out 8
9. Settings 9
10. Suggestions/Clarifications 11
11. Information about error notification 12
1. Introduction

The notification system enables smooth processing of needs or general inquiries between TU Gebäude und Technik and TU Wien users in one system. They are informed on current status of their notifications and can also call up information at any time.

2. Access

The portal can be accessed using the link http://ess.tuwien.ac.at or Single Sign-On (e.g. as for travel expenses). If you do not have your access yet, you can request it from SAP Support at sap-support@tuwien.ac.at with your institute number.

We kindly ask you to use the Internet Explorer when accessing the portal.

You can create your notification in a few simple steps using the tab "Gebäude und Technik".
3. **Issuing of notification**

To create a notification, click on the field "Meldung anlegen" below the TU Wien logo. You will now be redirected to the input screen.

Fill in the given fields. Please note the two mandatory fields (subject and location).

**Subject**: Please provide a short description, e.g. "External window pane broken".

**Affected location**: The affected location is the place where the case occurred, e.g. AAEG01. This code represents the room number. See point 10 Suggestions/Clarifications.

If you know the room number, please fill it in **completely**.

If your request concerns more rooms, please specify them in the Description field and write only building code and floor in the "Affected location" field.

If you do not know the room number, use the following two search functions.
1*) Search: 

Click on the small square. Now you can search for premises using the description and by entering only parts of the name. IMPORTANT: Put a ‘´*´´ sign before and after the searched word!

2*) Location searching help: 

With this simple search function, you can select the premises by using the building codes. Click on the triangle in front of the building code and you can access the existing wings. From here on, you can proceed to the floors and finally to the existing room numbers.

If you do not find your room in the selection list, please select a level before (floor) and write the exact room number in the description.
**Description:** Please describe your request in detail.

**Notifier:** Ii is a person who is registered in the system. This data is filled in automatically and cannot be changed.

**Contact person on site (optional):** Here you can enter the name, email and phone number of a person, who may later be informed about the notification as a contact person or your deputy. **Please note that only one address can be entered here!**

**File attachments:** It is also possible to add photos, documents, etc. to the notification. Click on "Browse" and search for desired attachments in your PC. Attach the documents by using the button "Upload". You can attach more documents by repeating the process! **Please mention any attachments in the description with e.g. "see photos".**

If all data and information have been entered, please click on the field **Anlegen**. The notification will be created and you will immediately receive your notification number under which the request will be processed.

In addition, you and the optionally entered person will receive a mail for your information.

**4. Changing of notification**

If you wish to provide further information to the notification after submitting it, please click on this symbol 🖊️

**Übersicht Meldungen**

<table>
<thead>
<tr>
<th>Sicht</th>
<th>Alle Meldungen</th>
<th>Export</th>
<th>Datum</th>
<th>Meldung</th>
<th>Betreff</th>
</tr>
</thead>
<tbody>
<tr>
<td>📄</td>
<td>🕵️‍♂️</td>
<td>📝</td>
<td>25.10.2011</td>
<td>70030361</td>
<td>E010c Ve</td>
</tr>
<tr>
<td>📄</td>
<td>🗠️</td>
<td>📝</td>
<td>21.10.2011</td>
<td>70030347</td>
<td>Service E</td>
</tr>
<tr>
<td>🕵️‍♂️</td>
<td>📝</td>
<td>📝</td>
<td>19.10.2011</td>
<td>70030343</td>
<td>Veransta</td>
</tr>
<tr>
<td>🕵️‍♂️</td>
<td>📝</td>
<td>📝</td>
<td>14.10.2011</td>
<td>70030342</td>
<td>Anmeldur</td>
</tr>
</tbody>
</table>

The message appears automatically and you can make changes or additions to the fields Changes/Additions. The field ‘Description’ is regenerated for field Change/Additions so that the most recently entered information is visible.

To save the changes, click the icon 📝. Click "Zurück zur Übersicht" to return to the overview list.
The icon ![icon] indicates that the content of a message has been changed. You will also be notified by e-mail.

In addition, file attachments can also be added or removed.

5. **Notification ordering (via GUT to external companies)**

All notifications received via the Notification system are checked and forwarded to the responsible department via GUT helpdesk employee. If a notification is forwarded to an external company, you can recognize this in the overview list by the order number (80...). You can also see when the work is expected to start and end.

![Table 1]

Additionally, you will receive information about the person responsible for your request.

6. **Closing of notification/order (via GUT)**

After your request has been processed by the GUT helpdesk employee, it is closed in the system. You can recognize the symbol ![symbol] in the overview list. You will see the date in the column "Abschluss" and will also receive a mail information.

7. **Claiming of notification**

With the function "Meldung reklamieren" you have the possibility of reactivating a completed and closed notification if you think that not all services have been completed according to your wishes or for any other reason. Click on the symbol ![symbol] in the line of the notification you want to complain about.
A new window will open asking if you really want to complain about the message. Before you confirm this with "Yes", you must enter the reason for the complaint.

In the “Übersicht”, the symbol is hidden and you will see a flag next to the pen. This indicates that a complaint about this notification has been made. You can then click on the pencil to enter the notification and make further changes or additions. At the end, save the changes with symbol.

GUT customer service will be announced about the complaint and forwards it to the responsible person. You can recognize the completion of your complaint by the changed symbols (as in point 6) in the overview list as well as by the mail notification. However, the flag remains.

8. Log out

If no more notifications are recorded, please log out of the system by clicking on the link "Abmelden" and confirm with "Ja" in the following window. The window can then be closed.
9. Settings

Browser
To access our Meldungssystem, please use Internet Explorer. If there are any problems with the representation, the "Kompatibilitätsansicht" must be activated additionally, so that the sides can be indicated correctly.

If you want to use other browsers, please check these with your IT specialist and note any adjustments made using the "Kompatibilitätsansicht".

Overview list
You can define your personal settings (views) in the overview list of your notifications. Click on the "Einstellungen" link on the right side of the overview list. In the following window you can display the desired columns. Save the setting view in order to see it the same after the next log-in.

Sorting by notification status
In the overview list, you can sort your created notifications according to different views. Select the required view from the dropdown menu.
Filter function
With the "Filter" function - at the top of the overview list - you can filter according to your criteria. Enter the value you want to filter in the corresponding column in the additionally displayed row and confirm with the enter key. The value you are looking for is then displayed. You can also enter "*" as a placeholder.
If you delete or overwrite the value, you can filter according to other criteria. With "Filter löschen" the function is hidden again.

Sorting function
You can sort your overview list in ascending or descending order according to a specific column. Just click in the respective column (see the circle). Click again to change the sorting order.

Data export
Using this function, you can export all notifications into an Excel file. If you sorted your notifications according to open notifications, only these are exported. The following error message may appear:

Click with the right mouse on the bar and select "Datei herunterladen...".
Enlarge view
To enlarge the view of the overview list, click on the marked triangle.
This allows you to hide this area. Click it again to display it.

User profile
With the link “Personalisieren” you can view your saved user profile.

Language settings
You can change the display language with a click on the list symbol and "Personalisierung".

Viewing the notifications of other users
If several users (e.g. university offices) work in the system, the views of the notifications can be adjusted centrally by TU GUT Customer Service. This means that person A can see all notifications from person B and vice versa.
10. Suggestions/Clarifications

Composition of room number:

\[ \begin{array}{c}
\text{Building} & \text{Wing} & \text{Floor} & \text{Room number (2 to 4 digit code)} \\
\end{array} \]

GUT Property team

The link "GUT Objektteam" redirects you to the TU GUT homepage.

User’s guide

You can access the current edition of the manual with the link "User’s guide".

Updating the page

If you want to update the current page, click on the symbol shown on the right and select "Aktualisieren" from the list.

11. Information about error notifications

Time out

SAP system can you logged off after no activity for longer time. Click "Back" in the menu bar and enter the program again.
A required field was not filled out. Please click on the marked field, enter the text and click on save.

Technischer Platz XY nicht vorhanden

The location was entered incorrectly or does not exist. Select the correct location.

Possible error message during export:

Click with the right mouse button on the bar and select "Download file...".

Maintenance work

Due to ongoing maintenance work, access to the system may not be possible for a short time. In this case, we ask you to record your requests at a later date.