

User Manual – Reporting System

Instandhaltung



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Preface

The reporting system enables TU Buildings and Technology (GUT) to provide TU Wien users with a central tool for handling all requirements and general requests. Users are continuously informed about the current processing status and can access this information at any time.

Access

Access to the portal is either via the TU homepage under **Campus Services** or directly via the SAP Service. By clicking on the **Maintenance** tile, you can access the report overviews or create new reports.

Create a Report

To create a report, click on **Create Report**. The input form will then open. Please complete the required fields. Note that the two fields **Subject** and **Affected Location** are mandatory.

- **Subject:** Enter a short description of your issue, e.g., “Broken exterior window pane”.
- **Affected Location:** Enter the location where the issue occurred, e.g., AAEG01. This code corresponds to the room number (see section 10 *Notes/Explanations*). If you know the room number, please enter it in full. If your request concerns multiple rooms, list them in the **Description** field and, in **Affected Location**, select only the floor, e.g., AB02.

If the exact room number is unknown, you can search for the room using the search function. Click on the **magnifying glass icon**, enter part of the name, and then select it from the list using **Search and Select**. If the room is not displayed, select one level higher (e.g., the floor) and specify the exact room number in the **Description** field.


Additional fields:

- **Description:** Detailed description of the issue.
- **Reporter:** Automatically filled with the logged-in user, cannot be changed.
- **On-Site Contact Person (optional):** Enter the name of a contact person or deputy, along with a phone number or e-mail address. *Note: only one address can be entered.*
- **Attachments:** You can upload photos or documents by clicking **Choose File** and then **Upload File**. Please mention attachments in the **Description** (e.g., “see photos”).

Once all information is entered, click **Save Report** to complete the process. You will immediately receive a report number under which your request will be processed. You and, if specified, the on-site contact person will also receive an e-mail notification.

Edit a Report

If you would like to add more information or make changes after submitting a report, click on the **pencil icon** in the corresponding row of the overview list. You will be taken directly to the report, where you can adjust the text or add details. The **Description** field is recreated with each change so that the latest information is always visible.

Click **Save Report** to save your changes. Click **Back to List** to return to the overview. Edited reports are marked with a symbol() in the list. You will also receive an e-mail notification.

In addition to text changes, you can also add new files or remove existing attachments.


Commission a Report (by GUT)

All reports received by GUT through the reporting system are checked and forwarded to the responsible department. If a report is commissioned (e.g., forwarded to an external company), this is indicated in the overview list by the **order number**. You can also see when the work is expected to begin and end. Abschluss der Meldung / Auftrag (durch GUT)

Completion of the Report / Order (by GUT)

After your request has been fulfilled, the report will be closed in the system by the responsible staff of GUT. In the overview list, the completion is indicated by the **status information**. The **Completion** column also shows the date, and you will receive an e-mail notification.

Reclaim a Report

With the **Reclaim Report** function, you can reactivate a completed and closed report if you believe that not all services have been carried out or if there is another reason for reclamation. To do this, click the corresponding **symbol** () in the row of the report.

A window will open asking if you really want to reclaim the report. Before confirming, you must enter the **reason for reclamation**.

The GUT Service Center will then be notified and will forward the report back to the responsible staff member.

Logout

To log out of the system, first click **Home** or **Back** and then select **Logout**.

Notes / Explanations

Structure of the room number:

The room number consists of the building, tract, floor, and a 2- to 4-digit room number.

Example: AS01XX(XX)

A = Building; **S** = Tract; **01** = Floor; **XX(XX)** = 2- to 4-digit room number