Simply Get Started

With

ManageEngine™ FacilitiesDesk
Integrated Facilities Management Software

See the product roll-out in 30 minutes!!

Follow four quick steps after installation

Get

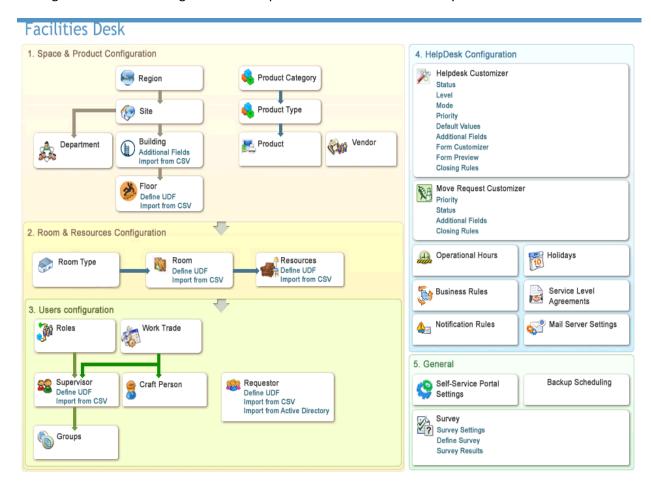Value Upfront…

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Quick Introduction

Meet Mr.FacilitiesDesk a web – based facilities management software. It provides you integrated features like: Maintenance HelpDesk, Space and Properties Management, Purchase and Contract Management and Knowledge base and Reports Generation tool as one system.

Let us see how the value of this system can be sensed within no time.

Set up your Maintenance HelpDesk

A critical yet simple set up will set the maintenance helpdesk up and running within few minutes.

- **Mail Server Settings** *(Path: Admin/General/Mail Server Settings)*

Set the incoming and outgoing mail server details which are necessary to fetch and send mails from FacilitiesDesk without any problem.

- o **Incoming mail server settings: Have the following fields –**

  - **Server Name/IP Address:** Denote the incoming mail server from where the mails need to be fetched

  - **User Name & Password:** Enter the login name and set your password to access the mails from the above server

  - **Email Address:** Enter the email address to which the service requests are to be sent and only those mails need to be fetched

  - **Email Type:** Indicates the type of mail email fetching (For example: IMAP or POP and so on)

  - **Port:** Mark the port from where the mails need to be fetched

All fields are mandatory fields and cannot take null values. Click **Save** button after entering the above details. The configurations will be saved and FacilitiesDesk will try to establish connection with the mail server. To start the mail fetching, click **Start Fetching** button.

- o **Outgoing mail server settings:**

Have the similar fields as that of Incoming mail server setting. The only different one is:

Reply-to-Address: Enter the email address to which the replies are to be sent and only those mails need to be fetched.

Bring in the People

- **Denote Groups (Path: Admin/Maintenance Request/Groups)**

Request Groups denote the classification of Helpdesk team under which the various incoming requests can be categorized. Each group can have a group of craft person in charge of handling the requests pertaining to that group. You can configure these groups in such a way that notifications can be sent to craft person who belong to the group regarding a new request creation.

To add a new group click the **Add New Group** link on the right hand side corner of the **Group List** table.

The group **Name** is where you specify the unique name that is used to identify each group.

To bring supervisors under a group select supervisors from the **Available Supervisors** list box and click Assign (>>) button. To select multiple supervisors, use **Ctrl** or **Shift** key.

If you want to send notifications to the above group of supervisors for new request creation or inform the group if there are requests unpicked, then select the check boxes available just below the technician's list box. Based on your need you can enable both the check boxes or select any one or none

You can enter a short description about the group in the **Description** field. This will help in knowing the kind of requests that will be grouped under this group and hence help in assigning supervisors to this group.

Click the **Save** button to save the group and return to the list view.
Click the **Save and add new** button to save the group and add another group.

- **Define Work Trade (Path: Admin/Maintenance Request/Work Trade)**

This is a mandatory configuration before getting your facilities team and your users in. Work trade denotes the classification of Job trades that are available in the organization. Each work trade can have a group of supervisors' in charge of handling the maintenance requests pertaining to that work trade (for example: Plumber, House Keeping etc.).

To add new work trades click the **Add New Work Trade** link on the right hand side corner of the **Work Trade List** table.

o **Work Trade Name** is where you specify the unique name that is used to identify each work trade
o Provide any relevant information in the **Description field** pertaining to the work trade
o Click the **Save** button to save the work trade and return to the list view
o Click the **Save and add new** button to save the work trade and add another work trade

- **Steps involved in bringing in the people**

There are three types of people to be defined in the system:

o **Requesters: (Path: Admin/Users/Requesters)**

You can add, edit, or remove the requesters in the application and also provide them with login permissions to access the self-service portal. You can add requesters and their details either manually, or from Active Directory, or import from a CSV file.

- To add a list of requesters from Active Directory

   1. Click **Import from Active Directory** link in the Requester List page. The Import from Active Directory window pops up
   2. From the list of domains that are listed in the **Domain Name** combo box, select the domain name in which the active directory from which you wish to import is installed. If the other details such as domain controller name, user name, and password have already been entered in the Domain scan page, then that will be populated automatically. Else enter the name of the domain controller in the **Domain Controller Name** field
   3. Provide the domain level login name and password in the **Login Name** and **Password** field
   4. Click **Import Now!** The import wizard displays the various Organizational Units (OUs) available in that domain. Choose the specific OU from which you wish to import users by selecting the check box beside it
   5. Click **Start Importing**. Once the import is complete, the data on how many records were added, how many overwritten, and how many failed to import
   6. Click **Close Window**

- To add a list of requesters from a CSV file, click **Import from CSV** link at the top of the Requester List table. The Import Wizard opens in a pop-up window. Follow the instructions of the wizard to import the requester details from the CSV file

- To add new requesters manually click the **Add New Requester** link on the right hand side corner of the **Requester List** table and enter the following:

Click the **Save** button to save the requester and return to the list view. Click the **Save and add new** button to save the requester and add another requester.

NOTE: The Maintenance help desk team will comprise of the maintenance supervisor and crafts person who will be handling the requests posted / raised by various employees (requesters) in the organization.

   o **Supervisors:**

      - **Change as Supervisor (Path: Admin/Users/Requesters)**

         You can change a requester to supervisor directly with just click of a link. To change a requester to supervisor

1. Click the name of the requester from the Request List view
2. Click the link **Change <Requester Name> as Supervisor** in the top right corner of the **Edit Requester** form. The requester is changed as supervisor and the edit supervisor form is opened
3. If you wish to assign a different role to the supervisor or change any of the other details, you can do so
4. Enter the **Cost per hour** value for the supervisor
5. Click **Save**. If you do not wish to change the requester to supervisor, click **Cancel** instead of **save**

- To add new supervisors manually click the **Add New Requester** link on the right hand side corner of the **Requester List** table and enter the following:

(Path: Admin/Users/Supervisors)

o **Craft Personnel: (Path: Admin/Users/Craft Personnel)**

- You can add, edit, or remove the crafts person in the application and also provide them with various other details. To add a new craft person click the **Add New Craft Person** link available and enter the following:

Craft Person Name: Enter the name of the crafts person.
Employee ID: Enter the employee ID of the crafts person.
Address: Enter the address of the crafts person.
E-Mail: Enter the e-mail ID of the crafts person.
Phone Number: Enter the phone number of the crafts person.
Mobile: Enter the mobile number of the crafts person.
SMS Mail ID: Enter the SMS mail id of the supervisor.
Work Trade Name: Select the work trade to which the crafts person belongs to from the drop down combo box.
Supervisor: Select the supervisor to which the crafts person belongs to from the drop down combo box.
Cost per hour: Enter the cost per hour for the supervisor.

The given values to be entered are only mandatory to show the system running quickly. You can add more data than given even at a later stage.

Bring in the Buildings

- **Define your Space**

    - **Region (Path: Admin/Space/Region)**

    You can add list of regions (geographical locations) of the organization. To add a new Region, click **Add Region link** on the top right hand side corner of the region list table.
        - The Add Region Name which signifies the geographical location of your organization's operations
        - Click **Save** button to save the region details and return to the list view. Click **Save and add new** button to region and add another region

    - **Site(Path: Admin/Space/Site)**

    You can add list of sites (building or complex) of the organization.
    To add a new site, click **Add New Site** link on the right hand side corner of the site list table.

        - Select the Region from the combo box where the site is located
        - Site Name is where you have your organization's operations are partitioned in a particular region. This is the mandatory field to help identify the site uniquely in a particular region
        - Click **Save** button to save the site details and return to the list view. Click **Save and add new** button to save and add another site

- **Property**

    - **Building Wizard (Path: Admin/Space/Building Wizard)**

    You can create a **Building** along with the total number of **Floors** and **Rooms** present in it in this single form.

        - Select the site for which you want to create the building for

        - Enter a name for the building

        - Enter the total **no. of floors** in the building and that will add more rows to the Floor List Form Table as the value entered

    By default the form will generate the floor names as 1st Floor, 2nd Floor, 3rd Floor...But the names can be changed using the form fields.

You can enter the total **no. of Rooms** in each floor as per the three basic room type denoted by the icon on the text field.

The Three basic rooms' type (based on category) that would be present in the system by default is

1. **User Room -** Rooms will be taken for vacancy calculation based on the rooms' occupancy size
2. **Service Room -** Rooms will be taken up as general usage
3. **Conference Room-** Rooms that can be booked for a particular duration of time

Multiple Rooms Can be created for a particular floor by specifying a **Room Range** along with the **Room Name**

Example(s)
("A" 1-12, "A" 14-15) will generate the following set of rooms (A1, A2, A3...A12, A14, A15)
(1-5 "B", "B" 6-10, 1 -10) will generate the following set of rooms (1B, 2B...5B, B6, B7...B10...1, 2...9, 10)
Click **Save** button to save the bulk space. Click **Reset** button to populate the form with default values.

o **Departments (Path: Admin/Space/Departments)**

You can add the various departments available in your organization (even across branches). To add a new department click the **Add New Department** link on the right hand side corner of the **Department List** table.

Enter **Department Name** you wish to add. As the same department can exist across various branches of your firm, this need not be unique. But this is a mandatory field.

From the list of sites that are available in the **Site** combo-box, you can select the site location to which the department is present.

Click the **Save** button to save the department and return to the list view. Click the **Save and add new** button to save the department and add another department.

NOTE: Department and room are very critical data without which users and resources cannot be defined…..for both these parameters will be associated with the space details.

Bring in your Assets

Once the product is defined the resources feature will be up and running. To do that product type needs to be defined (Product category ----→ Product type…where product category is not mandatory). Another method is CSV import of the resources available with your organization

- **Add New Product Type (Path: Admin/Resource Management/Product Type)**

    Each product purchased by a firm can be categorized into a specific product type. This is the second level categorization for the assets that are bought. For example, Dell or HP Laptops can be categorized under the product type Laptops, while HP Inkjet Printer can be categorized under the product type Printer. To add a new product types click the **Add New Product Type** link on the right hand side corner of the **Product Type List** table.

    1. Specify **Product Type Name** which will uniquely identify the individual product types
    2. The **Type** allows you to specify if it is asset or a component
    3. Selecting the **Copy this also to Solution Category** check box will create a new sub topic in kbase with the sub topic name as the product type name and will be added under the main topic as the category
    4. Click the **Save** button to save the Product Type and return to the list view. Click the **Save and add new** button to save the Product Type and add another Product Type

- **Add New Product (Path: Admin/Resource Management/Product)**

The specific asset types are termed as products. For example, Dell Latitude D600 is a product representing Dell Laptops. To add new products click the **Add New Product** link on the right hand side corner of the Product List table.

1. The add product form has two mandatory fields, namely Product Name, Product Type
2. Specify the **Product** which will uniquely identify the individual products
3. From the combo box listing the various available **product types**, select the relevant product type under which the product can be classified
4. Click the **Save** button to save the Product. Click the **Save and add new** button to save the Product