#### **O&M CUSTOMER SERVICE**

Step#	Step Instructions	Navigation Path	Notes
1	Begin on the Facilities Connect 'Projects' tab (at the top of the screen)		
2	Click on the 'Projects' tab; locate the 'Related Links - Projects' pane (left-hand side of the screen). Click on 'All Capital Projects' to search all projects.	■ Related Links - Projects  Document Manager ③  Programs and Funding Sources  Create a Program ②  View Programs ②  Projects  Create a Facilities Project ③  Create a Capital Project ⑤  My Facilities Projects ③  All Facilities Projects ③  My Capital Projects ③  All Capital Projects ③  All Capital Projects ⑤	
3	From the 'All Capital Projects' screen, use the 'ID' field to search for the desired Project. Enter the Facilities Connect Project # and press enter to search. Once located, click on the Project record to open.	ID Contains	
4	Important: Upon opening the Project record, locate the project's Status. If the Status is Revision in Progress, no action is needed and move on to Step #5.  If the Status is Active, you must click on the Revise button in the upper right-hand corner of the Project record before moving on to Step #5.	Status Revision In Progress  Status Active Revise	
5	Within the Project record, locate the 'General' tab (top of the screen). In the 'Details' section, locate the 'Chartstring' field indicating the project chartstring. Verify the chartstring shown on the screen matches the chartstring in the Data Input section of this test script.	* Chartstring \( \sum_{\rho} \otimes \	

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6	Next, locate and click on the 'Schedule' tab (top of the screen).	ppe Schedule Bud	
7	On the 'Schedule' tab, scroll down the form and locate the 'Project Tasks' section.	Project Tasks	
8	Next, locate and click on the 'Add' button (right-hand side of the screen) to add a Work Task. <b>Upon clicking, and if given an option, select Work Task from the small pop-up window.</b>	Add  Schedule Task Work Task X	
9	In the 'General' section of the Work Task form, add the desired Task Name and Description.	- General	
10	In the 'Details' section of the Work Task form, update the following fields: Task Type, Task Priority, Request Class, and Service Class. For each field, use the Magnifying Glass button to search and select the desired values.	- Details	Select the following options in this section: - Task Type: Planned - Task Priority: Capital Project - Request Type: Facilities - Service Type: Project
11	Next, locate the 'Primary Work Location' field. Click on the magnifying glass to search and select the primary work location for this Work Task.	Primary Work Location	

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12	In the resulting pop-up window, locate the 'Related Reports' dropdown menu. Click the dropdown arrow, and select 'Spaces' from the list of available options.	Related Reports -Select-  -Select- Buildings Floors Lands Properties Proposed Sites Spaces Vertical Shafts	
13	Use the available search fields to locate the desired Primary Work Location (Note: the 'Name' field is room number).  Once you have located the desired location, click the accompanying radio button and click 'OK' at the top of the window to select.	Name Parent Floor Parent Building  Contains Contains Contains	
14	Next, scoll down and locate the 'Projects' section of the Work Task form.	- Projects	
15	Locate and click on the 'Find' button (right-hand side of the screen) to link the Capital Project to the new Work Task.	Find	
16	In the resulting pop-up window, use the 'ID' field to locate the desired Capital Project.  Once you have located the desired Project, click the accompanying radio button and click 'OK' at the top of the window to select.	ID Contains	

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17	Next, scoll down and locate the 'Responsible Organization' section of the Work Task form.	Responsible Organization	
18	Locate and click on the 'Find' button (right-hand side of the screen) to add a Responsible Organization to the Work Task.	Find	
19	From the pop-up search window, click on the 'Related Reports' dropdown menu, and select 'Workgroups' to filter available options.	Related Reports -Select-  -Select-  Departments  My Companies  Work Groups	
20	Use the available search functionality to locate the desired Workgroup. Once located, click on the corresponding radio button beside the Workgroup Name, and click the 'OK' button to select.	! Name  Contains  Central	
21	Next, move to the 'Job Cost' tab of the Work Task record.  Locate and click on the 'Job Cost' tab at the top of the screen.	eral Job Cost Worl	
22	On the 'Job Cost' tab, scroll down the form and locate the 'Job Cost Billing' section of the Work Task form.	- Job Cost Billing	
23	In 'Job Cost Billing', locate the 'Billing Type' field. Use the dropdown menu to select the desired Billing Type.	* Billing Type Building	

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24	Once Billing Type is updated, look to the top-right corner of the Work Task record, and locate the 'Create Draft' button.	Create Draft	
	Click on 'Create Draft'.		
25	Still on the same screen, locate the 'Work Task Billing Allocations' section of the Work Task form.	Work Task Billing Allocations	
26	Locate and click on the 'Add' button (right-hand side of the screen) to add a Chartstring to the Work Task.	bbA	
27	In the resulting pop-up window, update the following fields with desired values: Building Chartstring, Allocation Percent, and Revenue Account Code. Once you have updated these fields, click on the 'Create' button at the top of the window to add the Chartstring.	* Building Chart String	
	The pop-up window will close, and the 'Work Task Billing Allocations' section will be updated with the added chartstring	Create	
28	Now that the Work Task Billing Allocation has been updated, look to the top-right corner of the Work Task record, and locate the 'Activate' button.	Activate	
	Click on 'Activate'.		
29	The new Capital Project Work Task has now been created, and is available to search in Facilities Connect.	Work Task: WT-1028002-Resurfacing  General Job Cost Work Details Reso	