FAQ: Frequently Asked Questions

MicroMain Maintenance 7.5

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How to Open and Close MicroMain Maintenance

1. ***Open*** MicroMain Maintenance

   Navigate from the Start Menu: Start button => All Programs => MicroMain => Maintenance => Maintenance

   OR

   Click on the shortcut on your desktop.

2. ***Close*** MicroMain Maintenance

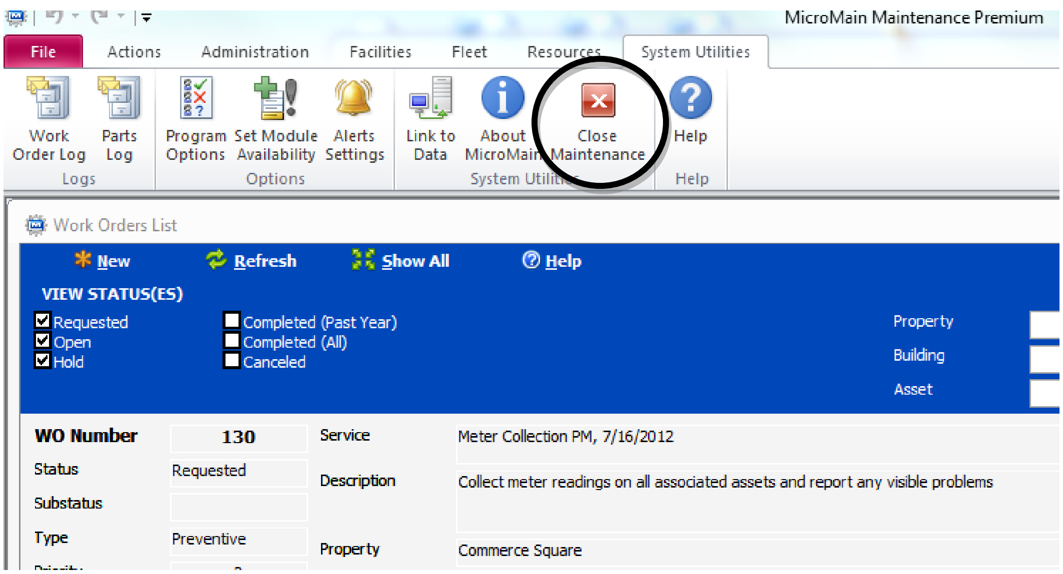
   Click the **Close** button located in the top right corner of the program window.

   OR

   Select **File=>Exit** in the upper left corner to **Close**.

   OR

   Click on the **System Utilities** tab => **Close Maintenance** menu item.



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How to Add Labor to a Work Order

1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Work Orders** menu item in the ribbon bar.

   Existing work orders will be displayed in a datasheet view at the bottom of the screen.
3. Select an individual Work Order to add **Labor**.

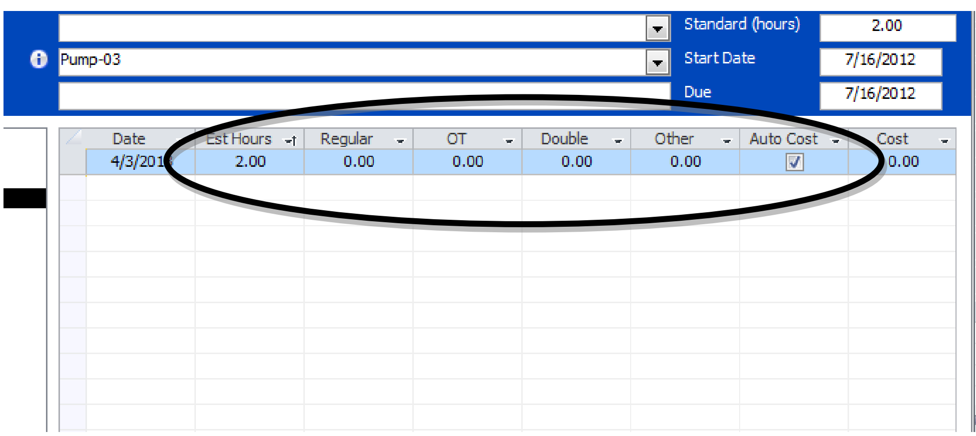
   Double-click a **WO Number** in the datasheet to open that work order.
4. Click **Labor** on the left menu to assign labor to the work order.
5. Click **Add Labor** on the bottom menu bar.

   The *Select Labor* list will be displayed along with multiple filter and sorting options.
6. Click on the Labor record (*highlight*) to be assigned.

   More than one labor can be selected. Use the <CTRL> key with the mouse to make multiple selections. (<SHIFT> key selects all.)
7. Click **OK** to complete the assignment of the Labor record to this work order.
8. The Labor(s) assigned will be displayed on the Labor screen of the Work Order form.

   Estimated Hours will be the standard estimated time for this work order, as shown on the Work Order screen. The standard time will be shown on the first Labor assigned, or divided equally between multiple labors chosen at the same time.
9. If the work has been completed, enter Time Worked in **Regular**, **OT**, **Double**, or **Other** field.

   If you want to track the Maintenance Category the labor hours fall under, scroll to the right, click within the Category field, and choose from the pick list.



10. The work order form can be closed after the labor has been updated.

    Click the **Close** button  located in the top right corner of the Work Order form.

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How to Add Other Costs to a Work Order

1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Work Orders** menu item in the ribbon bar.

   Existing work orders will be displayed in a datasheet view at the bottom of the screen.
3. Select an individual Work Order to add **Other Costs**.

   Double-click a **WO Number** in the datasheet to open that work order.
4. Click **Other Costs** on the left menu to assign Other Costs (miscellaneous costs) to this work order.

   Other Costs include all of the items and associated costs/charges that cannot be classified as either labor or inventoried parts – usually temporary or recurring costs.
5. Click the **Add** button on the bottom menu bar.

   The *Select Other Costs* list will be displayed.
6. Click on the appropriate Other Cost (*highlight*) to be assigned.

   More than one other cost can be selected. Use the <CTRL> key with the mouse to make multiple selections. (<SHIFT> key selects all.)
7. Click **OK** to complete the addition of Other Costs to this work order.
8. The Other Costs added will be displayed on the Other Costs screen of the Work Order form.

   The *Estimated Cost* and/or *Cost* will be the standard cost(s) for this item.
9. The work order form can be closed after the update.

   Click the **Close** button located in the top right corner of the Work Order form.

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How to Add Parts to a Work Order

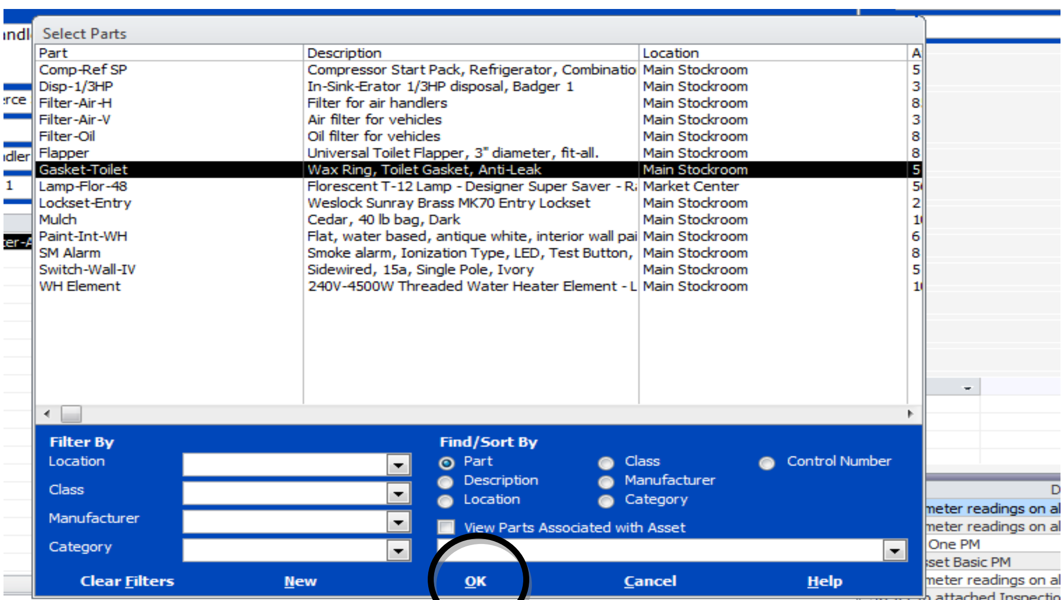
1. From the main MicroMain menu, click the **Actions** tab.
2. Click the **Work Orders** menu item in the ribbon bar.

   Existing work orders will be displayed in a datasheet view at the bottom of the screen.
3. Select an individual Work Order to add **Parts**.

   Double-click a **WO Number** in the datasheet to open that work order.
4. Click **Parts** on the left menu to assign the parts necessary to complete this work order.
5. Click the **Add** button on the bottom menu bar.

   The *Select Parts* list will be displayed along with several filters and sorting options.
6. Click on the Part record (*highlight*) to be assigned.

   More than one part can be selected. Use the <CTRL> key with the mouse to make multiple selections. (<SHIFT> key selects all.)
7. Click **OK** to complete the assignment of the Part(s) necessary to complete this work order.



8. The Part(s) assigned will be displayed on the Parts screen of the Work Order form.

   The *Estimated Quantity* needed for the work order will default to one (1). If the Part(s) are added before the work is assigned and completed, change the estimated quantity appropriately, if the quantity is known.

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9. If the maintenance has been completed, enter the *Actual* quantity used to complete the work in the *Actual Quantity* field on the Parts datasheet.

10. The work order form can be closed after the update.

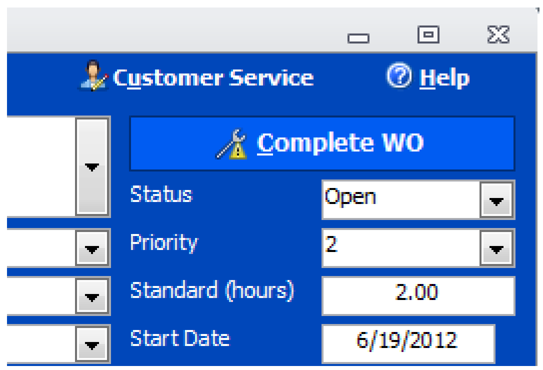
Click the **Close** button located in the top right corner of the Work Order form.

How to Close a Work Order

1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Work Order** menu item in the ribbon bar.

   Existing work orders will be displayed in a datasheet view at the bottom of the screen.
3. Select the open Work Order you wish to close out.

   Double-click a **WO Number** in the datasheet to open the desired work order.
4. Click the **Complete WO** button.



   If there has been no labor assigned to the WO, you will be prompted: *There is no labor assigned to this work order. Close work order anyway?* Click **Yes** to close the WO.

   OR

   Click **No** to open the Labor screen with the select list displayed.
5. On the Work Order Close Out form, make appropriate changes and finalize the **close** by clicking **OK**.

   Work Order Close Out changes/updates:
      Completed date/time can be overridden
      Time spent can be changed
      Quantities for parts used can be identified
      Failures can be defined
6. Note the work order status is now "Completed" and the Service tag has changed to **Completed**.
7. The work order form can be closed after the update.

   Click the **Close** button located in the top right corner of the Work Order form.

How to Create a New Labor Record

1. From the main MicroMain menu, click the **Resources** tab.
2. Click on the **Staff** or **Contractor** menu item in the ribbon bar.

   Existing labor records will be displayed in a datasheet view at the bottom of the screen.
3. Click the **New** button on the upper-left corner of the Staff or Contractor window to open the new Labor form.
4. Enter the *Labor* name.

   The labor type will pre-populate depending on which you are adding, Staff or Contractor.
5. Enter additional information as required/appropriate for the Labor.
6. The labor record can be closed after the update.

   Click the **Close** button located in the top right corner of the Staff/Contractor form.

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How to Create a Quick Ticket

1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Quick Tickets** menu item in the ribbon bar.

   Existing quick tickets (work orders) will be displayed in a datasheet view at the bottom of the screen.
3. Click **New** to open the new Quick Ticket (Work Order) form.

   Required data items are displayed in bold on the Work Order screen.
4. Select a *Service* from the pick list, or enter a short description of the work to be done in the Service field.

   A service is a brief description of the maintenance to be performed on the work order. Examples of work order services include:

   - Inspect equipment
   - Change fluids on vehicle

   Services are assigned to individual work orders in the Service field on the Work Order screen of the Work Order form.
5. Select a *Property* from the pick list.
6. Select an *Asset* from the pick list.

   The Asset pick list will display those assets assigned to the Property selected.

   When the ‘required’ data has been entered and the user has tabbed out of the last required field, the WO is updated and added.
7. If you wish to *Issue* the Quick Ticket/Work Order, click the **Issue** button.

   The status of the work order changes to "Open."

   The label on the Change Status button changes from “Issue” to “Close.”

   The current system date/time is assigned as the Issued date/time for the quick ticket/work order. This information is stored on the Summary tab of the Work Order form.
8. The Quick Ticket/Work Order form can be closed after the update.

   Click the **Close** button  located in the top right corner of the Quick Ticket/Work Order form.

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How to Create a Preventive Maintenance Task

1. From the main MicroMain menu, click the **Actions** tab.
2. Click the **Tasks** menu item on the ribbon bar.

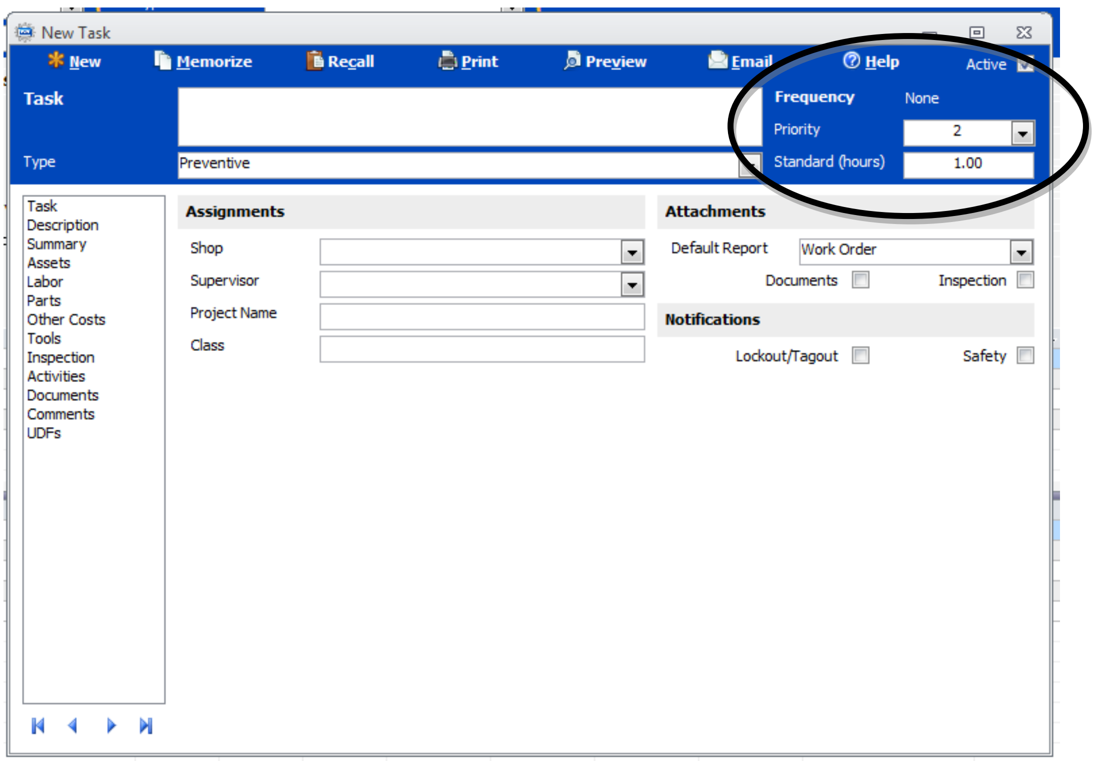
   Existing tasks will be displayed in a datasheet view at the bottom of the screen.
3. Click the **New** button to open the new Task form.

   Required data items are shown in bold on the Task tab.
4. Enter the *Task* name.

   The task describes work to be done, i.e. daily trash collection, routine equipment inspections, semi-annual window washing, etc. Tasks are used for preventive maintenance scheduling, common work performed for projects, inspections, and reminders.
5. If the task is to be regularly scheduled, the *Frequency* must be completed.

   The Frequency can be daily, weekly, monthly, or yearly. The 'when' available will depend on the frequency selected, i.e. recur every X weeks on Monday, etc.

   A date can also be input to specify when the scheduling is to start and end.



6. Enter additional information as required/appropriate for the Task.
7. The Task record can be closed after the update.

   Click the **Close** button located in the top right corner of the Tasks form.

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FAQ: Frequently Asked Questions

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1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Work Orders** menu item on the ribbon bar.

   The existing work orders will be displayed in a datasheet view at the bottom of the screen.
3. Click the **New** button to open the new Work Order form.

   The required data items are shown in bold on the Work Order screen.
4. Select a *Service* from the pick list, or type a short description of the work to be done in the Service field.

   A service is a brief description of the maintenance to be performed on the work order.

   Examples of work order services include:

   - Inspect equipment
   - Change fluids on vehicle

   Services are assigned to individual work orders in the Service field on the Work Order screen of the Work Order form.
5. Select a *Property* from the pick list.
6. Select an *Asset* from the pick list.

   The Asset pick list will display those assets assigned to the Property selected.

   When the 'required' data has been entered and the user has tabbed out of the last required field, the WO is updated and added.
7. Click on the **Issue WO** button to issue the Work Order.

   The status of the work order changes to "Open".

   The label on the Change Status button changes from Issue to Close.

   The current system date/time is assigned as the Issued date/time for the work order. This information is stored on the Summary tab of the Work Order form.
8. The labor record can be closed after the update.

   Click the **Close** button located in the top right corner of the Work Order form.

How to Create an Asset

1. From the main MicroMain menu, click the **Facilities** tab.
2. Click on the appropriate **Assets** menu item – either Areas or Equipment. Or click on the Fleet tab and choose Vehicles.

   The existing assets will be displayed in a datasheet view at the bottom of the screen.
3. Click the **New** button to open the new Asset form.

   The required data items are shown in bold on the Asset tab.
4. Enter the *Asset* proper name or identity.

   MicroMain identifies assets by their unique name. Assets are areas, equipment, or vehicles to be maintained.
5. Enter the *Property* name.

   The property is the primary location of a group of assets, i.e. office park, factory, etc.
6. Additional identifiers can be added to further describe/locate an asset.

   Building – a property can be made up of several buildings or sections
   Floor
   Wing
   Room
   Zone
7. Enter additional information as required/appropriate for the Asset on the other screens.
8. The Asset record can be closed after the update.

   Click the **Close** button  located in the top right corner of the Asset form.

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How to Print a Batch of WOs

1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Batch WO Status** menu item on the ribbon bar.

   

3. The *Issue Work Orders* list will be displayed along with multiple filters.The default view is all “Requested” work orders.

   To print “Requested” and “Open” work orders, **check** (click) the *View Open and Requested* box.

4. Select (click to highlight) the work order(s) to Print.

   Multiple work orders can be selected by using the <Ctrl> key with the mouse to make multiple selections.

   Click on the **Select All** button to select <u>all</u> of the work orders displayed for print.

5. **Check** (click) the Print box.
6. Click **OK** to print the selected work orders.
7. Click **Close** to close the Batch Status Changes window.
8. The open work order record is displayed.
9. The work order form can be closed after the batch print.

   Click **Close** on the bottom toolbar to close the Issue Work Orders form.

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How to Print or Email a Work Order

1. From the main MicroMain menu, click the **Actions** tab.
2. Click on the **Work Orders** menu item on the ribbon bar.

   The work orders will be displayed in the datasheet view at the bottom of the screen.
3. Double-click on the **WO Number** of the work order to be printed or emailed.

   The Work Order will be displayed.
4. To view the Work Order click on the *Preview* button:

   Preview The report will be displayed.
5. To print the Work Order without preview, click on the *Print* button.

   Print The Work Order will be printed on the printer designated.
6. To email the Work Order, click on the *Email* button.

   Email Your email program will open with the work order as an attachment in a blank note. Complete the email message with email address(es).
7. The Work Order form can be closed after the update.

   Click the **Close** button located in the top right corner of the Work Order form.

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How to Schedule a Preventive Maintenance WO

1. Click the **Actions** tab.
2. Click on the **Task Scheduler** menu item on the ribbon bar.
3. Select a date to which you want to generate a "*pending*" work order schedule.
4. Click on the **Generate Schedule To** button.
5. 

6. The new "*pending*" work orders are displayed in the datasheet view.
7. Click on the **Create Work Orders To** button.

8. The new *"active"* work orders are displayed on the *Schedule* (Actions => Schedule) or in Work Orders (Actions => Work orders) in the datasheet view.

   The Service of the newly created work order is the Task name followed by the scheduled due date for the service to be completed.

9. The Task Scheduler can be closed after creating work orders.

   Click the **Close** button located in the top right corner of the Task Scheduler form.

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