

AggieFacilities (TRIRIGA) Training

Module: Technician

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TRIRIGA Access

Access the system at: aggiefacilities.ucdavis.edu

*Login using your Kerberos ID and password

Viewing Assigned Tasks

This section provides instructions on viewing tasks that have been assigned to you by your supervisor/foreman. However, you can view all tasks in the system regardless of who has been assigned to them.

Step 1

Sign into TRIRIGA as a **Technician** using the appropriate login credentials.

UC DAVIS
UNIVERSITY OF CALIFORNIA
Central Authentication Service (CAS)

Username:

Passphrase:

LOGIN

[Need Help?](#)

Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services.
UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a phishing scam. Delete it without responding.
Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk.
UC Davis Campus: IT Express at 530-754-HELP (4357)
UC Davis Health: Technology Operations Center at 916-734-HELP (4357)
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Step 2

Select **Tasks**, which allows you to view various portals:

AGGIE FACILITIES

Home
My Reports
Requests
Projects
Tasks
Procurement
Portfolio

Unassigned Tasks
Complete Tasks
My Qualifications
Time Sheets

Home > Tasks

- [+ Assigned \(Non PM\)](#)
- [+ Assigned \(PM\)](#)
- [+ Assigned Facility Project Task](#)
- [+ Complete Tasks \(Bulk Complete\)](#)
- [+ My Active Tasks](#)

Assigned (Non PM): This section displays all of the assigned **Non PM** work tasks where you have been selected as a resource by your supervisor/foreman.

Assigned (PM): This section displays all of the assigned **PM** work tasks where you have been selected as a resource by your supervisor/foreman.

Assigned Facility Project Task: This section displays all assigned **Facility Project Work Tasks** where you have been selected as a resource by your supervisor/foreman.

Complete Tasks (Bulk Complete): This section displays all of your active tasks and allows you to Bulk Complete multiple tasks at one time.

My Active Tasks: This section displays all work tasks where you have been assigned as a resource.

Step 3

Select the **Active Task** on which you plan to work

AGGIE FACILITIES

Home
My Reports
Requests
Projects
Tasks
Procurement
Portfolio

Unassigned Tasks
Complete Tasks
My Qualifications
Time Sheets

Home > Tasks
[Open In New Window](#)
[Add to Bookmarks](#)
[My Bookmarks](#)

[Assigned \(Non PM\)](#)

ID	Request Class	Work Type	Description	Building	Request Date	EST Hours	ACT Hours	Planned Start Date	Due Date
OHMS17MEET	Overhead	Overhead	SAFETY, TRAINING, MEET, TRVL		06/23/2017 14:51:51	0	3.75		
OHMS17CCOV	Overhead	Overhead	CAMPUS COVERAGE		06/23/2017 14:51:01	0	65		
OHMS17BRKS	Overhead	Overhead	BREAKS & TIMEKEEPING		06/27/2017 07:53:15	0	164		
1476336	Too Hot	Corrective	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer w...	Bowley Plant Science Teaching Facility	07/11/2017 11:40:45	0	3.25		
1475897	Too Hot	Corrective	The air conditioner is not working.	Hoagland Hall	07/10/2017 10:00:09	0	6		
1475544	Too Hot	Corrective	WE HAVE TWO A/C WALL UNITS IN THE SWAGGIE STORE (NEXT TO CARLSON HLTH SCI LIBRAR...	Medical Sciences I B (Carlson Health Sciences Libr	07/07/2017 14:27:00	0	2.25		
1472341	Alarms	Corrective	Meyer Hall, SK acct. 0604, zone 1, environmental chambers. Dehumidifier 2 fault...	Meyer Hall	07/02/2017 21:48:51	0	3		

Step 4

A pop-up window will appear listing all current details on this **Work Task**.

Work Task: 1476336-TOO HOT: Lecture hall room 101

General Procedures Notes & Documents Work Task info Reports Audit Audit Actions

Complete Hold Save Save & Close More x

(Required): Use this tab to enter, review, or change basic information about the task.

General

Task ID: 1476336 Status: Active

Task Name: TOO HOT: Lecture hall room 101 Assignment Status: Assigned

Description: - TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer was hoping temps could be lowered.

Task Reissue Reason

Details

Task Type: Corrective Task Priority: Low

Request Class: Too Hot Service Class: Mechanical

Primary Work Location: \Locations\UC Davis Campus\Bowley Plant Science Teaching Facility Zone: G083

Customer Organization: \Organizations\UC Davis\UCD Campus\College of Ag & Environmental Sciences Funding Type

Requests Find Create Estimate Request Remove

Export 1 total found Show: 10

Request ID	Created Date/Time	Full Name	Work Phone	Mobile Phone	Email
1043061	07/11/2017 11:39:19	Gale Perez	(530)752-1748		

Alternate Contact Show: 10

0 total found

No data to display

Accounting

Accounting Code: 3-6755881

Sub-Accounting Code: BR109

Project Code

Object Code

DCA For Location Show: 10

0 total found

DCA Name	Notes	Contract Type
No data to display		

Comments Add Remove Show: 20

0 total found

Reference Date	Comment	Comment Type	Created By
No data to display			

Related Documents Find Remove Upload Show: 20

0 total found

Document Name	Document Number	Document Status	Revision	Revision Date	File Name
No data to display					

Elements of the Work Task

This section provides an overview of the relevant sections of a **Work Task**.

Important elements of the **Work Task** include:

Work Task: 1476336-TOO HOT: Lecture hall room 101

General Procedures Notes & Documents Work Task Info Reports Audit Audit Actions Complete Hold Save Save & Close More x

(Required): Use this tab to enter, review, or change basic information about the task.

Attention!

The time entry date is not within the selected pay period date range, please select the correct pay period.

General

Task ID 1476336 Status Active

Task Name TOO HOT: Lecture hall room 101 Assignment Status Assigned

Description - TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer was hoping temps could be lowered.

Task Reissue Reason

Details

Task Type Corrective Task Priority Low

Request Class Too Hot Service Class Mechanical

Primary Work Location \Locations\UC Davis Campus\Bowley Plant Science Teaching Fac Zone G083

Customer Organization \Organizations\UC Davis\UCD Campus\College of Ag & Environm Funding Type

Requests

Request ID	Created Date/Time	Full Name	Work Phone	Mobile Phone	Email
1043061	07/11/2017 11:39:19	Gale Perez	(530)752-1748		

Alternate Contact

Full Name	Work Phone	Mobile Phone	Email
No data to display			

1. **General**
 - a. **Task ID:** Auto Generated unique number assigned to a work task
 - b. **Task Name:** Gives a brief description of the issue
 - c. **Description:** Long description of the issue either submitted via the web portal by customer or filled out by Customer Experience when creating a task
2. **Details**
 - a. **Task Type:** Type of work the task is for
 - b. **Request Class:** Type of request (ex: too hot, too cold, etc.)
 - c. **Task Priority:** Priority of the task (high, medium, low)
 - d. **Primary Work Location:** Location of the work being performed
 - e. **Customer Organization:** Department of the requestor. This field needs to contain the highest level organization or the task will not properly feed to Dynamics SL for billing
 - f. **Zone:** Auto Generated based on the Primary Building of the task
 - g. **Funding Type:** Auto Generated based on the accounting information that is input.
3. **Requests:** Reference to the initial request created by either customer or CSC
4. **Alternate Contact:** Alternate customer contact information

Accounting

Accounting Code: 3-6755881

Sub-Accounting Code: BR109

Project Code:

Object Code:

DCA For Location

0 total found

DCA Name	Notes	Contract Type
No data to display		

Comments

0 total found

Reference Date	Comment	Comment Type	Created By
No data to display			

Related Documents

0 total found

Document Name	Document Number	Document Status	Revision	Revision Date	File Name
No data to display					

Responsible Organization

Name: BMS Refrigeration Shop Organization Type: Workgroup

Hierarchy Path: \Organizations\FM Service Desk\BMS Refrigeration Shop

Supervisor: Nathan Cardoza

Low Priority Duration (days): 0

Medium Priority Duration (days): 0

Planned

Assigned Date: 07/11/2017 11:40:57

Planned Start (Respond Date):

Planned End (Due Date):

Project Task Sequence #:

Estimated Assignment Date:

5. Accounting

- a. Codes: Account the work will be billed to. Customer Experience initially enters an accounting code for every work task. The Supervisor/Foreman should be checking to make sure that appropriate account numbers have been input.

6. **DCA for Location:** Customer Experience uses this section to help determine if the building requires a recharge number for all work.

7. **Comments:** Comments should be input to provide updates or special instructions. Technicians should be adding comments to update customers of their progress or important details about the task.

8. **Related Documents:** Related documents are used to attach photos or documents that are relevant to the task.

9. **Responsible Organization:** Customer Experience assigns each task to the appropriate shop initially. Shops should re-assign to different shop when necessary

10. Planned

- a. Assigned Date: System generated date when the responsible person is assigned. A responsible person will begin work within 10 days of the assigned date.
- b. Planned Start Date: Date used for planning purposes. Auto generated for PM tasks based on the date the PM is due.
- c. Planned End Date: Date used for planning purposes. Auto generated for PM tasks based on the date the PM is due.
- d. Project Task Sequence #: Sequence number of a task associated to a project.
- e. Estimated Assignment Date: System Generated based on shop backlog by priority

Name: Kevin Fullerton ID Status
 Email Work Phone: 530-681-7330 Name

[-] Resources Add | Find Assets | Find People | Find Locations | Find Organization | Quick Add Time Entry | Remove

Export 1 total found Show: 10

Name	Resource Type	Primary Organization	eMail	Work Phone	Resource Requirement	Percent Allocated
Kevin Fullerton	Person	\\Organizations\UC Davis\UCD Campus\VC-Finance, Operations & Administration\Campus Planning, Facilities & Safety\Facilities Management\Building Maintenance Services\Mechanical		530-681-7330	Required	100 percent

Unbilled Time Log | Product Request | Invoices | Project Estimates

[-] Unbilled Time Log

Related Reports: -Select- Time Log - Active

Export 2 total found Apply Filters | Clear Filters

Resource Type	Name	Description	Category	Entered Hours	Saved Hours	Date	Pay Period	Peri
Person	Kevin Fullerton		Straight Time	3.25	3.25 hours	07/13/2017	July-17 Biweekly Period 1	07/02
PP MISMATCH	Kevin Fullerton		Straight Time	0	0 hours	07/27/2018	January-18 Biweekly Period 2	01/28
				3.25	3.25 hours			

[-] Billed Time Entries

0 total found

Resource Type	Name	Description	Category	Date	Hours	Rate	Total Cost	Loaded Rate
								.00

[-] Resolution Description

Assets | Asset Reading Logs | Procedure | PM Materials | Location | Readings | Opportunities | Move Details | Work Analysis | Hold Log | Checklists | Checklist Items

[-] Assets

0 total found Find | Add Reading | Add Opportunity | Remove

ID	Name	Nameplate	Primary Location	Warranty	Status
No data to display					

11. **Responsible Person:** Shop technician responsible for ensuring all work is completed for the task.
12. **Resources:** Additional technicians assigned to assist with the task. Multiple shops can be assigned as resources to assist with the task as well. *You must be a resource to charge time to a task
13. **Unbilled Time Log/Billed Time Log:** List of all time entries for a task
14. **Resolution Description:** Description field for the technician to identify the work they performed.
15. **Assets:** Technician assigns the asset that they performed work on. This is required for corrective work only.
 - a. **Work Analysis:** Technician creates a work analysis to identify the failure, cause, remedy, etc. of the task. This is required for corrective work only.

Quick Estimates
Quick Add

0 total found

Quantity	Labor Class	Description	Est. Labor Hours	Est. Total Labor Hours	Est. Labor Rate	Est. Labor Total	Material Description	Est. Material	Adjustment Fa
No data to display									
			0	0					

Estimated Cost

Authorized Amount	\$0.00	US Dollars		Estimated Procedure Hours	0	hours
Estimated Labor Cost	\$0.00	US Dollars		Total Estimated Hours	0	hours
Estimated Material Cost	\$0.00	US Dollars				
Estimated Service Provider Cost	\$0.00	US Dollars				
Total Adjusted Cost	\$0.00	US Dollars				
Estimated Procedure Step Cost	\$0.00	US Dollars				
Estimated Procedure Material Cost	\$0.00	US Dollars				
Total Estimated Cost	\$0.00	US Dollars				

Actual Cost Summary

Actual Labor Cost	\$269.75	US Dollars		Total Invoice - Submitted	\$5.00	US Dollars
Actual Material Cost	\$0.00	US Dollars		Total Invoice - Paid	\$5.00	US Dollars
Total Inventory Consumable Cost	\$0.00	US Dollars		Actual Labor Hours	3.25	hours
Total Inventory Assignable Cost	\$0.00	US Dollars				
Total PCard Line Item Cost	\$0.00	US Dollars				
Total PO Line Item Cost	\$0.00	US Dollars				
Total Service Provider Cost	\$0.00	US Dollars				
Total Cost	\$269.75	US Dollars				

Material List

0 total found

Item ID	Description	Quantity	Item Unit	Actual Cost	Transaction Date	Transaction Number	Purchased By
No data to display							
				.00			

Actual

Actual Start 07/13/2017 00:00:00		Actual End			
Actual Duration 0					
E. Actual Working Days	0	F. Actual Working Hours	3.25	Total Actual Working Hours (E+F)	3.25 hours
Actual Percent Complete	0 percent			Actual Cost	\$269.75 US Dollars
Accepted DateTime				On Site DateTime	
Last Time Entry 07/13/2017				Completed Date	

Baseline

Baseline Start		Baseline End			
Baseline Duration 1 Day					
A. Baseline Working Days	0	B. Baseline Working Hours	0	Total Baseline Working Hours (A+B)	24
Baseline Cost	\$0.00	US Dollars			

Contract

ID 1000146 Find | Clear

Contract Name FM Service Desk Service Agreement

Complete
Hold
Save
Save & Close
More
x

16. **Quick Estimates:** Estimate provided to customer for the task.

17. **Estimated Cost**

- a. Authorized Amount: Amount authorized by the customer that is not to be exceeded
- b. Estimated Costs: This section calculates the total costs from the quick estimates section. If this is a PM task the procedure costs would be shown here.

18. **Actual Cost Summary:** Summary of Actual accrued costs for time entries and materials used.

19. **Material List:** Auto populated with actual materials charged against this task

20. **Actual**

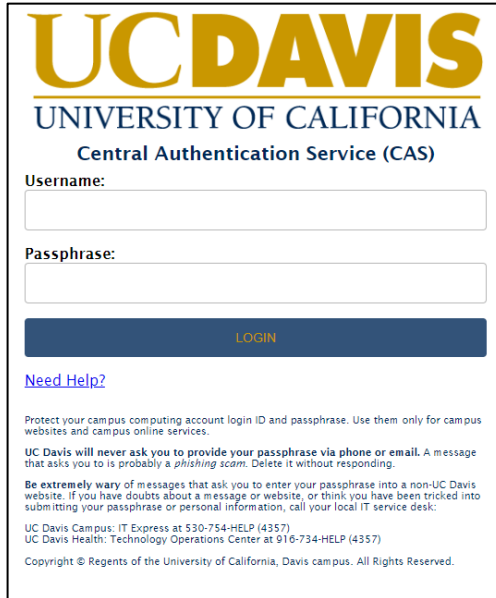
- a. Actual Start: System generated start date based on the date of the first time entry
- b. Actual End: System generated end date based on the date of the last time entry upon completion
- c. Last Time Entry: System generated date of the last time entry entered
- d. Completed Date: System generated date indicating when the task status was changed to completed.

Viewing All Work Tasks in System

This section explains the steps necessary to search for any **Work Task** in the system, whether it was assigned to you or not.

Step 1

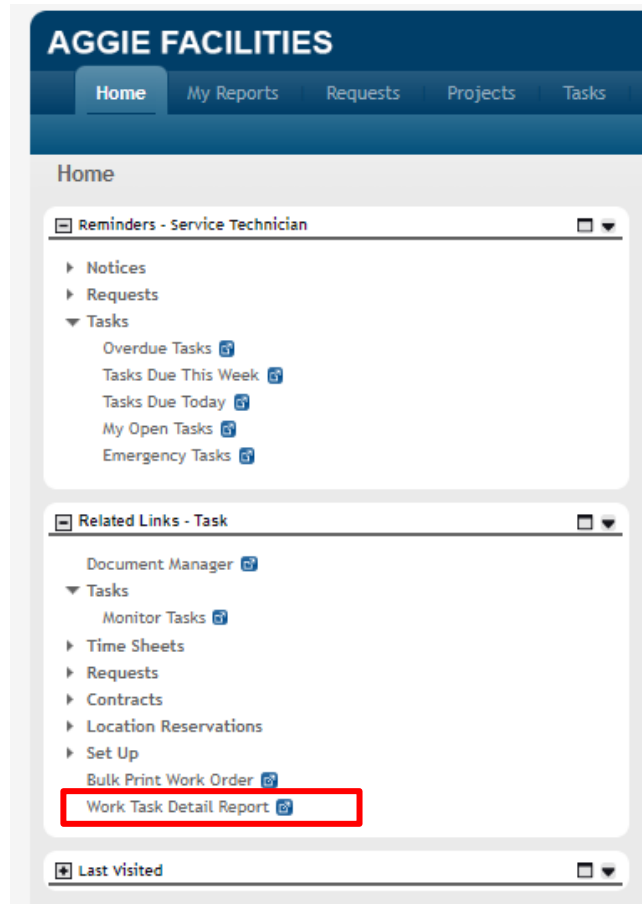
Sign into TRIRIGA as a **Technician** using the appropriate login credentials.



The image shows the UC Davis Central Authentication Service (CAS) login page. At the top, it features the UC Davis logo in yellow and blue, followed by the text "UNIVERSITY OF CALIFORNIA" and "Central Authentication Service (CAS)". Below this, there are two input fields: "Username:" and "Passphrase:". A blue "LOGIN" button is positioned below the passphrase field. A link for "Need Help?" is located below the button. At the bottom, there is a security notice: "Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services. UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a phishing scam. Delete it without responding. Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk: UC Davis Campus: IT Express at 530-754-HELP (4357) UC Davis Health: Technology Operations Center at 916-734-HELP (4357) Copyright © Regents of the University of California, Davis campus. All Rights Reserved."

Step 2

Select **Home > Work Task Detail Report** (in the left navigation, under “Related Links – Task”)



Step 4

Type information in any of the column headers (e.g., **Description, Technician, Task Status**, etc.) and select **Enter** or **Apply Filters**.

6 total found Apply Filters Clear Filters Export Show: 50 ▼										
Task ID	Task Name	Request Class	Task Priority	Requested By	Building	Floor	Work Location	Due Date	Request Date	Status
<input type="text" value="Contains: hot"/>		<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Less Th"/>	<input type="text" value="Equals"/>	<input type="text" value="Contains"/>
1476336	TOO HOT: Lecture hall room 101	Too Hot	Low	Gale Perez	Bowley Plant Science Teaching Facility		Bowley Plant Science Teaching Facility		07/11/2017 11:40:45	Active
1475897	TOO HOT RM 229	Too Hot	Low	Daniella Hanson	Hoagland Hall	2nd Floor	229		07/10/2017 10:00:09	Active
1475544	TOO HOT SWAGGIE STORE (NEXT TO CARLSON HLTH SCI LIBRARY) AND ONE INSIDE THE STORE AND ONE IN THE OFFICE	Too Hot	Low	Traci Gastineau	Medical Sciences I B (Carlson Health Sciences Libr		Medical Sciences I B (Carlson Health Sciences Library)		07/07/2017 14:27:00	Active
1469340	TOO HOT- COLD RM 1240B	Too Hot	High	Nancy Mackay-Taylor	Earth and Physical Sciences Building	1st Floor	1240B		06/27/2017 13:50:11	Active
1469072	TOO HOT RM 222	Too Hot	Low	James Boschken	Hickey Gym	2nd Floor	222		06/26/2017 15:10:02	Active
1468436	TOO HOT: Room 1001A. Little to no air flow.	Too Hot	Low	Ronald Lane	Environmental Horticulture Trailer # 3	1st Floor	1001A		06/23/2017 11:24:43	Active

Please Note: in this example the key word “hot” was entered in the **Task Name** field.

Step 5

Select the **Work Task** you wish to view from the results of the search.

Please Note: do not select **Clear Filters** to conduct a new search, as the system will load all tasks in the system. To do a new search, erase the criteria you no longer need and type the new criteria in the header

6 total found Apply Filters Clear Filters Export Show: 50 ▼										
Task ID	Task Name	Request Class	Task Priority	Requested By	Building	Floor	Work Location	Due Date	Request Date	Status
<input type="text" value="Contains: hot"/>		<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Contains"/>	<input type="text" value="Less Th"/>	<input type="text" value="Equals"/>	<input type="text" value="Contains"/>
1476336	TOO HOT: Lecture hall room 101	Too Hot	Low	Gale Perez	Bowley Plant Science Teaching Facility		Bowley Plant Science Teaching Facility		07/11/2017 11:40:45	Active
1475897	TOO HOT RM 229	Too Hot	Low	Daniella Hanson	Hoagland Hall	2nd Floor	229		07/10/2017 10:00:09	Active
1475544	TOO HOT SWAGGIE STORE (NEXT TO CARLSON HLTH SCI LIBRARY) AND ONE INSIDE THE STORE AND ONE IN THE OFFICE	Too Hot	Low	Traci Gastineau	Medical Sciences I B (Carlson Health Sciences Libr		Medical Sciences I B (Carlson Health Sciences Library)		07/07/2017 14:27:00	Active
1469340	TOO HOT- COLD RM 1240B	Too Hot	High	Nancy Mackay-Taylor	Earth and Physical Sciences Building	1st Floor	1240B		06/27/2017 13:50:11	Active
1469072	TOO HOT RM 222	Too Hot	Low	James Boschken	Hickey Gym	2nd Floor	222		06/26/2017 15:10:02	Active
1468436	TOO HOT: Room 1001A. Little to no air flow.	Too Hot	Low	Ronald Lane	Environmental Horticulture Trailer # 3	1st Floor	1001A		06/23/2017 11:24:43	Active

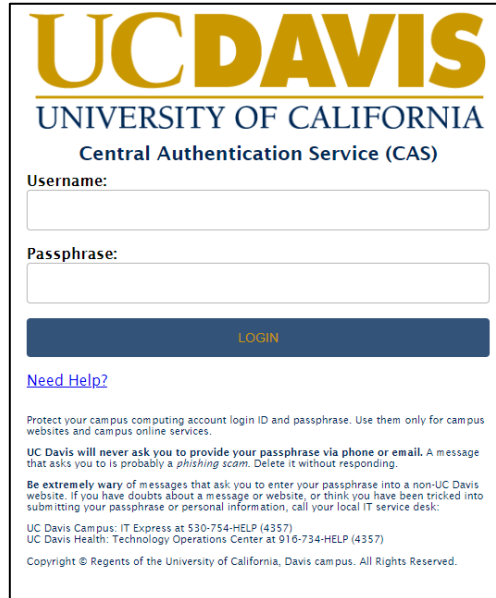
Submitting/requesting a new task

This section explains the steps necessary for a **Technician** to create a new **Work Task** for another shop, which can be completed in lieu of requesting that the Customer Support Center create a new “ticket.”

This also allows **Technicians** to complete “tickets” for themselves.

Step 1

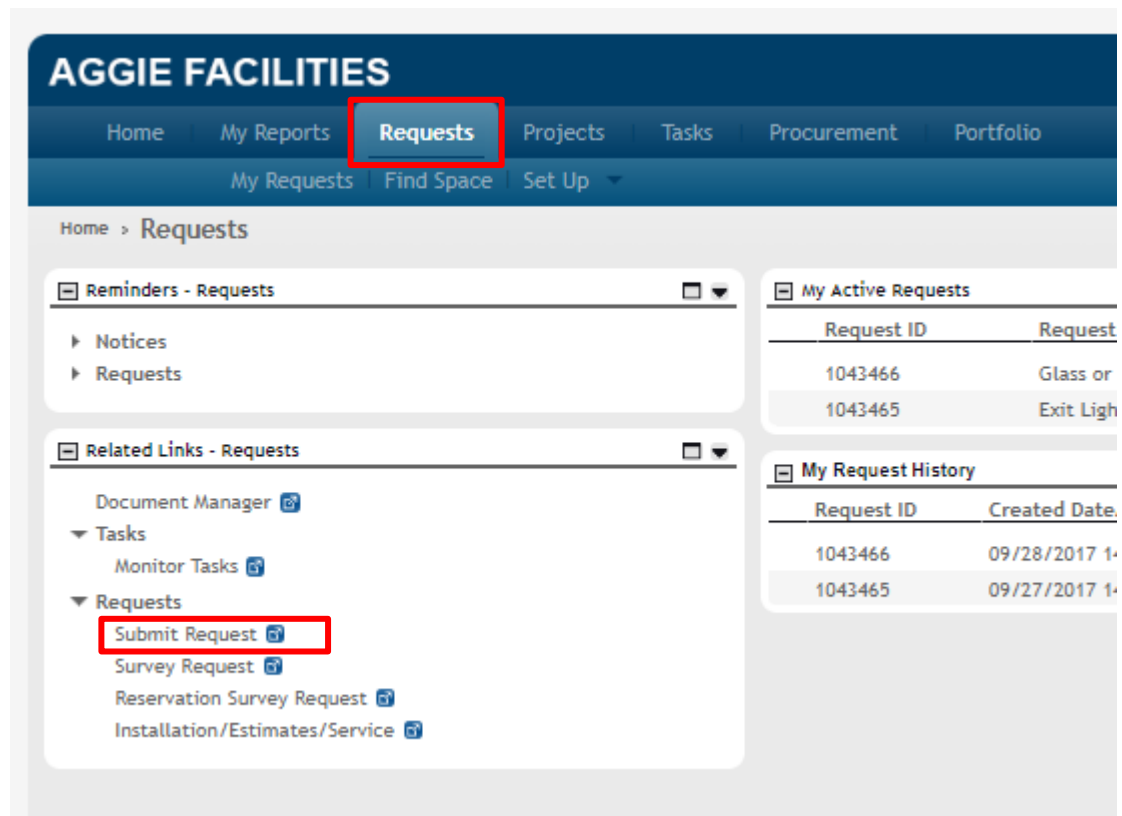
Sign into TRIRIGA as a **Technician** using the appropriate login credentials.



The image shows the UC Davis Central Authentication Service (CAS) login page. At the top is the UC Davis logo in yellow and blue, followed by the text 'UNIVERSITY OF CALIFORNIA' and 'Central Authentication Service (CAS)'. Below this are two input fields: 'Username:' and 'Passphrase:'. A blue 'LOGIN' button is positioned below the fields. A link for 'Need Help?' is located below the button. At the bottom, there is a security warning: 'Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services. UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a phishing scam. Delete it without responding. Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk: UC Davis Campus: IT Express at 530-754-HELP (4357) UC Davis Health: Technology Operations Center at 916-734-HELP (4357) Copyright © Regents of the University of California, Davis campus. All Rights Reserved.'

Step 2

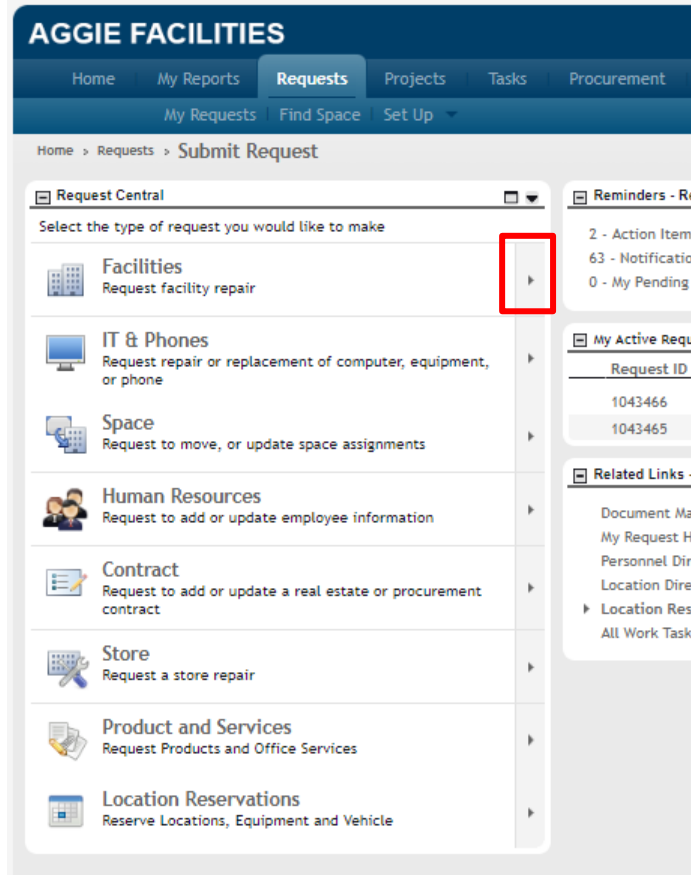
Select **Requests > Submit Request**



The screenshot shows the 'AGGIE FACILITIES' web application. The top navigation bar includes 'Home', 'My Reports', 'Requests' (highlighted with a red box), 'Projects', 'Tasks', 'Procurement', and 'Portfolio'. Below the navigation bar, the breadcrumb 'Home > Requests' is visible. The main content area is divided into several sections: 'Reminders - Requests' with sub-items 'Notices' and 'Requests'; 'Related Links - Requests' with a list of links including 'Document Manager', 'Tasks' (with sub-item 'Monitor Tasks'), 'Requests' (with sub-item 'Submit Request' highlighted with a red box), 'Survey Request', 'Reservation Survey Request', and 'Installation/Estimates/Service'; 'My Active Requests' table with columns 'Request ID' and 'Request', showing two entries: 1043466 (Glass or) and 1043465 (Exit Ligh); and 'My Request History' table with columns 'Request ID' and 'Created Date', showing two entries: 1043466 (09/28/2017 1-) and 1043465 (09/27/2017 1-).

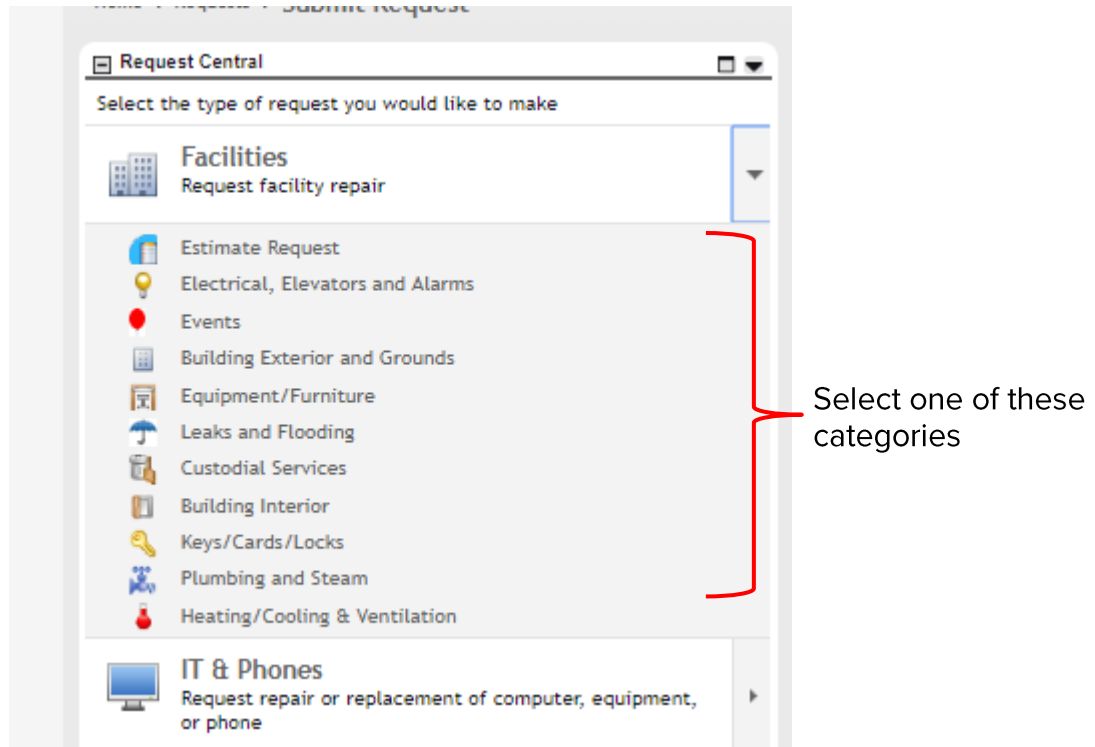
Step 3

On the Submit Request page, select the arrow next to Facilities to view the drop-down menu with available options (after the first time you do this, the menu should always appear)



Step 4

Click the category that fits the request type.



Step 4

Fill out the details of the request

Instructions: To submit an Electrical Lighting request, complete the form below then click Submit.

Request is for Me Someone Else

Request Details

In case of an emergency, please call 911. In case of an urgent safety concern or flooding, please call the appropriate customer service desk immediately after submitting this work request:
Facilities Management Customer Support Center (530) 752-1655
Student Housing Service Desk (530) 752-8200

Location
Floor
Room
Organization

Service Request

0 total found

Name	Description
No data to display	

Describe Your Request

Please provide an authorized amount and billing information if applicable.

Description

Other Locations

0 total found

Image	Name	Hierarchy Path	Parent Building	Parent Floor
No data to display				

Assets

0 total found

ID	Name	Description	Status
No data to display			

Create Draft Submit x

1. **Request for:** indicate if the request is for yourself or someone else
2. **Location:** Enter the building. This is a smart-search function, so if you begin typing the location, options will appear for you to select from
3. **Organization:** auto-populates
4. **Service Request:** once location is input, select the request class from the list that is auto-generated (see example below)
5. **Description:** description of the work performed. Be as detailed as possible, as this is the only information Customer Experience is provided with to route this task appropriately
6. **Other locations:** use this if multiple rooms or locations need to be worked on
7. **Assets:** If you know the asset that needs to be worked on, please provide by selecting find and indicating the correct asset

Request Details

In case of an emergency, please call 911. In case of an urgent safety concern or flooding, please call the appropriate customer service desk immediately after submitting this work request:
Facilities Management Customer Support Center (530) 752-1655
Student Housing Service Desk (530) 752-8200

Location
Floor
Room
Organization

Service Request

Export 12 total found

Name	Description
<input type="radio"/> Alarms	Alarms
<input type="radio"/> Electrical & Lighting - other	Electrical & Lighting - other
<input type="radio"/> Elevator - other	Elevator - other
<input type="radio"/> Elevator Alarm	Elevator Alarm
<input type="radio"/> Elevator Entrapment	Elevator Entrapment
<input type="radio"/> Elevator Light or Phone	Elevator Light or Phone
<input type="radio"/> Elevator Not Responding	Elevator Not Responding
<input type="radio"/> Exit Lights	Exit Lights
<input type="radio"/> Exterior Lights	Exterior Lights

Describe Your Request

Step 4

Last, submit the request.

AGGIE FACILITIES

Home My Reports Requests Projects Tasks Procurement Portfolio

Home > Electrical, Elevators and Alarms

General Graphic Notifications Notes & Documents x

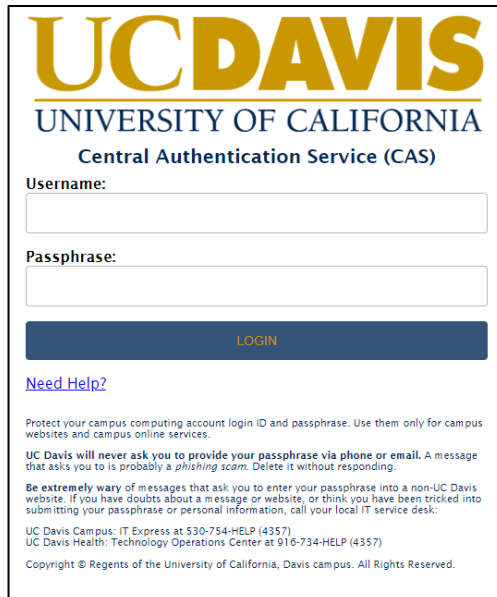
Adding Time to Work Task

In this section you will learn how to add time (**Straight Time, Overtime**) to a **Work Task**.

Please Note: you can only put time a **Work Task** when you have been assigned as a **Resource**. If a **Work Task** does not appear in your queue (i.e., you were never assigned the task) you can locate the **Work Task** and add yourself as a **Resource**.

Step 1

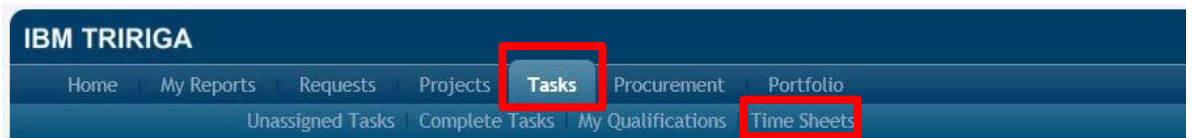
Sign into TRIRIGA as a **Technician** using the appropriate login credentials.



The image shows the UC Davis Central Authentication Service (CAS) login page. At the top, it features the UC Davis logo and the text 'UNIVERSITY OF CALIFORNIA Central Authentication Service (CAS)'. Below this, there are two input fields: 'Username:' and 'Passphrase:'. A blue 'LOGIN' button is positioned below the passphrase field. A link for 'Need Help?' is located below the login button. At the bottom, there is a security notice: 'Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services. UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a phishing scam. Delete it without responding. Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk: UC Davis Campus: IT Express at 530-754-HELP (4357) UC Davis Health: Technology Operations Center at 916-734-HELP (4357) Copyright © Regents of the University of California, Davis campus. All Rights Reserved.'

Step 2

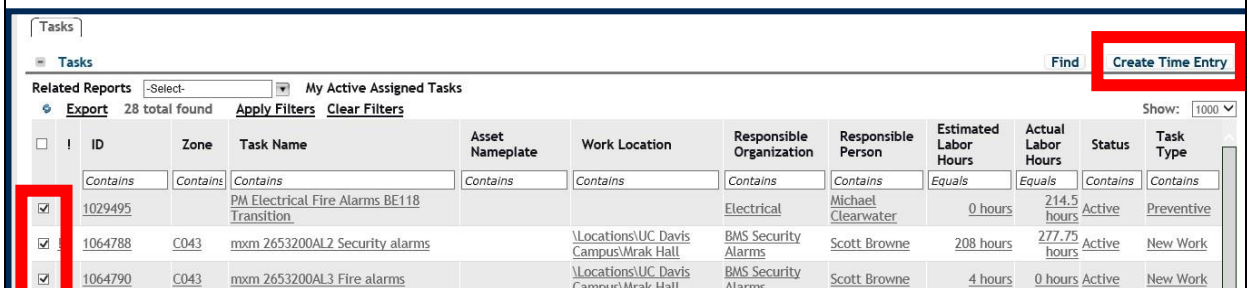
Select **Tasks > Time Sheets**



Step 3

All **Work Tasks** to which you've been assigned as a **Resource** will appear in this list.

1. Select the **BOX** or **BOXES** next to the task(s) on which you want to add time
2. Select **Create Time Entry**



The image shows a screenshot of the TRIRIGA 'Tasks' list. The 'Create Time Entry' button is highlighted with a red box. The table below shows the list of tasks with checkboxes in the first column. The first three rows have their checkboxes checked and are also highlighted with red boxes.

	ID	Zone	Task Name	Asset Nameplate	Work Location	Responsible Organization	Responsible Person	Estimated Labor Hours	Actual Labor Hours	Status	Task Type
<input type="checkbox"/>		Contains	Contains	Contains	Contains	Contains	Contains	Equals	Equals	Contains	Contains
<input checked="" type="checkbox"/>	1029495		PM Electrical Fire Alarms BE118 Transition			Electrical	Michael Clearwater	0 hours	214.5 hours	Active	Preventive
<input checked="" type="checkbox"/>	1064788	C043	mxm 2653200AL2 Security alarms		\\Locations\UC Davis Campus\Wrak Hall	BMS Security Alarms	Scott Browne	208 hours	277.75 hours	Active	New Work
<input checked="" type="checkbox"/>	1064790	C043	mxm 2653200AL3 Fire alarms		\\Locations\UC Davis Campus\Wrak Hall	BMS Security Alarms	Scott Browne	4 hours	0 hours	Active	New Work

Step 3

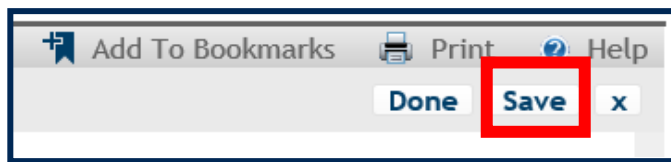
You will now be able to enter time on your selected **Work Task** in the **Time Log** section

1. Enter the number of **Hours** you want to charge to the **Work Task**
2. You can also enter an optional comment
3. Adjust the date to the day work was performed (you should enter your time daily)

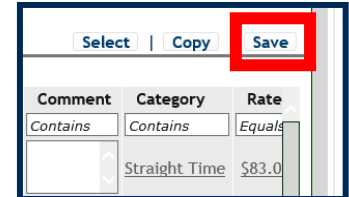
***Please Note: you must enter a ZERO when recording less than a full hour.
For example: 0.25, 0.5 & 0.75**

Task #	Task Name	Category	Date	Enter Hours	Saved Hours	Rate	Comment	Time Entry ID	Total Cost	Loaded Rate
Contains	Contains	Contains	After	Equals	Equals	Equals	Contains	Contains		
1098025	PM-E112-Water Treatment Temporary Building 202 - Monthly	Straight Time	02/09/2018	5	5 hours	\$83.00		1184910	\$415.00	\$83.00
1097092	PM-B005-Water Treatment Hickey Gym - Monthly	Straight Time	02/09/2018	3	3 hours	\$83.00		1184909	\$249.00	\$83.00

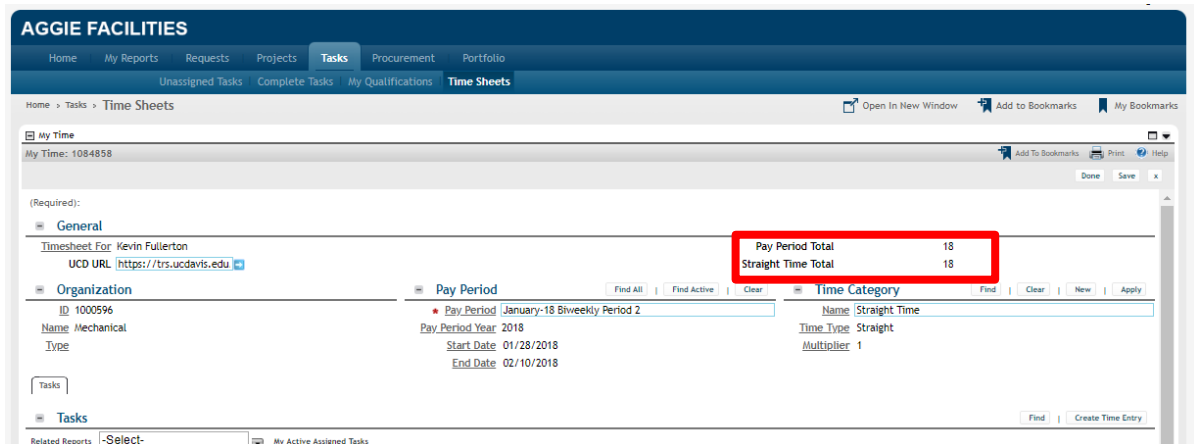
4. Select SAVE at either the top right of the TIME SHEET PAGE or the TIME LOG BOX



OR



Please Note: your total recorded hours will appear in the **General** section.



AGGIE FACILITIES

Home | My Reports | Requests | Projects | **Tasks** | Procurement | Portfolio

Unassigned Tasks | Complete Tasks | My Qualifications | **Time Sheets**

Home > Tasks > Time Sheets

My Time: 1084858

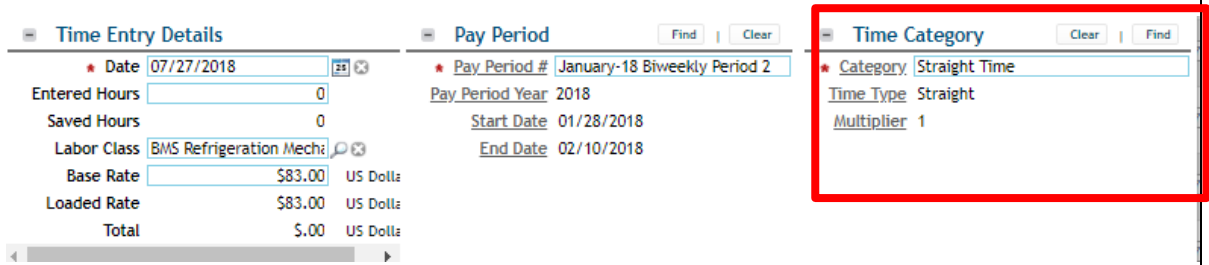
(Required):

- General**
Timesheet For: Kevin Fullerton
UCD URL: <https://trs.ucdavis.edu>
- Organization**
ID: 1000596
Name: Mechanical
Type: Mechanical
- Pay Period**
Pay Period: January-18 Biweekly Period 2
Pay Period Year: 2018
Start Date: 01/28/2018
End Date: 02/10/2018
- Time Category**
Name: Straight Time
Time Type: Straight
Multiplier: 1

Pay Period Total: 18
Straight Time Total: 18

If you select the individual **Time Log Entry** you can change the type of hours applied to it (e.g., **On-Call, Overtime**, etc.)

1. Select the individual **Time Log Entry**
2. In the pop-up window that appears, select **Find** in the **Time Category** section



3. In the pop-up window that appears, select the circle next to the time **Category** you want to choose
4. Select **OK**



5. That pop-up window will disappear and you should select **Save & Close** on the **Time Entry** window.

*You can also update the date and pay period

If you get an error code when entering time:

Code	Reason	Solution
PP MSMATCH	The date you selected is not within the current pay period	Correct the date in the task to be in the current pay period OR open the time entry record, select Find, select the appropriate pay period, Save & Close
EST HOURS	Time entered exceeds the estimated hours for that task	Verify correct time on the task. This error still saves the "Enter Hours" column
ST ERROR 24 HOURS	Time entered is more than 24 hours of straight or overtime hours for the day	Enter the correct hours for that day in the "Enter Hours" column. Check that you placed periods in the correct spot (ex: .25 not 25)
ST ERROR	Time entered exceeds regular straight time hours for a day (ex: 8 or 9 hours)	Enter the correct number of hours in the "Enter Hours" column for that task OR create an overtime entry

Printing a Work Task – Option 1 & Option 2

In this section you will learn how to print both **Single Tasks** and **Bulk Print Tasks**

Step 1

Sign into AMS (TRIRIGA) as a **Technician** using the appropriate login credentials.

UC DAVIS

UNIVERSITY OF CALIFORNIA

Central Authentication Service (CAS)

Username:

Passphrase:

[Need Help?](#)

Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services.

UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a *phishing scam*. Delete it without responding.

Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk:

UC Davis Campus: IT Express at 530-754-HELP (4357)
UC Davis Health: Technology Operations Center at 916-734-HELP (4357)

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Option 1 Step 2

1. Navigate > **Tasks tab** > Open the task you want to print

AGGIE FACILITIES

Home My Reports Requests Projects **Tasks** Procurement Portfolio

Unassigned Tasks Complete Tasks My Qualifications Time Sheets

Home > Tasks Open In New Window Add to Bookmarks My Bookmarks

Assigned (Non PM)

ID	Request Class	Work Type	Description	Building	Request Date	EST Hours	ACT Hours	Planned Start Date	Due Date	Status	Priority
OHMS17MEET	Overhead	Overhead	SAFETY, TRAINING, MEET, TRVL		06/23/2017 14:51:51	0	3.75			Active	Low
OHMS17CCOV	Overhead	Overhead	CAMPUS COVERAGE		06/23/2017 14:51:01	0	65			Active	Low
OHMS17BRKS	Overhead	Overhead	BREAKS & TIMEKEEPING		06/27/2017 07:53:15	0	164			Active	Low
1476336	Too Hot	Corrective	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer w...	Bowley Plant Science Teaching Facility	07/11/2017 11:40:45	0	3.25			Active	Low
1475897	Too Hot	Corrective	The air conditioner is not working.	Hoagland Hall	07/10/2017 10:00:09	0	6			Active	Low
1475544	Too Hot	Corrective	WE HAVE TWO A/C WALL UNITS IN THE SWAGGIE STORE (NEXT TO CARLSON HLTH SCI LIBRAR...	Medical Sciences I B (Carlson Health Sciences Libr	07/07/2017 14:27:00	0	2.25			Active	Low
1472341	Alarms	Corrective	Meyer Hall, 5K acct. 0604, zone 1, environmental chambers. Dehumidifier 2 fault...	Meyer Hall	07/02/2017 21:48:51	0	3			Active	High
1469340	Too Hot	Corrective	TOO HOT- COLD RM 1240B AT RM TEMP	Earth and Physical Sciences Building	06/27/2017 13:50:11	0	18.25			Active	High

**Option 1
Step 3**

A pop up of the selected task should appear containing the details of the task. Select the **Reports** tab

Work Task: 1476336-TOO HOT: Lecture hall room 101

General Procedures Notes & Documents Work Task Info **Reports** Audit Audit Actions

(Required) Use this tab to enter, review, or change basic information about the task.

Attention!
The time entry date is not within the selected pay period date range, please select the correct pay period.

General

Task ID: 1476336 Status: Active
 Task Name: TOO HOT: Lecture hall room 101 Assignment Status: Assigned
 Description: - TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer was hoping temps could be lowered.

Task Relsue Reason

Details

Task Type: Corrective Task Priority: Low
 Request Class: Too Hot Service Class: Mechanical
 Primary Work Location: \Locations\UC Davis Campus\Bowley Plant Science Teaching Facility Zone: G083
 Customer Organization: \Organizations\UC Davis\UCD Campus\College of Ag & Environmental Science Funding Type:

**Option 1
Step 4**

You should now see the **Work Task** report

Work Task: 1476336-TOO HOT: Lecture hall room 101

General Procedures Notes & Documents Work Task Info **Reports** Audit Audit Actions

Form Showing page 1 of 1 Export Print Go to page: []

UC DAVIS UNIVERSITY OF CALIFORNIA **Work Task** Print Date: 09/06/2018

General

Task ID:	1476336	Status:	Active	Assignment Status:	Assigned
Task Name:	TOO HOT: Lecture hall room 101				
Description:	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer was hoping temps could be lowered.				
Location Name:	UC Davis Campus\Bowley Plant Science Teaching Facility	Zone:	G083	Warranty?	<input type="checkbox"/>

Details

Task Priority:	Low	Assigned Date:	07/11/2017 11:40:46		
Task Type:	Corrective	Planned Start Date:			
Request Class:	Too Hot	Planned End Date:			

Requestor Information

Request ID	Requested Date	Requestor	Requestor Phone #	Requestor Mobile Phone	Email
1043061	07/11/2017	Gale Perez	(530)752-1748		

Authorized Amount **Accounting**

Authorized Amount	Accounting Code	Sub - Accounting Code	Project Code
	3-6755881	BR109	

Responsible Person Information

Name	Workgroup	Phone	Email
Kevin Fullerton	BMS Refrigeration Shop	530-681-7330	

Resource Information

Assigned Resource	Labor Class	Organization	Phone	Email
Kevin Fullerton	REFRIGERATION MECH	Mechanical	530-681-7330	

Estimates **Actuals**

Estimated Hours	Estimate/Total Cost Material Cost	Actual Hours	Actual Material Cost	Total Cost
0	\$0.00 \$0.00	3.25	\$0.00	\$269.75

Technician Comments

1. Select the **print icon**
2. Select the **PDF option**
3. Select **OK**

Work Task: 1476336-TOO HOT: Lecture hall room 101

General Procedures Notes & Documents Work Task Info Reports Audit Audit Actions

Form Showing page 1 of 1 Export Print

UC DAVIS UNIVERSITY OF CALIFORNIA **Work Task** Print Date: 08/06/2018

General

Task ID:	1476336	Status:	Active	Assignment Status:	Assigned
Task Name:	TOO HOT: Lecture hall room 101				
Description:	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer was hoping temps could be lowered.				
Location Name:	UC Davis Campus/Bowley Plant Science Teaching Facility	Zone:	G083	Warranty?	<input type="checkbox"/>

Details

Task Priority:	Low	Assigned Date:	07/11/2017 11:40:45
Task Type:	Corrective	Planned Start Date:	
Request Class:	Too Hot	Planned End Date:	

Requestor Information

Request ID	Requested Date	Requestor	Requestor Phone #	Requestor Mobile Phone	Email
1043051	07/11/2017	Gale Perez	(530)752-1748		

Authorized Amount **Accounting**

Authorized Amount	Accounting Code	Sub - Accounting Code	Project Code

Responsible Person Information

Name	Kevin Fullerton
------	-----------------

Resource Information

Assigned Resource	Kevin Fullerton
-------------------	-----------------

Estimates

Estimated Hours	Material Cost	Cost
0	\$0.00	\$269.75

Technician Comments

Print Report

Print Format

HTML

PDF Auto

All pages Current page Pages:

(Enter page number(s) and/or page range(s). For example: 1-6 or 1,3,6)

OK Cancel

Option 1 Step 5

Select the printer to which you'd like to send the **Work Task**

1. Select **Print**

Print

Total: 1 sheet of paper

Print Cancel

Destination FAC-OpsRocks on CFO-...

Change...

Pages All

e.g. 1-5, 8, 11-13

Copies

Color Color

Scale Fit to page

Options Two-sided

[+ More settings](#)

Print using system dialog... (Ctrl+Shift+P)

UC DAVIS UNIVERSITY OF CALIFORNIA **Work Task** Print Date: 08/06/2018

General

Task ID:	1476336	Status:	Active	Assignment Status:	Assigned
Task Name:	TOO HOT: Lecture hall room 101				
Description:	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer was hoping temps could be lowered.				
Location Name:	UC Davis Campus/Bowley Plant Science Teaching Facility	Zone:	G083	Warranty?	-

Details

Task Priority:	Low	Assigned Date:	07/11/2017 11:40:45
Task Type:	Corrective	Planned Start Date:	
Request Class:	Too Hot	Planned End Date:	

Requestor Information

Request ID	Requested Date	Requestor	Requestor Phone #	Requestor Mobile Phone	Email
1043051	07/11/2017	Gale Perez	(530)752-1748		

Authorized Amount **Accounting**

Authorized Amount	Accounting Code	Sub - Accounting Code	Project Code

Responsible Person Information

Name	Kevin Fullerton	Workgroup	Phone	Email
		BM2 Refrigeration Shop	530-485-7530	

Resource Information

Assigned Resource	Labor Class	Organization	Phone	Email
Kevin Fullerton	REFRIGERATION MECH	Mechanical	530-485-7530	

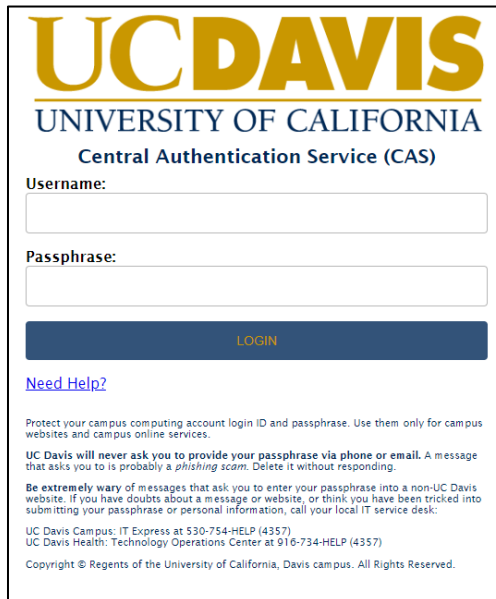
Estimates

Estimated Hours	Estimated Material Cost	Total Cost	Actual Hours	Actual Material Cost	Total Cost
0	\$0.00	\$0.00	3.25	\$0.00	\$269.75

Technician Comments

**Option 2 –
Bulk Print
Step 1**

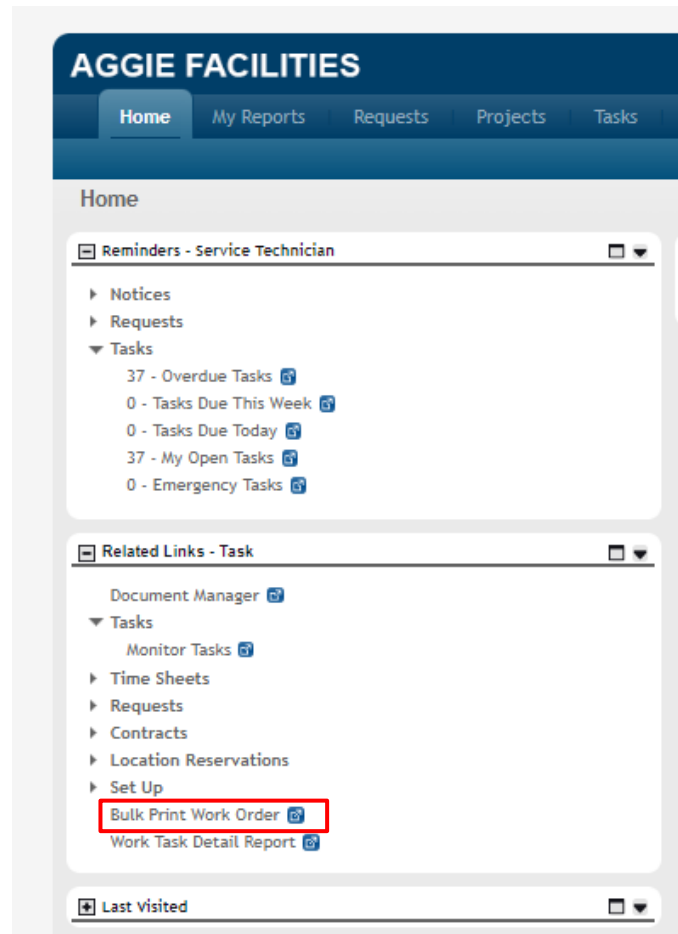
Sign into AMS (TRIRIGA) as a **Technician** using the appropriate login credentials.



The image shows the UC Davis Central Authentication Service (CAS) login page. At the top, the UC Davis logo is displayed in yellow, followed by "UNIVERSITY OF CALIFORNIA" in blue and "Central Authentication Service (CAS)" in black. Below this, there are two input fields: "Username:" and "Passphrase:". A blue "LOGIN" button is positioned below the passphrase field. A blue link for "Need Help?" is located below the button. At the bottom, there is a security notice in small text: "Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services. UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a phishing scam. Delete it without responding. Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk: UC Davis Campus: IT Express at 530-754-HELP (4357) UC Davis Health: Technology Operations Center at 916-734-HELP (4357) Copyright © Regents of the University of California, Davis campus. All Rights Reserved."

**Option 2
Step 2**

Navigate to the **Home Portal** and scroll down to the **Related Links** portal. Select **Bulk Print Work Order**



**Option 2
Step 3**

A **Bulk Print Work Order** portal will appear. **Please Note:** this portal will be populated with all **Active Tasks** assigned to your **Work Group**

1. You may select one or multiple **Work Tasks** by selecting the checkbox to the left of the **Work Task**
2. Select **Save**

Home > Bulk Print Work Order

Print Open In New Window Add to Bookmarks My Bookmarks Save

Bulk Print Work Orders

Priority	Task ID	Task Name	Responsible Organization	Responsible Person	Request Class	Priority	Requested By	Building	Floor	Work Location	Due Date	Status	Assignment Status
<input type="checkbox"/>	1045734	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	10/01/2017 08:00:00	Active	Unassigned
<input type="checkbox"/>	1045749	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	04/01/2018 08:00:00	Active	Unassigned
<input type="checkbox"/>	1045763	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	07/01/2018 08:00:00	Active	Unassigned
<input type="checkbox"/>	1045769	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	07/01/2017 08:00:00	Active	Unassigned
<input type="checkbox"/>	1057413	PM-B016-Cooling Tower Memorial Union - Semi Annual	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Low		Memorial Union		Memorial Union	07/01/2018 08:00:00	Active	Unassigned
<input type="checkbox"/>	1057424	PM-B016-Cooling Tower Memorial Union - Semi Annual	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Low		Memorial Union		Memorial Union	07/01/2017 08:00:00	Active	Unassigned
<input type="checkbox"/>	1057448	PM-B016-Cooling Tower Memorial Union - Semi Annual	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Low		Memorial Union		Memorial Union	01/01/2018 08:00:00	Active	Unassigned

3. Select one of the following options:
 - Single Print – will create a page for each task selected
 - Combined Print options – are for PMs, to print all PMs for one building

Home > Bulk Print Work Order

Print Open In New Window Add to Bookmarks My Bookmarks Save

Bulk Print Work Orders

Single Print Combined Print Combined Print with Asset Details Combined Print with Procedures Combined Print All Data

Priority	Task ID	Task Name	Responsible Organization	Responsible Person	Request Class	Priority	Requested By	Building	Floor	Work Location	Due Date	Status	Assignment Status
<input checked="" type="checkbox"/>	1045734	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	10/01/2017 08:00:00	Active	Unassigned
<input checked="" type="checkbox"/>	1045749	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	04/01/2018 08:00:00	Active	Unassigned

A pop-up will appear showing the **Task Bulk Print Report**.

AGGIE FACILITIES

Home My Reports Requests Projects Tasks Procurement Portfolio

Home > Bulk Print Work Order

Print Open In New Window Add to Bookmarks My Bookmarks Save

Bulk Print Work Orders

Single Print Combined Print Combined Print with Asset Details Combined Print with Procedures Combined Print All Data

Priority	Task ID	Task Name	Responsible Organization	Responsible Person	Request Class	Priority	Requested By	Building	Floor	Work Location	Due Date	Status	Assignment Status
<input checked="" type="checkbox"/>	1045749	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	04/01/2018 08:00:00	Active	Unassigned
<input checked="" type="checkbox"/>	1045763	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance /Single Task/Asset	Medium		Animal Resources Service K-2		Animal Resources Service K-2	07/01/2018 08:00:00	Active	Unassigned

Showing page 1 of 2

UC DAVIS UNIVERSITY OF CALIFORNIA

Combined Print Print Date: 08/06/2018

Location Information
 Location: Animal Resources Service K-2 Floor: CAAN: 4432 Space:
 Zone: H047
 Spec Class: A/C DX Package

PM Assignment
 Responsible Person: Phone: Email:
 Responsible Organization: BMS Refrigeration Shop Supervisor: Nathan Cardoza
 Account: 34-HUSBORY Sub Account: HQLG Project Code:
 BMS Refrigeration Shop

**Option 2
Step 4**

1. Select the **Printer Icon**
2. Select the **PDF** option
3. Select **OK**

AGGIE FACILITIES

Home > Bulk Print Work Order

Bulk Print Work Orders

Priority	Task ID	Task Name	Responsible Organization	Responsible Person	Request Class	Priority	Requested By	Building	Floor	Work Location	Due Date
	1045734	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	BMS Refrigeration Shop		Preventive Maintenance (Single Task/Asset)	Medium		Animal Resources Service K-2		Animal Resources Service K-2	10/01/2017 08:00:00

Showing page 1 of 2

Print Date: 08/06/2018

Print Report

Print Format

HTML

PDF (Auto)

All pages Current page Pages: (Enter page number(s) and/or page range(s). For example: 1-6 or 1,3,6)

OK **Cancel**

**Option 2
Step 5**

Select the printer to which you'd like to send the **Work Task**

1. Select **Print**

Print

Total: 1 sheet of paper (2 pages)

Print Cancel

Destination: **FAC-OpsRocks on CFO-...**

Change...

Pages: All e.g. 1-5, 8, 11-13

Copies: 1

Color: Color

Scale: Fit to page

Options: Two-sided

UC DAVIS Combined Print

Location Information: Animal Resources Service K-2, Zone: H047, Floor: CAAN: 4432

PM Assignment: Responsible Organization: BMS Refrigeration Shop, Account: 3-HUSBDROY, PM Priority: Medium

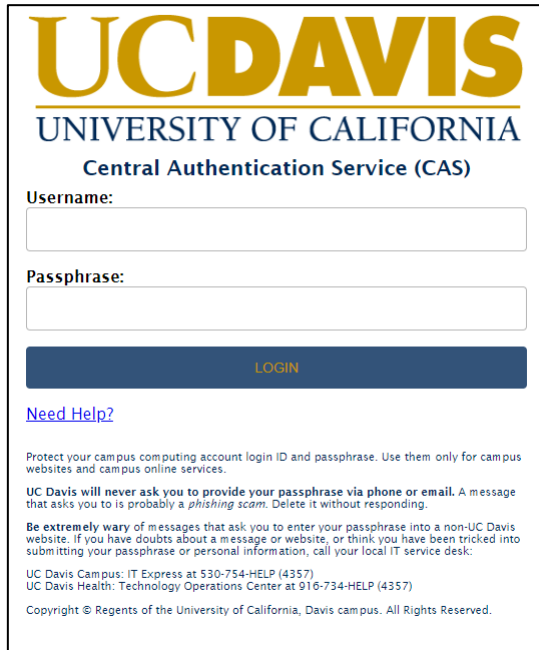
Task ID	Task Name	Asset ID/Barcode	Asset Name	Name Plate	Planned Start	Labor Class	Est. Hrs.
1045734	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	10019313	A/C DX Package AC1	AC1 OUTSIDE GROUND	10/01/2017	BMS Refrigeration Mechanic	2
1045749	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	10019313	A/C DX Package AC1	AC1 OUTSIDE GROUND	04/01/2018	BMS Refrigeration Mechanic	2
1045763	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	10019313	A/C DX Package AC1	AC1 OUTSIDE GROUND	07/01/2018	BMS Refrigeration Mechanic	2
1045769	PM-H047-A/C DX Package AC1 Animal Resource Services K2 - 3 Times Per Year	10019313	A/C DX Package AC1	AC1 OUTSIDE GROUND	07/01/2017	BMS Refrigeration Mechanic	2

Completing a Work Task

In this section you will learn how to complete a **Work Task** and all the steps needed to successfully do so (e.g., **Assigning Asset (s)**, completing **Root Cause Analysis**, etc.

Step 1

Sign into TRIRIGA as a **Technician** using the appropriate login credentials.

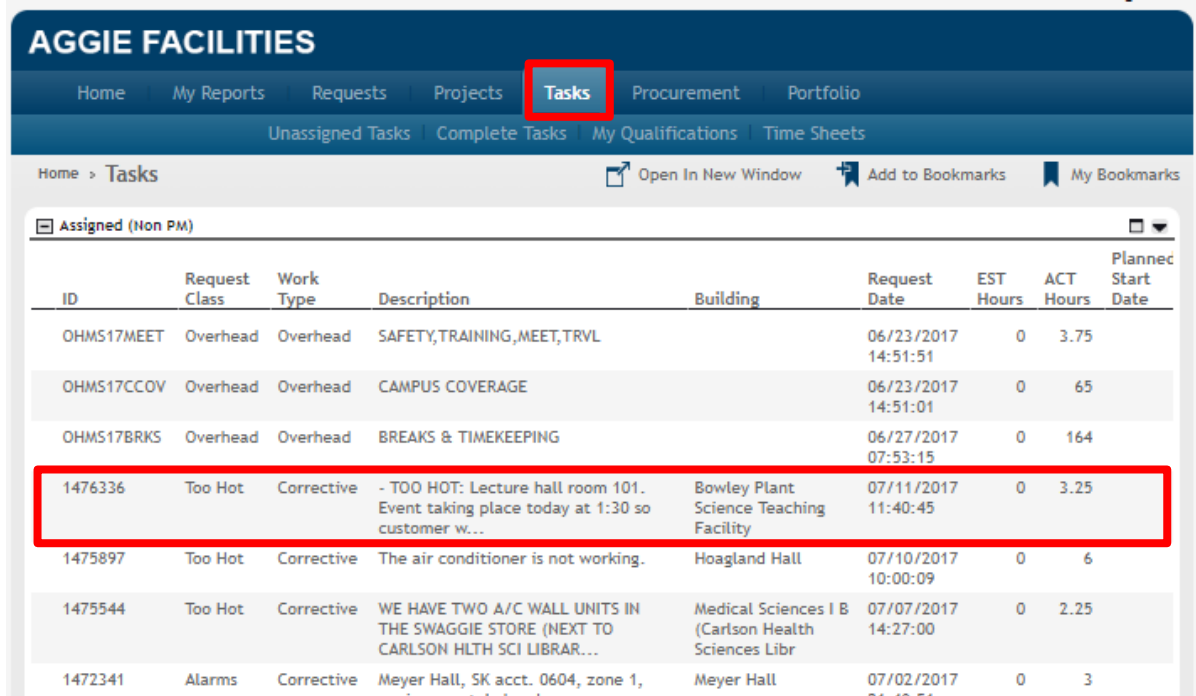


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Step 2

Select **Tasks** to view your **Active Tasks**

1. Select the **Work Task** you want to **Complete**. This will open a pop-up window containing details on that **Work Task**.



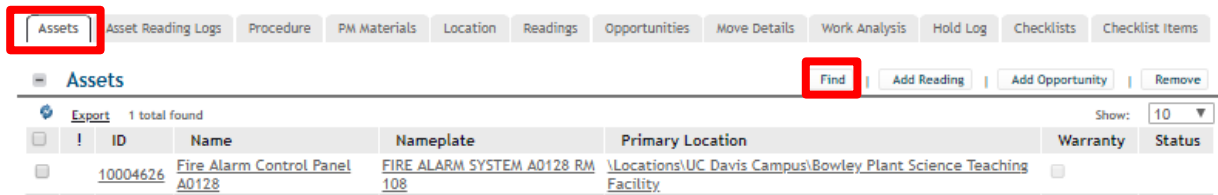
The image is a screenshot of the "AGGIE FACILITIES" web application. The top navigation bar includes "Home", "My Reports", "Requests", "Projects", "Tasks" (highlighted with a red box), "Procurement", and "Portfolio". Below this, there are sub-navigation options: "Unassigned Tasks", "Complete Tasks", "My Qualifications", and "Time Sheets". The main content area shows a breadcrumb "Home > Tasks" and several utility icons: "Open In New Window", "Add to Bookmarks", and "My Bookmarks". A dropdown menu is open, showing "Assigned (Non PM)". Below this is a table of tasks.

ID	Request Class	Work Type	Description	Building	Request Date	EST Hours	ACT Hours	Planned Start Date
OHMS17MEET	Overhead	Overhead	SAFETY, TRAINING, MEET, TRVL		06/23/2017 14:51:51	0	3.75	
OHMS17CCOV	Overhead	Overhead	CAMPUS COVERAGE		06/23/2017 14:51:01	0	65	
OHMS17BRKS	Overhead	Overhead	BREAKS & TIMEKEEPING		06/27/2017 07:53:15	0	164	
1476336	Too Hot	Corrective	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer w...	Bowley Plant Science Teaching Facility	07/11/2017 11:40:45	0	3.25	
1475897	Too Hot	Corrective	The air conditioner is not working.	Hoagland Hall	07/10/2017 10:00:09	0	6	
1475544	Too Hot	Corrective	WE HAVE TWO A/C WALL UNITS IN THE SWAGGIE STORE (NEXT TO CARLSON HLTH SCI LIBRAR...	Medical Sciences I B (Carlson Health Sciences Libr	07/07/2017 14:27:00	0	2.25	
1472341	Alarms	Corrective	Meyer Hall, SK acct. 0604, zone 1, environmental chambers	Meyer Hall	07/02/2017 21:48:51	0	3	

Step 3

Scroll down to **Assets**

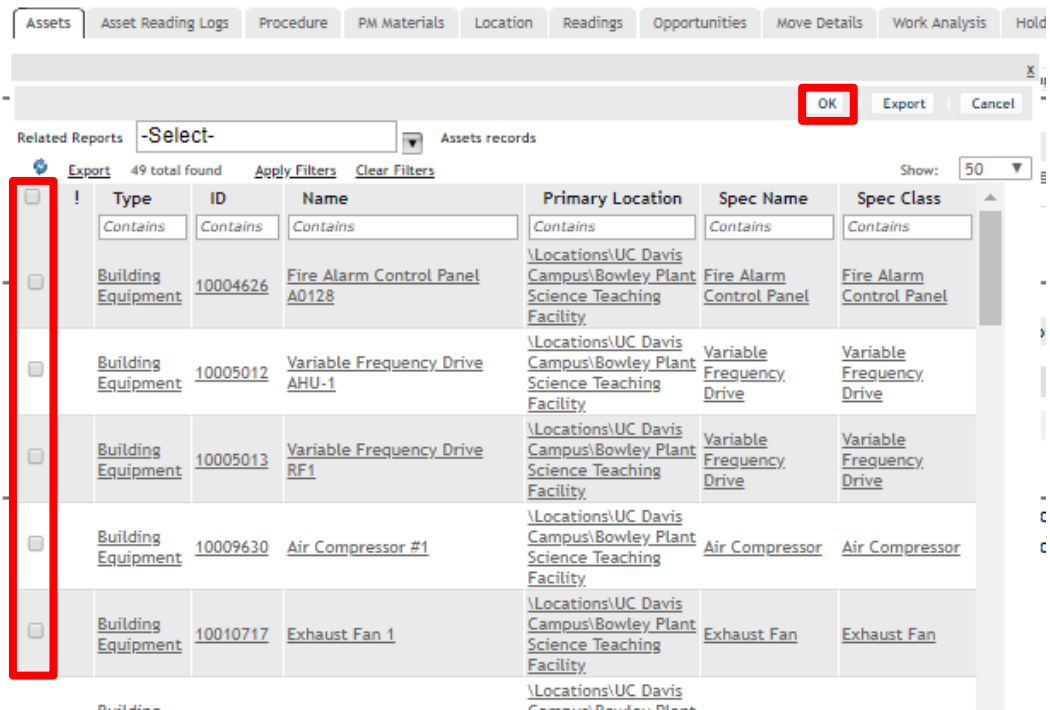
1. Select **Find**. **Please Note:** this will bring up a list of assets in the **Work Location**.



The screenshot shows the top navigation bar with the 'Assets' tab selected and highlighted with a red box. Below the navigation bar, the 'Assets' section is visible, and the 'Find' button is also highlighted with a red box. The table below shows one asset found.

ID	Name	Nameplate	Primary Location	Warranty	Status
10004626	Fire Alarm Control Panel A0128	FIRE ALARM SYSTEM A0128 RM 108	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility		

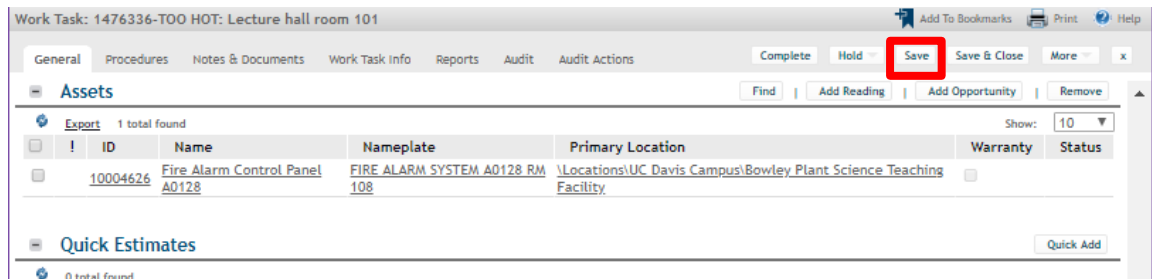
2. In the pop-up window that appears, select the box(es) next to the **Assets** you worked on.
3. Select **OK**, which will populate the **Assets** field.



The screenshot shows a pop-up window titled 'Assets' with a table of 49 total found assets. The checkboxes in the first column of the table are highlighted with a red box. The 'OK' button is also highlighted with a red box. The table columns are Type, ID, Name, Primary Location, Spec Name, and Spec Class.

Type	ID	Name	Primary Location	Spec Name	Spec Class
Building Equipment	10004626	Fire Alarm Control Panel A0128	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility	Fire Alarm Control Panel	Fire Alarm Control Panel
Building Equipment	10005012	Variable Frequency Drive AHU-1	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility	Variable Frequency Drive	Variable Frequency Drive
Building Equipment	10005013	Variable Frequency Drive RF1	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility	Variable Frequency Drive	Variable Frequency Drive
Building Equipment	10009630	Air Compressor #1	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility	Air Compressor	Air Compressor
Building Equipment	10010717	Exhaust Fan 1	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility	Exhaust Fan	Exhaust Fan

4. Select **Save**



The screenshot shows the 'Work Task' page for '1476336-TOO HOT: Lecture hall room 101'. The 'Save' button in the top right corner is highlighted with a red box. Below the navigation bar, the 'Assets' section is visible, showing the same asset as in the previous screenshot.

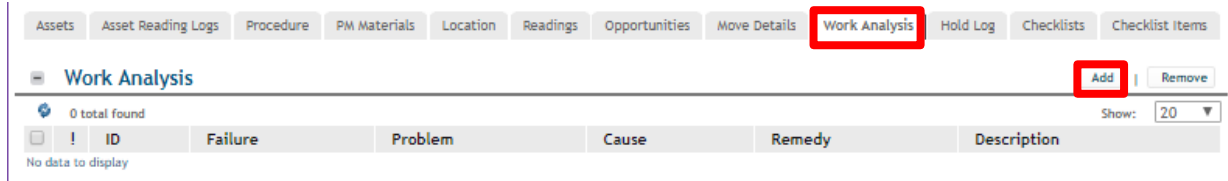
ID	Name	Nameplate	Primary Location	Warranty	Status
10004626	Fire Alarm Control Panel A0128	FIRE ALARM SYSTEM A0128 RM 108	\Locations\UC Davis Campus\Bowley Plant Science Teaching Facility		

Step 4
Only
Required
For
Routine
Corrective
Work
Tasks

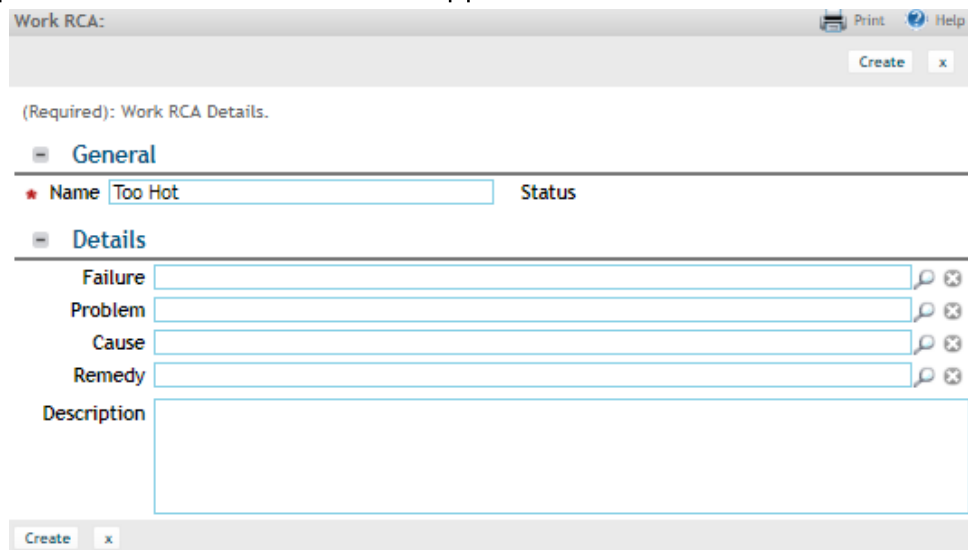
This step explains the process for entering a **Root Cause Analysis** and is **ONLY REQUIRED FOR ROUTINE CORRECTIVE WORK TASKS**

Scroll down to **Assets**

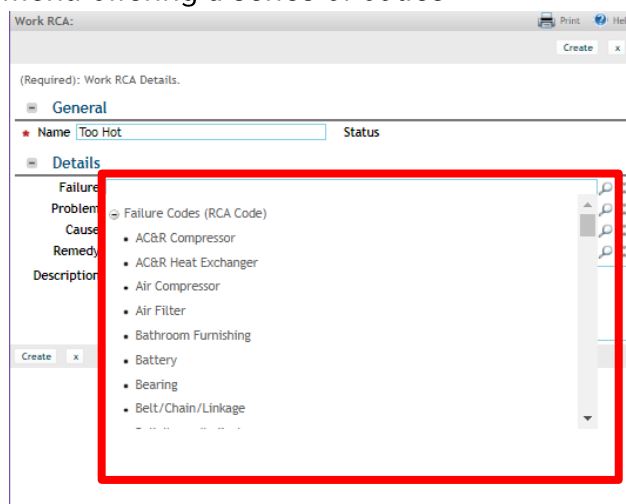
5. Select the **Work Analysis** tab. **Please Note:** this hides the **Asset** information.
6. Select **Add**



A pop-up window titled **Work RCA** will appear.



7. Select the magnifying glass next to each of the **Details** which will produce a dropdown menu offering a series of codes



8. Select the appropriate code for each of the fields:
 - a. **Failure**
 - b. **Problem**
 - c. **Cause**
 - d. **Remedy**
9. Enter a **Description**
10. Select **Create** which will close the **Work RCA** pop-up window.

The **Work RCA** you just completed will appear in the **Work Analysis** section.

1. Select **Save** or **Save & Close**

Step 5

When the task is **Complete (Only the responsible person should complete the task)** and you have added the following information:

1. Make sure all other trades, as applicable, have completed their work
2. Make sure all time is entered for the task
3. If corrective, aslo:
 - i. **Assign Asset(s) for (only for Routine Corrective Work Tasks)**
 - ii. **Complete the RCA (only for Routine Corrective Work Tasks)**

Then, select **Complete**

Bulk Completing Work Tasks

In this section you will learn how to bulk complete **Work Tasks**

Step 1

When the tasks are **Complete (Only the responsible person should complete the tasks)** and you have added the following information:

1. Make sure all other trades, as applicable, have completed their work
2. Make sure all time is entered for the task
3. If corrective, aslo:
 - iii. **Assign Asset(s) for (only for Routine Corrective Work Tasks)**
 - iv. **Complete the RCA (only for Routine Corrective Work Tasks)**

THEN, go the **Tasks** tab and scroll down to **Complete Tasks (Bulk Complete)**

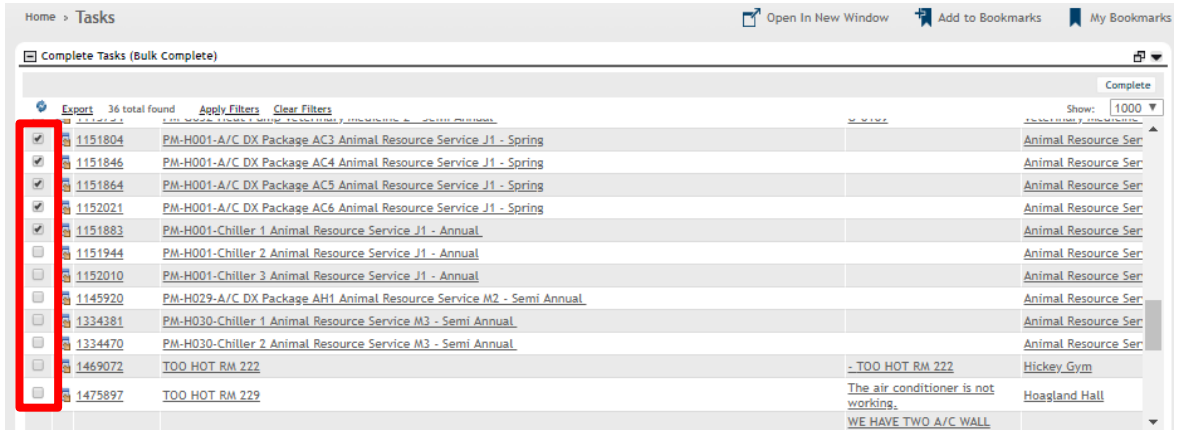
ID	Task Name	Description	Building	Nameplate	ACT Hours	Due Date	EST Hours	Request Class	Work Type	Request Date	Status	Prioi
OHMS17MEET	MECH HVAC: SAFETY, TRAINING, MEETINGS, TRAVEL FY 17-18	SAFETY, TRAINING, MEET, TRVL			3.75		0	Overhead	Overhead	06/23/2017 14:51:51	Active	Low
OHMS17CCOV	MECH HVAC: CAMPUS COVERAGE - GENERAL SUPPORT TO CAMPUS FY 17-18	CAMPUS COVERAGE			65		0	Overhead	Overhead	06/23/2017 14:51:01	Active	Low
OHMS17BRKS	MECH HVAC: BREAKS AND END OF DAY RECORD KEEPING FY 17-18	BREAKS & TIMEKEEPING			164		0	Overhead	Overhead	06/27/2017 07:53:15	Active	Low
1476336	TOO HOT: Lecture hall room 101	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer w...	Bowley Plant Science Teaching Building	FIRE ALARM SYSTEM A0128 RM 400	3.25		0	Too Hot	Corrective	07/11/2017 11:40:45	Active	Low

Select the **Maximize** button

ID	Task Name	Description	Building	Nameplate	ACT Hours	Due Date	EST Hours	Request Class	Work Type	Request Date	Status	Prioi
OHMS17MEET	MECH HVAC: SAFETY, TRAINING, MEETINGS, TRAVEL FY 17-18	SAFETY, TRAINING, MEET, TRVL			3.75		0	Overhead	Overhead	06/23/2017 14:51:51	Active	Low
OHMS17CCOV	MECH HVAC: CAMPUS COVERAGE - GENERAL SUPPORT TO CAMPUS FY 17-18	CAMPUS COVERAGE			65		0	Overhead	Overhead	06/23/2017 14:51:01	Active	Low
OHMS17BRKS	MECH HVAC: BREAKS AND END OF DAY RECORD KEEPING FY 17-18	BREAKS & TIMEKEEPING			164		0	Overhead	Overhead	06/27/2017 07:53:15	Active	Low
1476336	TOO HOT: Lecture hall room 101	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer w...	Bowley Plant Science Teaching Building	FIRE ALARM SYSTEM A0128 RM 400	3.25		0	Too Hot	Corrective	07/11/2017 11:40:45	Active	Low

Step 2

Select the checkboxes for the **Tasks** you want to complete



Home > Tasks Open In New Window Add to Bookmarks My Bookmarks

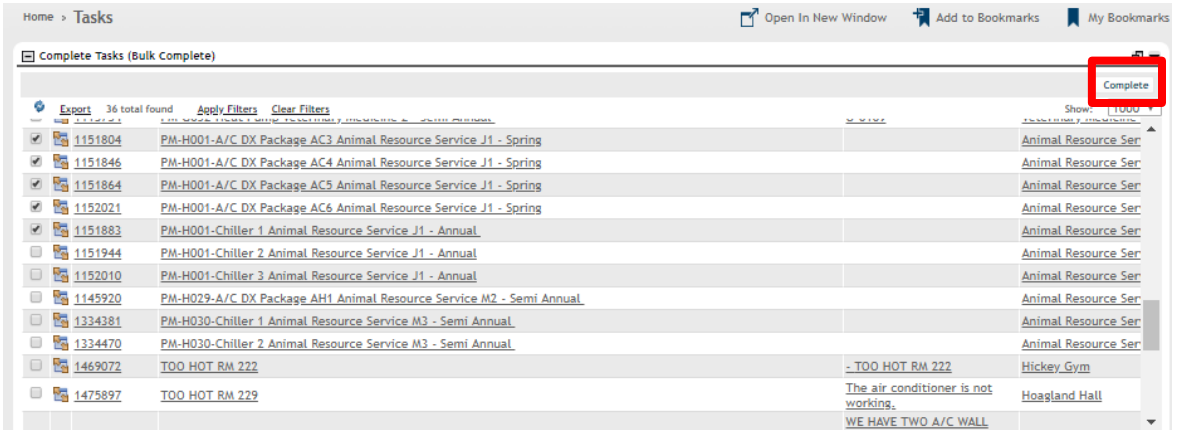
Complete Tasks (Bulk Complete) Complete

Export 36 total found Apply Filters Clear Filters Show: 1000

<input checked="" type="checkbox"/>	1151804	PM-H001-A/C DX Package AC3 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1151846	PM-H001-A/C DX Package AC4 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1151864	PM-H001-A/C DX Package AC5 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1152021	PM-H001-A/C DX Package AC6 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1151883	PM-H001-Chiller 1 Animal Resource Service J1 - Annual	Animal Resource Ser
<input type="checkbox"/>	1151944	PM-H001-Chiller 2 Animal Resource Service J1 - Annual	Animal Resource Ser
<input type="checkbox"/>	1152010	PM-H001-Chiller 3 Animal Resource Service J1 - Annual	Animal Resource Ser
<input type="checkbox"/>	1145920	PM-H029-A/C DX Package AH1 Animal Resource Service M2 - Semi Annual	Animal Resource Ser
<input type="checkbox"/>	1334381	PM-H030-Chiller 1 Animal Resource Service M3 - Semi Annual	Animal Resource Ser
<input type="checkbox"/>	1334470	PM-H030-Chiller 2 Animal Resource Service M3 - Semi Annual	Animal Resource Ser
<input type="checkbox"/>	1469072	TOO HOT RM 222	- TOO HOT RM 222 Hickey Gym
<input type="checkbox"/>	1475897	TOO HOT RM 229	The air conditioner is not working. Hoagland Hall WE HAVE TWO A/C WALL

Step 3

Select **Complete**



Home > Tasks Open In New Window Add to Bookmarks My Bookmarks

Complete Tasks (Bulk Complete) Complete

Export 36 total found Apply Filters Clear Filters Show: 1000

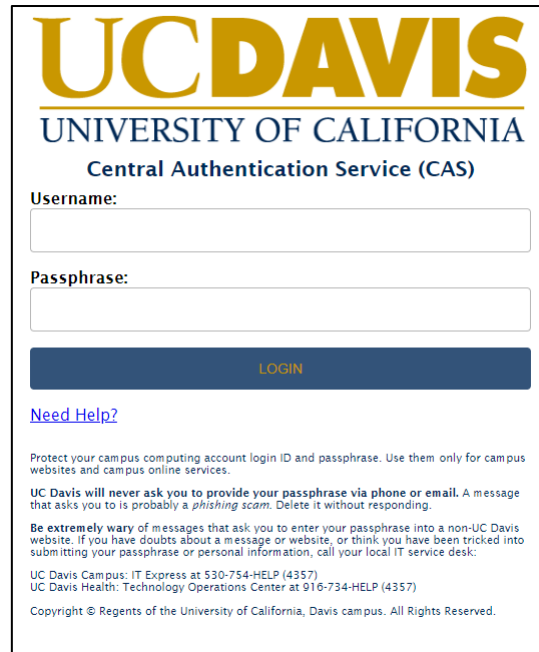
<input checked="" type="checkbox"/>	1151804	PM-H001-A/C DX Package AC3 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1151846	PM-H001-A/C DX Package AC4 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1151864	PM-H001-A/C DX Package AC5 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1152021	PM-H001-A/C DX Package AC6 Animal Resource Service J1 - Spring	Animal Resource Ser
<input checked="" type="checkbox"/>	1151883	PM-H001-Chiller 1 Animal Resource Service J1 - Annual	Animal Resource Ser
<input type="checkbox"/>	1151944	PM-H001-Chiller 2 Animal Resource Service J1 - Annual	Animal Resource Ser
<input type="checkbox"/>	1152010	PM-H001-Chiller 3 Animal Resource Service J1 - Annual	Animal Resource Ser
<input type="checkbox"/>	1145920	PM-H029-A/C DX Package AH1 Animal Resource Service M2 - Semi Annual	Animal Resource Ser
<input type="checkbox"/>	1334381	PM-H030-Chiller 1 Animal Resource Service M3 - Semi Annual	Animal Resource Ser
<input type="checkbox"/>	1334470	PM-H030-Chiller 2 Animal Resource Service M3 - Semi Annual	Animal Resource Ser
<input type="checkbox"/>	1469072	TOO HOT RM 222	- TOO HOT RM 222 Hickey Gym
<input type="checkbox"/>	1475897	TOO HOT RM 229	The air conditioner is not working. Hoagland Hall WE HAVE TWO A/C WALL

Creating a Product Request (Ordering Materials Not Commonly Stocked by Location 3)

In this section you will learn how to create a **Product Request** for materials needed to complete your **Work Tasks**. You will use this process **ONLY** to order supplies not commonly stocked by **Location 3**. The process for ordering materials commonly stocked by **Location 3** does not change with the implementation of **TRIRIGA**.

Step 1

Sign into TRIRIGA using the appropriate login credentials.



UC DAVIS
UNIVERSITY OF CALIFORNIA
Central Authentication Service (CAS)

Username:

Passphrase:

[LOGIN](#)

[Need Help?](#)

Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services.

UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a *phishing scam*. Delete it without responding.

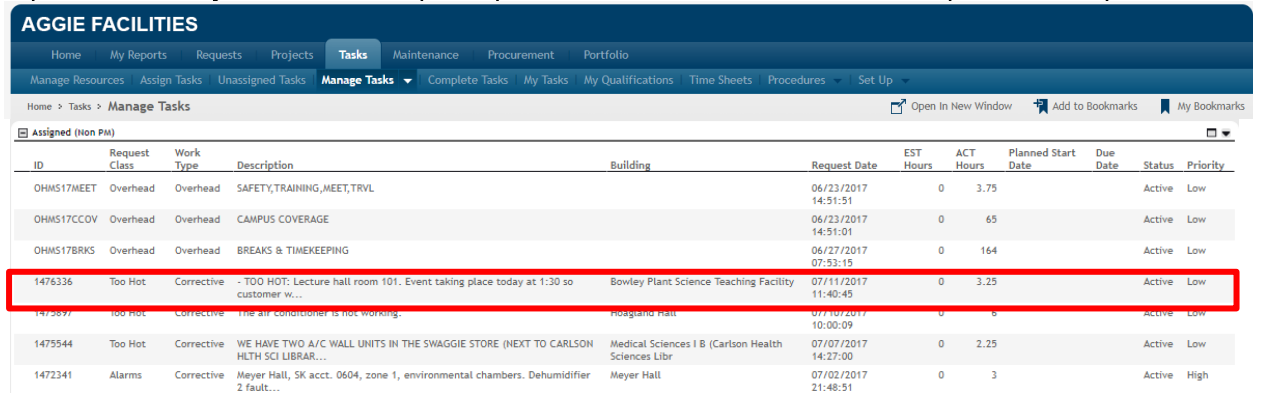
Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk:

UC Davis Campus: IT Express at 530-754-HELP (4357)
UC Davis Health: Technology Operations Center at 916-734-HELP (4357)

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Step 2

Open the task you wish to request products or service for. Find the product request tab.



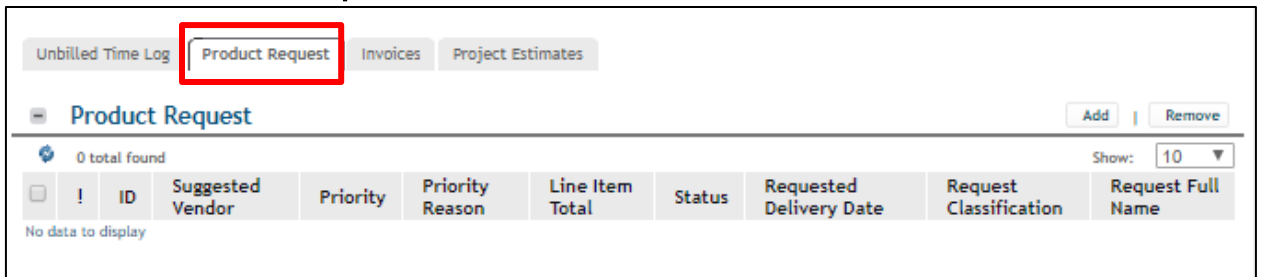
The screenshot shows the 'AGGIE FACILITIES' interface with the 'Tasks' tab selected. A table of assigned tasks is displayed, with one row highlighted in red.

ID	Request Class	Work Type	Description	Building	Request Date	EST Hours	ACT Hours	Planned Start Date	Due Date	Status	Priority
OHMS17MEET	Overhead	Overhead	SAFETY, TRAINING, MEET, TRVL		06/23/2017 14:51:51	0	3.75			Active	Low
OHMS17CCOV	Overhead	Overhead	CAMPUS COVERAGE		06/23/2017 14:51:01	0	65			Active	Low
OHMS17BRKS	Overhead	Overhead	BREAKS & TIMEKEEPING		06/27/2017 07:53:15	0	164			Active	Low
1476336	Too Hot	Corrective	- TOO HOT: Lecture hall room 101. Event taking place today at 1:30 so customer w...	Bowley Plant Science Teaching Facility	07/11/2017 11:40:45	0	3.25			Active	Low
1473597	Too Hot	Corrective	The air conditioner is not working.	Hoagland Hall	07/10/2017 10:00:09	0	6			Active	Low
1475544	Too Hot	Corrective	WE HAVE TWO A/C WALL UNITS IN THE SWAGGIE STORE (NEXT TO CARLSON HLTH SCI LIBRAR...	Medical Sciences I B (Carlson Health Sciences Libr	07/07/2017 14:27:00	0	2.25			Active	Low
1472341	Alarms	Corrective	Meyer Hall, 5K acct. 0604, zone 1, environmental chambers. Dehumidifier 2 fault...	Meyer Hall	07/02/2017 21:48:51	0	3			Active	High

Step 3

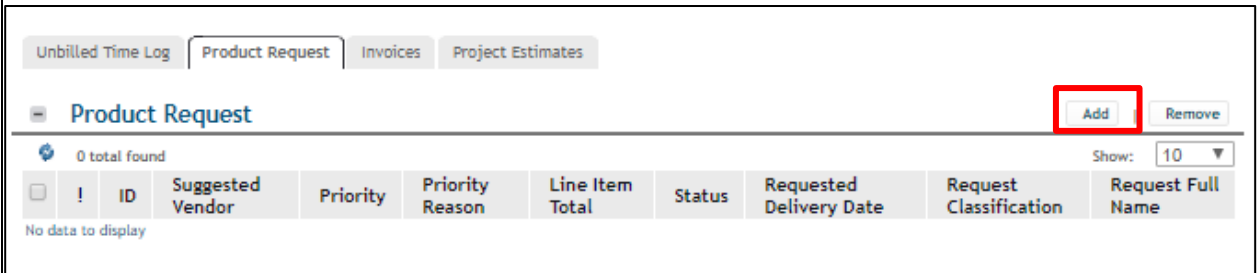
To create a **Product Request**

1. Select **Product Request**



The screenshot shows a navigation bar with tabs: Unbilled Time Log, Product Request (highlighted with a red box), Invoices, and Project Estimates. Below the tabs is a section titled "Product Request" with "Add" and "Remove" buttons. A table below shows "0 total found" and a list of columns: ID, Suggested Vendor, Priority, Priority Reason, Line Item Total, Status, Requested Delivery Date, Request Classification, and Request Full Name. The table is currently empty with the text "No data to display".

2. Select **Add**



The screenshot shows the same navigation bar as above. The "Add" button in the "Product Request" section is highlighted with a red box. The table below remains empty with "0 total found" and "No data to display".

3. A new window will pop up for the Product Request

4. In General section, select the following

- **Request is for:** Me

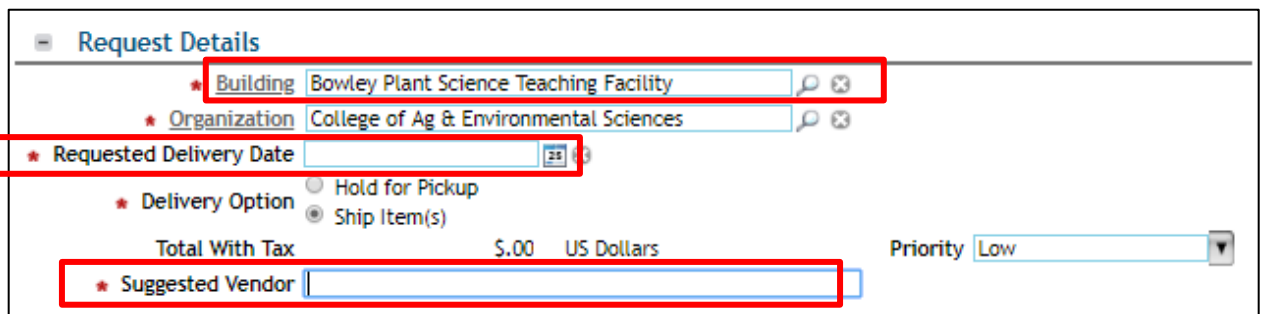
(Instruction): To submit a Product request, complete the form below then click Submit.

- ★ Request is for Me Someone Else

5. In Request Details section, enter the following:

- **Building:** Defaults to Primary location of the task.
- **Requested Delivery Date:** Enter the requested date for delivery
- **Suggested Vendor:** Enter the Vendor you would like these items purchased from.

*Note: Only one vendor can be selected per product request.



The screenshot shows the "Request Details" form with several fields highlighted by red boxes: "Building" (Bowley Plant Science Teaching Facility), "Organization" (College of Ag & Environmental Sciences), "Requested Delivery Date" (25), "Delivery Option" (Ship Item(s)), "Total With Tax" (\$5.00 US Dollars), and "Suggested Vendor" (empty field). The "Priority" is set to "Low".

6. Enter your Priority from the pick list
7. Enter your Priority Reason in the open text box
8. Enter any special instructions in the open text box.

Request Details

★ **Building** 🔍 ✕

★ **Organization** 🔍 ✕

★ **Requested Delivery Date** 📅 ✕

★ **Delivery Option** Hold for Pickup Ship Item(s)

Total With Tax \$5.00 US Dollars

★ **Suggested Vendor**

Priority ▼

- Emergency
- High
- Medium
- Low

Describe Your Request

Priority Reason

Special Instruction

9. Scroll down to the Products Requested section and click Quick Add.

Products Requested

0 total found Show: 20 ▼

Item Number	Item Order Type	Item Description	Quantity	Item Unit	Rate	Total	Tax Rate	Tax	Total With Tax
No data to display									

10. Under Products Requested enter the following:

- **Item Order Type:** Select Materials or Services from the drop down
- **Item description:** Describe the item requested
- **Quantity:** Enter how many are needed
- **Unit of Measure:** Select from the drop-down list
- **Rate:** Enter the cost per unit
- **Tax Rate:** This portion auto-defaults to 7.5%, however you can change if needed

Products Requested

1 total found Show: 20 ▼

Item Number	Item Order Type	Item Description	Quantity	Item Unit	Rate	Total	Tax Rate	Tax	Total With Tax
1			0	EA	\$5.00 US Dollars	\$5.00	7.5 percent	\$5.00	\$5.00

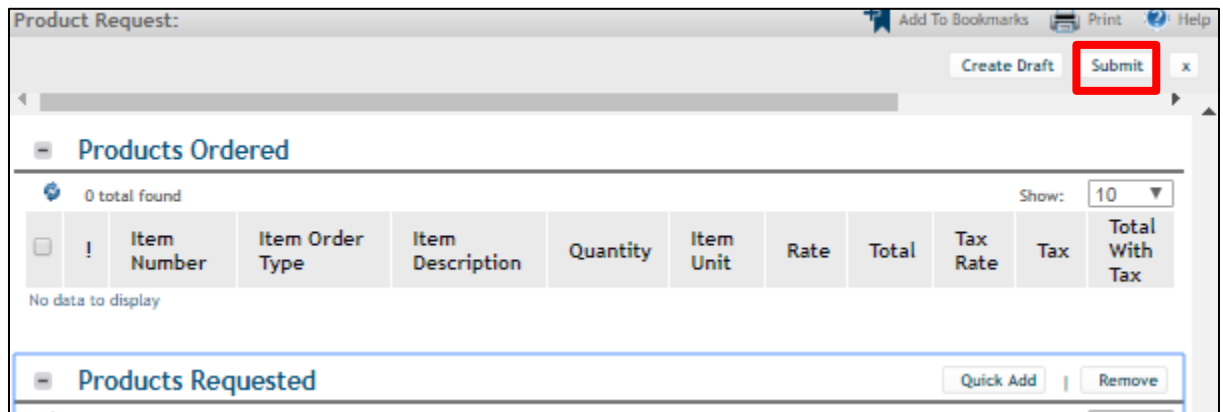
11. You can click Quick Add to add as many items as you need

Step 4

Submit your product request:

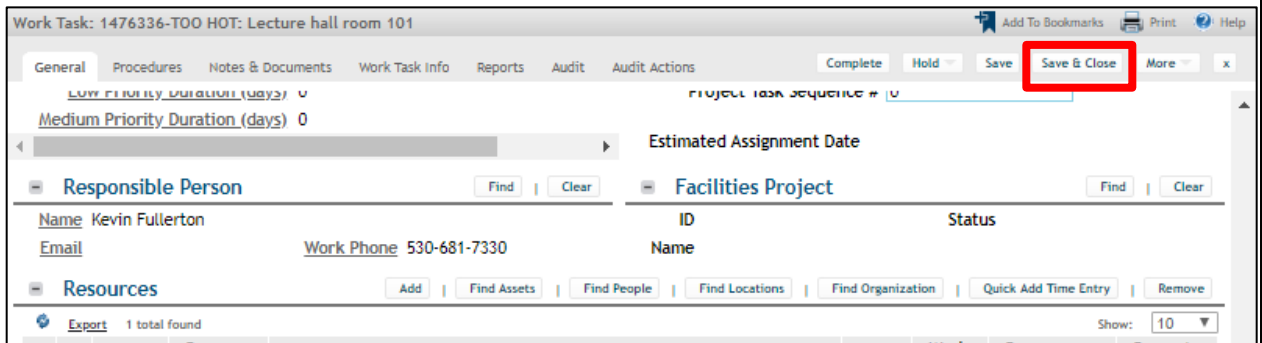
1. Click the submit button. The screen will close and you will be back on the task page.

Your product request is now submitted for processing.



The screenshot shows a web application window titled "Product Request:". The window has a toolbar with "Add To Bookmarks", "Print", and "Help" icons. Below the toolbar are "Create Draft" and "Submit" buttons, with the "Submit" button highlighted in a red box. The main content area is divided into two sections: "Products Ordered" and "Products Requested". The "Products Ordered" section shows "0 total found" and a table with columns: Item Number, Item Order Type, Item Description, Quantity, Item Unit, Rate, Total, Tax Rate, Tax, and Total With Tax. Below the table, it says "No data to display". The "Products Requested" section has "Quick Add" and "Remove" buttons.

2. Save and Close the work task when you are done.



The screenshot shows a web application window titled "Work Task: 1476336-TOO HOT: Lecture hall room 101". The window has a toolbar with "Add To Bookmarks", "Print", and "Help" icons. Below the toolbar are "Complete", "Hold", "Save", "Save & Close", and "More" buttons, with the "Save & Close" button highlighted in a red box. The main content area is divided into several sections: "General", "Procedures", "Notes & Documents", "Work Task Info", "Reports", "Audit", and "Audit Actions". The "General" section shows "Medium Priority" and "Duration (days) 0". The "Responsible Person" section shows "Name Kevin Fullerton" and "Work Phone 530-681-7330". The "Facilities Project" section shows "Name" and "Status". The "Resources" section has "Add", "Find Assets", "Find People", "Find Locations", "Find Organization", "Quick Add Time Entry", and "Remove" buttons. At the bottom, there is an "Export" button and "1 total found" with a "Show: 10" dropdown.

3. You should receive an email from the system once your request is submitted.

