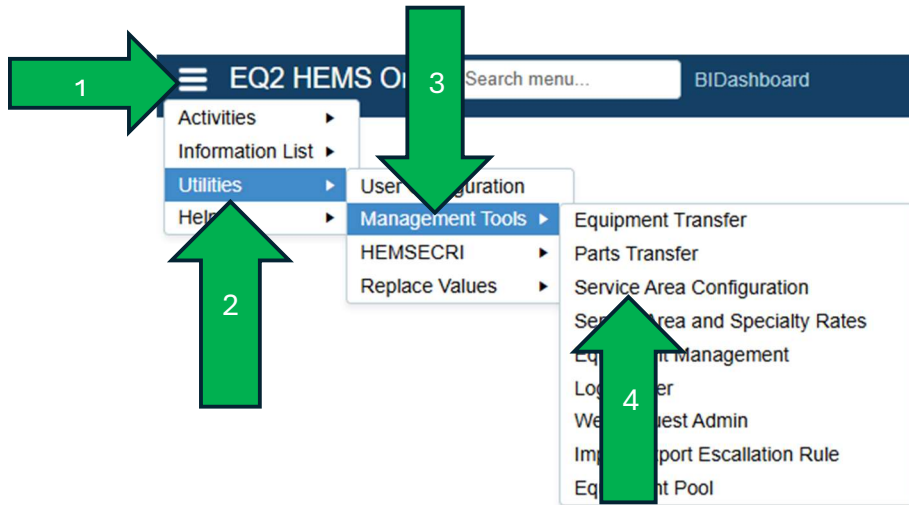


# HEMS One: Service Area Configuration

To access the Service Area Configuration module, click on the hamburger menu in the upper left of the HEMS One window (1), followed by the Utilities menu (2), the Management submenu (3), then Parts Service Area Configuration (4).



The Service Area Configuration module is made up of five tabs: General, Pager/Email Settings, WO Required, IT Fields, and Stock Management.

The screenshot shows the 'Service Area Configuration' module interface. At the top, there is a blue header bar with the title 'Service Area Configuration' and an 'Apply' button. Below the header, there are five tabs: 'General', 'Pager/Email Settings', 'WO Required', 'IT Fields', and 'Stock Management'. The 'General' tab is selected and highlighted with a green border. The main content area contains several configuration options: 'Administrator/Coordinator' with a dropdown menu showing 'CKL'; 'Incoming Inspection' with a dropdown menu showing 'INCOMING INSPECTION'; 'Retirement Procedure' with a dropdown menu showing 'Retirement Procedure'; and 'ePHI Procedure' with a dropdown menu showing 'REMOVE ePHI INFORM...'. Below these are two sections: 'Schedule By Date' with radio buttons for 'None', 'EQ Type', 'Manf/Model', 'Department' (selected), 'Location', and 'Equipment'; and 'Preferences for drop down lists' with a checked checkbox for 'Show only active items in the lists'.

# HEMS One: Service Area Configuration

## General Tab

Service Area Configuration Apply

General | Pager/Email Settings | WO Required | IT Fields | Stock Management

Administrator/Coordinator: CKL

Incoming Inspection: INCOMING INSPECTION

Retirement Procedure: Retirement Procedure

ePHI Procedure: REMOVE ePHI INFORM...

Schedule By Date

None  EQ Type  Manf/Model  Department  Location  Equipment

Preferences for drop down lists

Show only active items in the lists

Preferences for WO department and location (from Work Order dashboard)

Manually Specify  From Requester  Disable auto updating of WO's dept/loc in Edit mode

From Control #  From Default Values

Preferences for Closed Work Orders

Lock closed work orders after: 9999 days

Preferences for equipment Service Expiration date

Use contract end date as the equipment expiration date.

Parts requisition settings

Refresh requisition dashboard after: 0 minutes

Preferences for Schedule Generation

Auto Generate Work Orders  of Month

1. **Administrator/Coordinator:** The Service Area Administrator.
2. **Incoming Inspection:** The Service Area Incoming Inspection Procedure.
3. **Retirement Procedure:** The Service Area Retirement Procedure.
4. **ePHI Procedure:** The Service Area ePHI Procedure.
5. **Schedule By Date Radio buttons:** Selecting one of these buttons will instruct HEMS One to schedule any new equipment inventory records by the selected choice.
6. **Preferences for drop-down lists:** If this box is checked, only active items will appear in the drop-down options.
7. **Preferences for WO department and location (from Work Order Dashboard):** Check the boxes for the options that are desired, uncheck the boxes for the options that are not desired.
8. **Preference for Closed Work Order:** Defines the number of days after a work order is closed during which edits can be made by general users. This setting will not effect the Administrator's ability to edit closed work orders.
9. **Preferences for equipment Service Expiration Date:** If the box is checked, HEMS One will use the contract end date as the Service Expiration Date of the associated equipment records.
10. **Parts Requisition Settings:** This field defines how many minutes pass before the requisition dashboard refreshes.

# HEMS One: Service Area Configuration

11. **Preferences for Schedule Generation:** If the checkbox is checked, HEMS One will be instructed to auto-generate scheduled work orders at whatever monthly interval is defined in the Month field.

## Pager/Email Settings

The screenshot shows the 'Service Area Configuration' interface with the 'Pager/Email Settings' tab selected. The 'Configuration' section includes a 'Server Address' text box and two checkboxes: 'Email' and 'Pager'. The 'Information to be sent to the engineer' section contains a grid of checkboxes for various fields: Requester (checked), Department (checked), Request (checked), WO Type (checked), Location (checked), Specialty (unchecked), Priority (checked), Estimated Hours (unchecked), Failure / Subcode (unchecked), and Action (unchecked).

In the configuration section, define the Server address used for Email and/or Pager notifications. Use the checkboxes in the “Information to be sent to the engineer” section to define which work order information is included in the email and/or page.

## WO Required Tab

The WO Required Tab allows the Service Area Administrator to define which fields are required on pending work orders (left side) and Closed work orders (right side). To define a field as required, check the box to the left of the field name. Use the scroll bars to the right of the fields to navigate up and down the lists of available options.

The screenshot shows the 'Service Area Configuration' interface with the 'WO Required' tab selected. It features two scrollable lists of fields. The left list is titled 'Required Information for Pending Work Orders' and the right list is titled 'Required Information for Closed Work Orders'. Both lists contain the same set of fields: ActionText, Billing Code, Component, Control #, Department, Due Date, Est. Hours, Failure / Subcode, FDA Code, Initial, Labor Code, Labor PO, Location, Part #, Part PO, and Parts Code. Each field has an unchecked checkbox to its left.

# HEMS One: Service Area Configuration

## IT Fields

The IT Fields tab is where the Service Area Administrator defines which IT Fields will be printed in scheduled work order request text. To include a field on a work order, check the box to the left of the field name. Use the scroll bar on the right to navigate up and down the available options.

Service Area Configuration Apply

General Pager/Email Settings WO Required **IT Fields** Stock Management

Select IT Fields that should be printed on Work Orders

- Automatic Patches?
- Bluetooth MAC Address
- Can Apply Patches?
- Flash Version
- Serial Number
- Wireless MAC Address
- Ap Bssid
- Ap Last Seen
- AP Location
- Ap Name
- App Version
- AVG Daily Usage
- Connection Type
- Device Category
- Device Descr
- Device Subcategory
- DHCP Fingerprint

## Stock Management Tab

Service Area Configuration Apply

General Pager/Email Settings WO Required IT Fields **Stock Management**

ERP Accounting Unit

Company Code

Stocking Location Code

- 1. ERP Accounting Unit:** The organization's ERP accounting unit number.
- 2. Company Code:** The organization's ERP Company Code.
- 3. Stocking Location Code:** The organization's ERP Stocking Location Code.

Once all the configurations are complete, click on the Apply button in the upper right to apply the configurations Apply.