FlashTrack Reference Guide for Staff and Faculty

*FlashTrack* is a self-service work order system for staff, faculty and students to enter all maintenance requests and services. *FlashTrack* will allow requestors to create, view, manage and edit requests on their work orders. *FlashTrack* also contains a very user friendly billing section that details materials and labor charges for reconciliation and tracking purposes.

**Accessing FlashTrack**

Staff and faculty may access *FlashTrack* through a direct link or via FlashLine

Direct Link: [https://flashtrack.kent.edu](https://flashtrack.kent.edu)

- Enter Flashline credentials and select the “Login” button

**FlashLine**

- Select the *FlashTrack* link from the “My Action Items” tab
• The *FlashTrack* homepage displays all open and closed work orders submitted by the user

• To view work order details, users may select the work order line summary and the details will appear at the bottom of the screen

• There is also a print icon available if the user would like to print the work order
Creating a New Maintenance Request or Service

- Select the “New Work Order” link

- Users may create a work order submitted by themselves or on behalf of another employee

- The employee identified as the submitter will receive the email correspondence regarding the status of the work order

- To enter a work order for another employee, select the “On Behalf of” radio button and enter the FlashLine ID

- Enter the location information
  - Site: select campus from list of values (defaults to Kent campus)
  - Where do you require service? (required field): identify if the service required is in a building, campus grounds, or other
Location (required field): select from list of values. **Note:** a shortcut feature has been built into FlashTrack that allows a requestor to begin typing the identifier into the location field and it will populate a list with only those characters.

- Floor: select from list of values
- Room: select from list of values; if the room number is not known, please identify the location in the description area (text field)
- Note: the drop down selections will change depending on where the service is required, i.e. grounds and other

Enter the details of the request

- Type of Request (required field): select the type of request from the list of values
- Based on the type of request entered, more detailed list of value options will become available to assist in narrowing the issue
- Enter all pertinent details in the text field box (required field); this will ensure that maintenance staff is receiving adequate information regarding the request
• Enter billing information (please refer to the below disclaimer regarding the index)
  o Department (required field): select from the list of values; the organization code is shown with department name; the department name may be typed directly into this field for a quick search function
  o Index (required field): select from the list of values; the index may also be typed directly into this field Note: If you know the index you will be entering, you may type in your index number. It is not necessary to select from the drop down

• If users would like an additional employee to receive notification of the request, a valid Kent email address may be entered into the below field

• Select the “Submit Work Order” button to create work order or select “Cancel” to delete the information entered

• Once submitted the below pop-up will appear and users will be routed to the FlashTrack homepage
Updating a Work Order

- Users may add additional comments to work orders with an “Open” status
- Select the work order line summary
- The work order details will appear at the bottom of the screen
- Select the “Add Comment” link

- Enter additional details or comments that will be helpful to the maintenance staff in the blue text field
- Select the “Add” link

- The details section will now include the additional comment, along with the date and who entered the information
Searching for Work Orders

- Select the “Search Work Orders” link from the top of the FlashTrack homepage

![Search Work Orders Link]

- Enter the work order number directly into the field
- Click the “Search” button

![Search Work Order Number]

- The work order summary will appear
- To view the work order details, select the work order and the details will appear

![Work Order Details]

- Users may also print the work order by selecting the print icon
- If the work order number is not known, users may perform an advanced search by building, status, date range, etc.
- Select the “Advanced Search” link

![Advanced Search](image)

- Select from the list of values and enter a date range into the below fields to narrow the search; the date range defaults to 30 days
- Click the “Search” button
- Note: if the search criteria is too broad, this may slow down the system

![Search Results](image)
Reconciling Work Orders (Billing Details)

- Select the “Work Order Reconciliation” link to obtain details regarding labor and materials.

Users may search by the following criteria by selecting the radio button on the left side:
- Work order number: enter work number directly into field
- Building: select from list of values
  - Enter date range
  - Note: If the date range is too broad, this may slow down the system
- FOAP
  - The Fund, Org, and Prog codes are required fields
  - Enter date range
  - Note: If the date range is too broad, this may slow down the system
- Users may also save searches by selecting the “Remember Search” box
- Click the “Search” button
• The search will retrieve work orders associated to the search criteria
• A comprehensive cost summary is provided, as well as cost summaries for each work order
• This data may be exported into Excel by selecting the “Export to Excel” button
  o Check the box next to the Export to Excel button to include the FAMIS detail from the task list of the work order in the export
• To view work order details, click on the work order number

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<th>Description</th>
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<th>Material</th>
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• If there is split billing for a work order, the indexes and totals will be displayed separately

• The detailed information of the selected work order will be displayed
• Users may view the status, dates, request details, labor, and material
• Select the print icon to print a copy of the work order
• To return to the search summary screen, select the “Return to Totals” button