

Simple Work Order Entry – For User field information

The For User field is associated with the extension (facility ID or phone number) and agency/activity code.

When making a change or disconnecting an existing extension, click on the search icon and enter the phone number in the Extension field. Click on Detail Search. Select the correct extension. When making a change or disconnecting multiple extensions, select one of the correct extensions.

When installing a new extension or extensions, click on the search icon and enter the agency/activity code in the Agency Code field. Click on Detail Search. Select the correct agency/activity code.

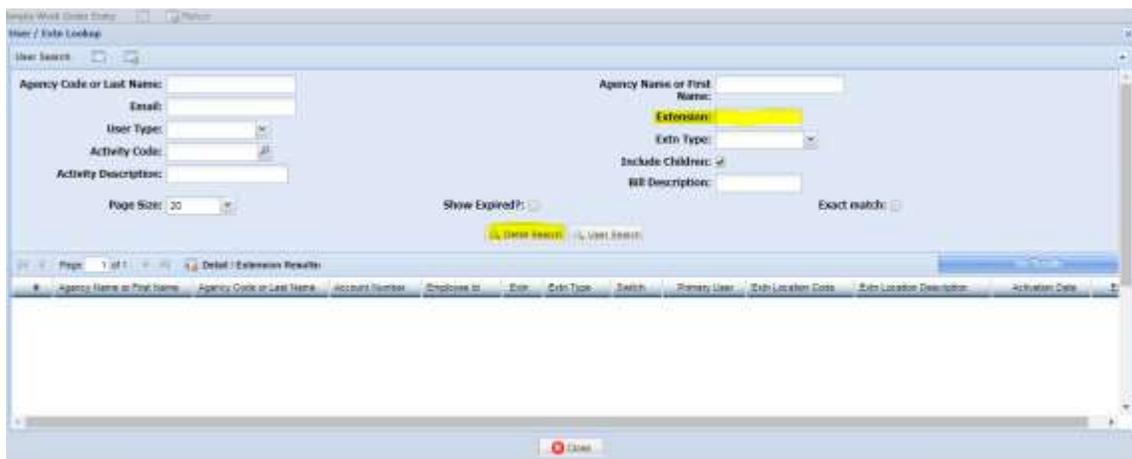
It is recommended that orders be limited to one agency/activity code per order.

Step 1: In Simple Work Order – Go to “For User” and click “search” icon



The screenshot shows the 'Simple Work Order Entry' window. On the left, there are several input fields: 'Contact Name' (with a dropdown menu), 'Contact Email', 'Phone Number', 'Fax Number', 'Project Name', and 'Version'. On the right, there are more fields: 'Contact Number', 'Service Location', 'Service Request Type' (with a dropdown menu), 'Site Contact Name', 'Project Name', and 'Exclude Order Changes Audit' (with a checkbox). A search icon is visible in the top right corner.

Step 2: On the User/Extn Lookup Screen – type in the extension. Click on “Detail Search.”



The screenshot shows the 'User/Extn Lookup' window. It has a search form with the following fields: 'Agency Code or Last Name', 'Email', 'User Type' (dropdown), 'Activity Code', 'Activity Description', 'Page Size' (set to 20), 'Agency Name or First Name', 'Extension' (dropdown), 'Extn Type' (dropdown), 'Include Children' (checkbox), and 'Extn Description'. There are also checkboxes for 'Show Expired?' and 'Exact match?'. A 'Detail Search' button is highlighted in yellow. Below the search form is a table with the following columns: 'Agency Name or Proj Name', 'Agency Code or Last Name', 'Account Number', 'Employee ID', 'Extn', 'Extn Type', 'Search', 'Primary User', 'Extn Location Code', 'Extn Location Description', and 'Activation Date'. The table is currently empty.

Step 3: Single click on the correct extension. This will attach the extension/agency and activity code to the order.

View Search

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Detail / Extension Results:

	Agency Name or Link Name	Agency Code or Link Name	Account Number	Employee ID	Ext	Ext Type	Switch	Primary User	Ext Location Code	Ext Location Description	Actions
1	GENERAL SERVICES, DEP	3144304			9047801234	VOICE	C800	Yes	A13780004	VARIOUS AGENCIES	
2	GENERAL SERVICES, DEP	3144304			8047801234	VOICE	C800	Yes	A13780004	VARIOUS AGENCIES	

Close