

OCMBOCES

Committed to Your Success



Facilities Management System
(Qware CMMS)
Walkthrough

How to Submit a Maintenance Request

* Each department has authorized users who can submit requests. All requests require supervisor approval. *

<https://edu.quecentre.com/ocmboces/Login>

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OCM BOCES
Facilities Management System

Username:

Password:

Login Forgot Password

 Please visit our [Support Blog](#) and subscribe to receive Q Ware software email updates.

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Step 1: Log in to your account using the username and password provided by Facilities.

Please change password after your initial login.

If you do not have an account, and have been designated as the user for your department, please have your supervisor contact Andrea Facciponte at: afacciponte@ocmboces.org.

Step 2: Click on the “Work Orders” tab in the menu bar at the top of the page.

Other menu tabs may vary depending on your authorized access.

Step 3: Select “Create Work Order” from the drop down menu.

Work Orders Preventive Maintenance

- Create Work Order**
- View All Work Orders
- View My Work Orders
- View Work Orders Assigned to Me
- Find Work Orders
- Aged Work Orders
- Escalated Work Orders
- Projects
- Timesheets

Work Order Contact

Contact: Support, Q Ware
Information:

In case of EMERGENCY, call 433-2644.

Step 4: Your name should auto populate as the main contact person. You can change the contact to someone else in the system, if you are submitting on their behalf.

Work Order Details Inventory

Details

Service Area: Maintenance
Campus: Main Campus
Building/Location: OCM BOCES Education Center
Area/Location: Conference Rooms
Room/Program: Oneida
Location:
Asset:
Refresh Asset List

Description:
Door handle is broken. Please replace.
Words: 6 Characters: 36
Status: New

Step 6: Include a brief reason for why the request is being made.

For urgent requests please immediately call the facilities office, then put in the formal request.

Step 5: Select the "Maintenance" service area and fill in all location fields. *You will not be able to submit the order unless all details are filled in.*

Additional Information

Pool Vehicle Request:
Budget Code:

Additional Information fields remain blank.

Update Return To List

Step 7: Click "update" to submit.

CONTACT

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