



AssetWorks Fleet Focus **USER JOB AID**

Georgia Tech Fleet Services

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I. ABOUT FLEET FOCUS

A. FA Suite (Fleet Focus)

FleetFocus provides better data in less time to help in making decisions that have long-term benefits for our organization.

FleetFocus is the premier fleet management software solution for public and private organizations alike. FleetFocus is fully integrated into the AssetWorks Enterprise Asset Management (EAM) product suite, so you can manage your infrastructure assets and fleet vehicles in one system.

B. Customer Access Portal

The Customer Access Portal is for Fleet Custodians only. A Fleet Custodian is an individual that has been identified as the department representative for all vehicle management. The Fleet Custodian is also the identified liaison between the department and the Office of Fleet Services.

The Customer Access Portal can be accessed via [CLICKING HERE](#)

C. Service Request Portal

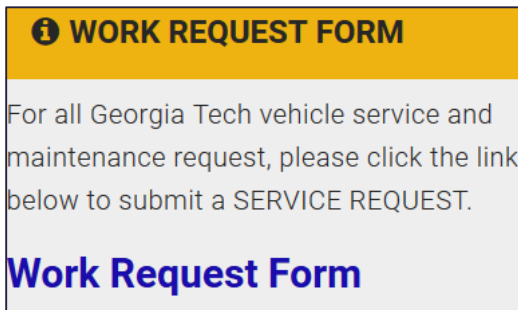
The vehicle service portal is assessable to Fleet Custodians, Drivers and PIN Users. This portal is used to submit vehicle service and maintenance request to the Office of Fleet Services. Once the service request is submitted, vehicles can be dropped off for servicing.

The Service Request Portal can be accessed via by [CLICKING HERE](#)

II. CREATING A CUSTOMER SERVICE REQUEST

A. Logging In

1. Go to Service Request Site - Accessible via the Fleet Services Website
 - a. <http://facilities.gatech.edu/fleet-services>
 - b. Click on the Work Request Form Link



2. No username and password required to access the Customer Service Request

B. Service Request Classifications

The following services require a “service request” entry:

- Fuel Card Replacement
- Fuel Card Restriction
- Accident
- Road Service Call
- Key Loan

C. Submitting A Customer Service Request

1. Click on Customer Service Requests tab



3. Click *Request Service or Report a Problem*

Request Service or Report a Problem

4. There are 3 screens that must be completed in order to process the Service Request.
 - a. Who Are You?
 - b. Where is the Problem?
 - c. What is the Problem?

D. Who are You?

1. Enter GT ID as the Operator ID OR assign a Custodian
2. Click the "... " next to Operator ID

Operator ID	<input type="text"/>	...
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E. Where is the Problem?

1. Option A
 - a. Please identify where the problem is and what asset or piece of equipment it affects.
 - b. Enter your * 4-digit vehicle number (i.e. 0125 or 1296), then click "Lookup" to verify.

Option A: Enter the Asset ID or Search for one.	
Search for Asset ID	<input type="text"/>
	Lookup

2. Option B
 - a. Enter Asset Location (Only if request is a Road Service Call, Tow)

Asset is Located Near this Address:	
Address	<input type="text"/>
Address line 2	<input type="text"/>
City	<input type="text"/>
State / Province	<input type="text"/>

- b. Use the text box to describe the asset location in more detail

Describe the asset or equipment (please be specific)
<input type="text"/>

F. What is the Problem?

1. Choose a symptom code that best fits the problem, and describe the problem in your own words.
 - a. Enter Symptom codes by clicking the "... " , use the Search box to assist

Symptom Code	<input type="text"/>	...
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- b. Add additional comments in the "Describe the Problem" text box.

- c. Add photos or files to support your request

Photos/Files	Attach Photos and/or Files
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III. CUSTOMER ACCESS PORTAL

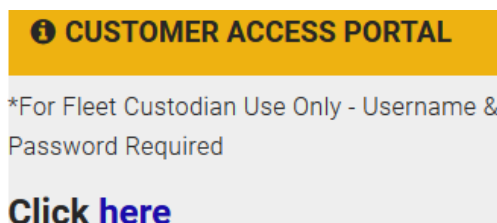
- *This portal is for Fleet Custodians Only*

A. What is the Customer Access Portal?

The Customer Access Portal is a gateway to your department Fleet files. This portal will allow you to view vehicle work orders, service history and digital files and information.

B. Logging In

1. Go to Service Request Site - Accessible via the Fleet Services Website
 - a. <http://facilities.gatech.edu/fleet-services>



- b. Click on the 'here' hyperlink to access the Customer Access Portal

2. User ID and Password is required
3. The User ID is equivalent to the custodians GT ID# (i.e. 902xxxxxx)
4. The default password is **fleet1** (the default password must be changed upon log-in)

C. Submitting a Customer Service Request

1. Once logged in, click on Customer Access tab
2. Customer Access will only allow you to view the department(s) that are assigned to you. Use the Department drop-down menu to select.



3. There are 2 section under the *What Do You Want To Do?* Section:
 - a. Administer Equipment Units
 - b. View Work Order Information

D. Administer Equipment Units

Utilize this section to view department Fleet units.

The report will show the following information: *Equipment ID #, Equipment Information; License Plate #, Last Meter Reading, Service Status, Operator (Custodian) Info, and Designated PM Location.*

Administer Equipment						
Department I-95-110 - POLICE ▾						
Equipment Units: 41						
Equip ID ▲	Equipment Info	License	Last Meter	Service Status	Operator Info	PM Location
0046	2008 FORD MOTOR COMPANY SEDAN	GV10991	66981		██████ - PRESTON MOSS	FLEET - FLEET MAINTENANCE

1. Current Filter

Utilize this section to filter your search. Click the *'Define Filter'* to input selections. Click the *'Clear Filter'* button to clear your Utilize the "... " to see options.

Current Filter
UNIT IS ACTIVE=Y;
<input type="button" value="Define Filter"/> <input type="button" value="Clear Filter"/>

2. What Do You Want To Do?

- Enter Usage Ticket - *Do not use this tab* - Fleet Services does not operate a Motorpool
- Enter Meter Reading

- Click on the *'Enter Meter Reading'* tab
- Enter the updated meter reading in the *'New Meter 1 Reading'* space provided

Equipment ID ▲	Description	New Meter 1 Reading
0046	2008 FORD MOTOR COMPANY SEDAN	<input type="text"/>

- Click Process

<input type="button" value="Back"/>	<input type="button" value="Process"/>
-------------------------------------	--

- The meter reading and date will be updated

Last Meter 1 Reading	Last Meter 1 Reading Date
67000	05/15/2020 10:18 AM

- Enter Service Requests
 - Click on the *'Enter Service Request'* tab
 - See page 4

E. View Work Order Information

Utilize this section to view Open, Pending and Closed work orders for vehicle units in your department.

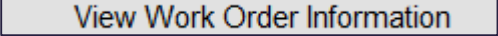
The report will show the following information: *Location, Name, Total, Open Repair, Open PM, Finished Repair, Finished PM, Waiting Repair, and Waiting PM.*


View Work Order Information

Department

Location / Work Order Summaries


Location	Name	Total	Open Repair	Open PM	Finished Repair	Finished PM	Waiting Repair	Waiting PM
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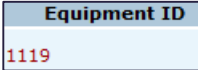
1. Click the '**View Work Order Information**' button. 
2. Under Location/Work Order Summaries, click the plus button to expand the summary of all your department vehicles.

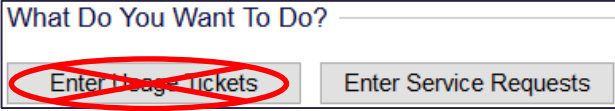
Location	Name	Total
 FLEET	FLEET MAINTENANCE	87

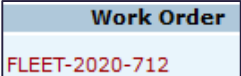
3. Once expanded, the summary displayed will include: *Equipment ID #, Description, Operator ID, Work Order Number, and Work Order Status.*

Location / Work Order Summaries

Location	Name	Total	Open Repair	Open PM	Finished Repair
 FLEET	FLEET MAINTENANCE	87	4	4	51
	Equipment ID	Description	Operator ID	Work Order	Status
	1119	2017 FORD EXPLORER INTERCEPTER: POLICE UNIT	902669696	FLEET-2020-712	OPEN

4. Click on the Equipment ID number  to view basic information (Equipment Details) about the vehicle.

5. On the Equipment Details page,  you can also enter a service request for that specific unit. **Do Not Click on '*Enter Usage Tickets*'**

6. Click on the Work Order hyperlink  to view the detailed information on an open, pending, finished or closed work order.