# ASIS Check-In/Check-out Inventory Tool Documentation

This tool is designed to facilitate the ResHall Inventory process.

# **Using the Dell Venue Tablet**

- Turn on your tablet by pressing the power button in the top right corner of the tablet. Hold the button down until the Dell icon shows on your screen. *If your tablet starts flashing rotating panels of color, do not worry. Just wait until it stops and try again.*
- After the tablet has been turned on, you will need to unlock it by holding down the power key while pressing and releasing the volume down key, located on the top right side of the tablet.
- This will take you to the login screen. You can login to the tablet using your usual WSU credentials. if you cannot login (if you see an Error Message: "There are currently no logon servers available..."), you may need to login to the WSU wireless.
- To get to the WSU wireless log in screen, tap on the wireless icon **r** in the bottom right corner of the screen.
- After you have received a message that you are "connected", close the wireless login screen by tapping outside of it.

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• You can now Log-in to the tablet using your usual WSU username and password.

• After logging in, you will see a screen with a bunch of blue tiles which give you access to the main programs you will be using.



Link to <u>Venue8</u> Manual

# Swiping

To Swipe, put your finger in the *BLACK* unlit edge of the screen and move it onto the lit portion of the screen in a continuous movement, without lifting.

- Swipe down to minimize the current application.
- Swipe right to left to get settings.
- Swipe left to right to toggle apps (like alt-tab).
- Swipe left or right inside the margin of a page in the inventory tool to move backwards and forwards through the application.

# **Using the Keyboard**

The onscreen keyboard will automatically pop up when you tap inside of a text box.

If the keyboard blocks the text box you are trying to fill, you can move it by first tapping on the icon in the topright corner (circled in red below). Then you will be able to use your fingertip to drag the keyboard around the screen until you can see the text box.

## How to Enable Keyboard for Moving

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		Resid	ence I	Hall In	ventor	y Tool					
										∳ ⊑	X
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# **Using the Camera**

The inventory tool will require you to take pictures of damaged items in the residence hall rooms.

### To find the Camera App,

- Tap on the windows icon in the bottom left corner of the screen.
- Tap on the blue tile that says "camera"
- Otherwise, tap the "table of contents" icon in the bottom left of the screen.
- Tap camera (beneath the letter "C").

### To add the Camera to the start screen, if it's not already there.

• Tap and hold the icon for several seconds, then drag the icon onto the start screen.

## How to take a screen shot

If you run into a problem with the inventory tool, you can take a screen shot of the error page and email it to <u>asis@wsu.edu</u>.

### To take a screen shot:

- Hold down the windows logo button on the top right corner of the tablet. It is between the power button and the volume button.
- While holding down the windows logo button, also hold and release the volume down button.
  Your screen will dim brieftly, letting you know that the picture has been takesn.

 Navigate to the camera roll and you will find the screenshot by tapping on the preview of your photo and then tapping "view all photos".

# **Setup your Email**

You may need to use the phone's email app. To set email up, tap on the Mail panel on your start-up screen and follow the on-screen instructions.

# **Using the Inventory Tool**

- Tap on the IE Edge/or Google Chrome browser button on the tablet's main screen.
- Go to Inventory Tool at housing.wsu.edu/inventory.
- Tap the Login button
- Enter your WSU User ID and Password in the text boxes on the page that pops up.

You will automatically be taken to the "My Tickets" page. This page will display a varying number of tabs across the top, depending on your permissions levels. Instructions for each are provided below.

# As Custodian

You have access to three tabs at the top of the page

• My Tickets – this is the default page.

- Manage Halls
- Logout

# **My Tickets Page**

## **Custodian Landing Page**

This page lists all of the tickets that have been assigned to you, along with their type, status and room number.



Tap on the hyperlinked (blue) text in the Ticket column to get more details about each ticket.

- Get the status of the entire Hall, or
- get a list of all the tickets you have closed.

## **Ticket Details**

Residence Hall Inventory Tool								
MY TICK	ETS	MANAC	ge halls		LOGOUT			
Regents Ha	Regents Hall 402 - Inventory ticket # 6764							
Continue Ir	nventory	Add Not	te Clos	e Ticket	Log			
Description: Status: Created By: Assigned To:	C Ir C Ji	heckout Inv n Progress heckInChec II Maxwell	ventory kOutWeb	oService on	12/16/2016 at 2:3	33 PM		
Damaged Item	Туре		Work Order	Charge	Hidden?			
Bed Ends – Extra 2	Scratche scratch o bottom i of headb	d Bad on right side ooard		\$1.00	Yes	Delete		

On the ticket details page you will see the a description of your ticket and a list of existing damage events for the room. You will also have the options to:

- Start or continue a room inventory,
- Add a note,
- Close the ticket,
- Or see the log of activity for each ticket.

### **Ticket Description**

In the table below the ticket details, you will see a list of current damaged items in the room.

- Tap on the name of the damaged item to see all of the information about that particular item, including: the creation date and person, the type of damage, a description - if provided, the charge amount, the resident the damage charge should be applied to, the work order assigned to the item, if any, and any pictures that have been uploaded.
- Use this screen to edit this information, add another image if desired.
- Save your additions by tapping the "Update" button.
- Click the "Back to Inventory" button to the next item in the inventory.
- Tap on the Ticket Number to go back to the original ticket.
- Tap on the Room Number to go back to the original page showing all tickets, residents and damaged items for that room.
- Delete a ticket by tapping on the delete button in the far right column of the table.

### **Start or Continue Inventory**

The first time you go through this page (ie if it's a new or refurbished room) you will have to tap through each item in the room. For subsequent inventories, this list will be prepopulated and you will be able to select items from a dropdown list. You will see the "Continue Inventory" button instead of "Start Inventory" if the inventory for that room has already been started.

### **Inventory Screen**

Residence Hall Inventory Tool					
Regents Hall					
Inventory for Room 402 - Bed Ends - Extra 2					
Bed Ends - Extra 2	Add Cleaning Charge				
No Damage					
New Condition Add Damage Condition					
Scratched No Image Bad scratch on bottom right side of headboard					
Back to Ticket Not Applicable Next Item					

For each item you will see a set of buttons:

• If the item is not expected to be present in the room you are doing the inventory for: tap "Not Applicable". This will remove the item from the list so that you don't have to scroll through each time you update the inventory.

- If there is no damage: Tap "Next Item"
- If there is damage: Tap "Add Damage Condition"

### Add Damage Interface

Residence Hall Inventory Tool				
Regents Hall				
Inventory for Room 402 Type of Damage:	2 - Bed Ends - Extra 2			
Damage Extent – Charge:	-			
Apply Charge to Patron	Nicole Singleton			
Description:	Natalie Valencia			
Upload Photo	Browse Cancel Add Damage Condition			

To add a damage event, follow the following steps in the order listed.

 Indicate the type of damage by tapping the appropriate radio button.

- Select the appropriate extent of damage and charge from the "Extent of Damage" dropdown box.
- 3. If applicable, click the "Apply Charge to Patron" checkbox and then indicate which resident the charge should be applied to.
- 4. Fill in the description if you think it is necessary.
- 5. Take and/or Upload a photo of the damage if desired.

### To Take a Picture

Tap windows icon in bottom left corner or screen, or (if your camera is already open) >swipe right on the Dell screen to access the starting panel and navigate to the camera. Take a picture of the damage. The image will automatically be saved to your camera roll.

### To Upload a Picture

Swipe left on the Dell screen to return to the Inventory Tool
Tap on "Choose File" in the Upload Photo portion of the form.
Navigate to the image and tap "select" or drag your finder over multiple images to > > - select more than one.

- 6. Tap the "Add Damage Condition" button. You will be taken back to the previous screen.
- To review your newly-created damage item, click on its description (hyperlinked blue text). This will open a panel showing the details for that item.
- 8. Your picture will show up on the ticket at this point. Note: If you want to change the orientation of the image or delete it, you can use the conrols to the right of the image to do so.

- 9. You can use this interface to apply relevant charges to room residents.
- If there is a work order attached to this ticket, you can add it here.
- If this is an item you don't want students to know about, check the "Hide from Student" box.
- 12. Add additional pictures if desired.
- 13. Click update to save your changes.
- 14. Tap "Back to Inventory" to return to the inventory panel.

At this point, you can either add another damage condition entry to the ticket, add a cleaning charge, return to the original ticket, or proceed to the next item.

For items such as beds, desks, closets, etc., if there is damage to more than one of them in the same room, repeat the "add damage" process for each item. Use the description field to specify the item you are referring to.

### **Damage ticket Screen Shot**

MY TICKETS MANAGE HALLS LOGOUT						
MY TICKETS	MANAGE HALLS	LOCOUT				
Ticket 6926] Cond	dition for Regents Hall F	Room 308 -	Bed Rail			
treation: ype of Damage: mage:	2/21/2017 by Jill Maxo Other	well				
escription:	2 – 3 inch long dark s	scratch				
Nescription: Tharge:	2 - 3 inch long dark s	scratch	1E:			
escription: harge:	2 - 3 inch long dark s 31.00 Charps To Stotlart Kala Bran Lany Lancator	Amour 1.00	νE:			
harge: Nork Order:	2 - 3 inch long dark s 51.00 Charps To Stofart Kalls Bran Lansy Lancaster	Amour 1.00	YE:			
escription: harge: fork Order:	2 - 3 inch long dark s 31.00 Charps To Stofart Kala Bran Lany Lancaster	Amour 1.00	νE			

## **Other Options on the Main Ticket page.**

#### **Add Note**

Here you can add a note about an open ticket. Tap "Save Note" when done, or "Cancel". Any saved notes will show up in the space at the bottom of the panel.

### **Close Ticket**

• Tap this button to remove a ticket item that has been resolved

from the list of tickets for the room.

- Check the "Mark Room as Clean" box and confirm that you wish to close the ticket. You will be return to the main page for that ticket's room.
- After closing a ticket, its status will be updated to "Supervisor Review" on your "My Tickets" page.

Residence Hall Inventory Tool						
MY TICKETS	MANAGE HALLS		LOGOUT			
Regents Hall 402 -	Regents Hall 402 - Inventory ticket # 6764					
Continue Inventory	Continue Inventory Add Note Log					
Mark Room As Clean	Mark Room As Clean Are you sure you want to close this ticket? Confirm Cancel					
Description: C	Checkout Inventory					
Status: I	n Progress					
Created By: C	CheckInCheckOutWebSer	vice on	12/16/2016 at 2:	33 PM		
Assigned To: Ji	II Maxwell					
Save Note   Cancel						
Save Hote Cancer						
Damaged Item Type	Work Order	harge	Hidden?			
Scratched Bad						

### Log

This page will show a list of all activities taken in regard to that specific ticket.

Tap on the hyperlinked, blue, room name/number to return to the list of damages for the room.

#### Room Details Page showing occupant, tickets and damages for

	Reside	ence H	all Inventor	у Тос	bl		
	MY TIC	KETS	MANAGE HALLS		LOGOUT		
	Regents H	all 402 -	[1/2]				
	Student	Che	ck-In Date	Check	-Out Date	Has Rental Items	
	Nicole Singleton Natalie Valencia Tickets Ticket Type	8/1	8/15/2016 4:23 PM 10/25/2016 1:59 PM		/2016 2:33		
		10/ PM					
		Filter By	Status	•	Add a Tick	et	
		e	Status Supervisor Review			Assigned To Jill Maxwell	
	Inventory						
	Room Cor	iditions tem (*-not	ed by students)			Hidden	
	Closet Scratched					Delete	
	Door Scratched r	nail holes (	5			Delete	
	Door Chipped					Delete	
e room	Radiator					Delete	

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## Work Order Ticket

## **Residence Hall Inventory Tool**

MY TICKETS

MANAGE HALLS

LOGOUT

Regents Hall 375 - Work Order ticket # 7185



Description:	Location: The sprinkler
	Description: On Saturday, December 17th at approximately 10:40
	AM Resident Advisors Victoria De Leon and Selena Clem were
	completing winter break room checks in Regents hall. In room 129
	(belonging to residents Olivia Hamilton and Kathryn Bruner) the
	sprinkler did not have a cage over it, which is a housing policy
	violation (this one is missing completely).
	Email: samantha.m.wilson@wsu.edu
	Cell #: 5099873141
	Patron has granted permission by submitting the request.
Status:	In Progress
Created By:	Samantha Wilson on 12/19/2016 at 11:05 AM
Assigned To:	Jill Maxwell

No damage found.

From this page you can add a note, close a ticket or view the log.

You can also see a description of the ticket, its status and a list of related damages if any.

# **Manage Halls**

Use this page to access all of the room/ticket information for each hall

that you are authorized to work in.

- Either type the number of the specific room you are looking for into the "Get Rooms" text box on the right, scroll down the page until you get to the ticket with the correct number, or
- If you work in more than one hall, use the dropdown menu on the left to select the Residence Hall that you are managing. You will see the name of the hall supervisor followed by a list of rooms for your hall.

### Manage Halls Page

## **Residence Hall Inventory Tool**



Rooms and Status for Regents Hall [335/555] | Tony Rogers (Supervisor):



**Inventory Ticket Example** 



Each room status button contains five pieces of information.

- 1. The room number
- The status of the room indicated both by color and a status term.
  - blue occupied
  - red checked ut
  - brown terminated
  - yellow ready
  - green empty
- 3. A ticket icon if there is an open ticket for the room.
- 4. Room occupancy status number of full slots/number of available slots.

Tapping on a room status button will take you to a screen that displays all of the exsiting damages for that room. You can also add a ticket or display a list of closed tickets.

## **Room Buttons**

• Tap the button to open the room details page so that you can see the overall list of tickets and damaged items for a room.

- Tap on the highlighted blue ticket type text to get item details:
- From here you can:
  - Continue or start an inventory,
  - Take a ticket not already assigned to you,
  - Add a note,
  - Close a ticket or
  - View the Log.
- Tap on the name of the damaged item to see and/or update details about the damage it has incurred.
- Left swipe to return to the previous page.

## List of Damaged Items

The table beneath the Room Conditions heading contains a list of recorded damages for the room.

 To see/update details, tap on the damaged item's name. You will see the details for that item, including: creator, damage type, an image, description, charge, work order.

# As Lead Custodian

On the My Tickets page you will see:

- A list of tickets that have been assigned to you,
- An "All Tickets in Hall" tab
- A "Tickets to Assign" tab
- A "Supervisor Review" tab
- A List of all your closed tickets.

### Lead Custodian Landing Page

Residence Hall Inventory Tool						
MY TICKETS	MANAGE HALLS	SUPERVISOR TOOLS	LOGOUT			
All Tickets in	Hall Tickets To Assig	n Supervisor Re	eview			
My Closed Tic	kets					
Ticket	Status	Assigned To	Room Number			
Work Order	In Progress	Jill Maxwell	Regents Hall 375			
Inventory	Supervisor Review	Jill Maxwell	Regents Hall 308			
Inventory	Supervisor Review	Jill Maxwell	Regents Hall 402			

## All Tickets in Hall

This is a list showing the status of all tickets for each hall.

Use the dropdown box to select the hall you want to see tickets for.

### All Tickets in Hall Screen Shot

Residence Hall Inventory Tool					
MY TICKETS	MAN	AGE HALLS	SUPERVISOR TOO	LS LOCOUT	
All Tickets in	a Hall				_
Residence Hall:		Regents Hal	I I		
Filter By Status:		All Unclosed	Tickets		
Filter By Type:		All Types			•
Ticket	Status		Assigned To	Room Number	
Work Order	In Progress		Jill Maxwell	Regents Hall 375	
Work Order	Open			Regents Hall 375	
Work Order	Open			Regents Hall 375	
Work Order	Open			Regents Hall 375	
Work Order	Open			Regents Hall 125	
Work Order	Open			Regents Hall AHD	
Work Order	Open			Regents Hall 125	
Work Order	Open			Regents Hall 125	
Inventory	Open			Regents Hall 391	
Work Order	Open			Regents Hall 125	
Inventory	Open			Regents Hall 354	
Inventory	Open			Regents Hall 336	
Inventory	Open			Regents Hall 102	

You can view tickets by hall, status or type.

Click on the hyperlinked ticket type for each ticket to see its details.From here you can also:

- Start inventory (If you are looking at an inventory ticket.)
- Assign tickets
- Add notes
- Close tickets
- Access the log.

## **Tickets to Assign**

This is a list of tickets created in the halls you manage which have not yet been assigned to a custodian. Tap on the hyperlinked ticket type text to access the ticket and assign it to a custodian.

### **Tickets to Assign Screen example**

Residence Hall Inventory Tool						
MY TICKETS	MAN	AGE HALLS	SUPERVISOR	TOOLS 🚽	LOGOUT	
All Tickets in H My Closed Ticl	Hall Ticket Kets	s To Assigi	n Supervis	or Review		
Ticket	Status	Assigned	То	Room Nu	mber	
Inventory	Open			Stevens H	all 215	
Cleaning	Open			Stevens H	all 107	
Cleaning	Open			Stevens H	all 213	

### Assign Ticket Screen example



## **Supervisor Review**

Use this page to verify assessed charges for damages.

Your landing page will show the tickets that are awaiting Supervisor Review

## **My Closed Tickets**

Use this page to review tickets that have assessed charges or other issues for you to resolve.

# **Supervisor Tools**

As Lead Custodian, you have an additional set of choices, which you will find under the "Supervisor Tools" button.

- Manage Hall Supervisor-Lead
- Manage Custodians

- Manage Damage
- Create Mass Tickets
- Tickets in a Hall
- Reports

## Manage Hall Supervisor Leads

From this page you can view the assignment of Hall Supervisors

## Manage Custodians

From this page you can:

- Change the primary hall for custodians.
- See, but not change, custodial roles.
- Email custodians

## Manage Damage

### **Manage Damages Screen Shot**

From this page you will see the master list of current damages that can applied to items in a room. As a Lead or Supervisory Cusodian, you can use this page to:

- Add new inventory items into the master list
- Add, edit or delete the damage events that are listed.
- Select an Inventory Item to Manage.



## Manage Inventory Items, Damage Event Types and Pricing:

Inventory Item Type:	
Select an Inventory Item Type to Manage:	Room •
Add an Inventory Item:	
Enter a New Inventory Item:	Add
Select an Inventory Item to Manage:	
Bathroom Door	•
Add, Edit or Delete Inventory Damage Events, It	em Condition and Pricing:

Select a Damage Event Type to Add:

Bent

## Add Damage Event

Actions	Damage Event	Damage Condition	Price
Edit	Burned	Few (1-8)	1.00
Edit	Burned	Several (9-16)	1.00
Edit	Burned	Many (17+)	1.00

• Inventory Item Type:

Select either room or rental as the master inventory item type that you are going to be working with.

- Add an Inventory Item
  - Use this text box to add a new inventory item to the master list.
- Select an Inventory Item to Manage

   Select an item from the drop-down list. (If the item you need to manage isn't in the list, add it using the "Add an Inventory Item" text box.)

-After you have selected the item that you are managing, you will get a list of all possible damage events for that item.

## Add, Edit or Delete Damage Event

Add, Edit or Delete Inventory Damage Events, Item Condition and Pricing:						
Select a Damage Event Type to Add:						
Tape Mark 🔹						
Add Damage Event						
Actions	Damage Event	Damage Condition	Price			
Edit Delete			0.00			
Edit Delete	Dented	fsdfaere	45.00			
Update Cancel	Holes	1-8 Few	0.00			

- Select a Damage Event Type to add
   If the type of damage isn't already in the list, add a new damage event with the "Add Damage Event" button.
- Add a new item:

If the damaged item you need to report on isn't in the list, use this section to add a new damage event.

- Tap the "Add Damage Event" button
   Your item will be added to the list at the bottom of the page, where you can edit or delete an item.
- Edit Damage Item

-Use the "Edit" button to adjust the extent of damage and the charges for each damage item.

These are the charges that will be used to assess monetary

charges to students for damaged items in their rooms.

-Tap "Update" or "Cancel" to exit the screen.

## Tickets in a hall

• Use this tool to view all of the tickets for any hall. You can filter by hall, ticket type or ticket status.

## Reports

From this page you can use the dropdown to select a type of report to view for a specified period of time...

### How to generate a report

Residence Hall Inventory Tool				
MY TICKETS	MANAGE HALLS	s supervi	sor tools 👻	LOGOUT
Reports:				
Choose a Report to Vie	W.			
Damage Condition				v
Choose Ticket Creation	n Begin Date:	06/28/2016		
Choose Ticket Creation End Date: 06/29/2016				
Which Residence Halls Do You Want to Report On?				
Honors				-
View Report				

# **As Supervisor**

Your landing page is similar to the lead custodians landing page.

However you do have some added functions.

### Default supervisor landing page

Residence Hall Inventory Tool					
MY TICKETS	MANAGE I	HALLS SUPERVIS	or tools 🖕	LOGOUT	
All Tickets in	Hall Tickets T	o Assign Super	visor Review		
View	Status	Assigned To	Roon	n Number	
Inventory	In Progress	Tony Terrace	e Hono	ors 215B	
Inventory	In Progress	Tony Terrace	e Perha	am 234	

Tap on the hyperlinked ticket type to manage these tickets.

## Manage tickets screen

You will see basic details about the ticket. Additionally, you have the options of:

- Assign ticket,
- Add Note,
- Approve,
- Close, or
- View the log.

## **Residence Hall Inventory Tool**

MY TICKETS	MANAGE HALLS	SUPERVISOR TOOLS 🚽	LOGOUT			
Honors 215A - C	Honors 215A - Cleaning ticket # 23					
Assign Add Note	e Approve Close	Ticket Log				
Description: Status: Created By: Assigned To:	cription:Cleaning due by 6/1/2016us:Supervisor Reviewted By:Jean Lee on 5/26/2016gned To:Randi Aston					
No damage found.						
Note	Note By	Date				
Add note	Jean Lee	6/3/2016 9:55:33 AM				
testing note	Jean Lee	6/3/2016 9:57:10 AM	Ì			

You can also delete an item by clicking the delete tab.

## **Supervisor Tools**

As Supervisor, you have the added ability to use the Supervisor Tools menu to:

- manage hall supervisor leads,
- change custodians' roles for each building, and
- manage damage assessments.

### **Manage Custodians Screen**

|--|

MY TICKETS

### Custodians | Assign Role and Set Primary Hall:

Choose a Custodian Below:

First Name	Last Name	E-Mail	Role	Primary Hall
Randi	Aston	Send E-Mail	Lead •	Community/Duncan Dunn Hall 🔻
Jaimes	Aung	Send E-Mail	Supervisor 🔻	McCroskey Hall 🔹
Jason	Borden	Send E-Mail	Custodian 🔻	Community/Duncan Dunn Hall 🔹
Sheila	Cook	Send E-Mail	Lead •	Global Scholars Hall
Debra	Cvsenskv	Send E-Mail	Lead 🗸	Stephenson North 🔹

## You can also use the Manage Damages menu to:

- Add new damage events to inventory items, and
- Assess the charges for the new events.

#### How to update prices

Select an Inventory Item to Manage:					
Blinds					
Add, Edit or Delete Inventory Damage Events, Item Condition and Pricing: Select a Damage Event Type to Add:					
Add Damage Event					
Actions	Damage Event	Damage Condition	Price		
Update Cancel	Holes	1-8 Few	20.00		
Edit Delete	Holes	8-16 Ser	0.00		