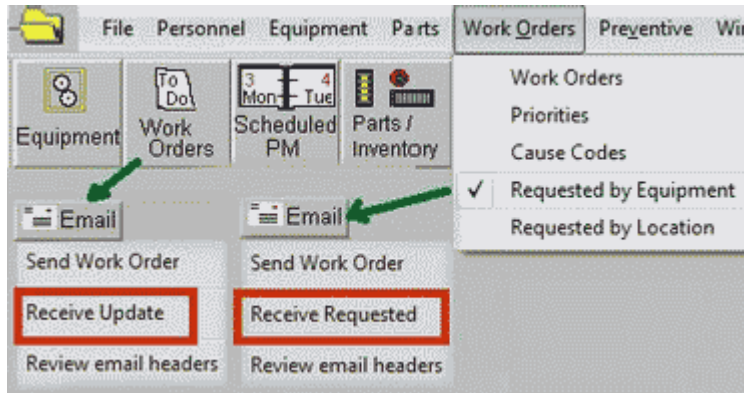



## How to Receive Work Requests From Email


Receive work requests from an email account. The email account is reserved only for work requests, for example "WorkRequests@MyServer.com". Since you can receive work requests by email, access to the Davison CMMS is not needed at remote computers. You receive work requests by email and you can send work status or reports by email. See [Receiving Work Order Updates from Email](#)



To receive work requests, select "Work Orders, Requested by Equipment":Receive **work request** email from an account named like: WorkRequests@MyServer.com.


1) Create an email account at your mail server only for receiving work requests. Before receiving email to work orders, manage incoming email in this account. Large attachments or unwanted email can be removed. Keep your email program open to review incoming mail before receiving requested work orders.

2) Select "Receive Requested" after pressing  to receive email for work requests. The email is received to a temporary table where you can select valid work requests. Start from "Work Orders | Requested by Equipment", or from "Equipment".

3) After reviewing the requests, press  to add email requests to new work orders. If you tagged records, only the tagged records will create new work orders.

The screenshot shows a table titled "Requested by email by Date + Time sent". The table has columns for Scope, Mail date, Time, From, and Subject. The first row is highlighted in blue and shows a mail date of 04/12/2004, time of 11:45, from Bob Smith <bSmith@ou..., and subject Work. The second row is highlighted in yellow and shows a mail date of 04/13/2004, time of 12:04, from Bob Smith <bSmith@ou..., and subject Work.

After receiving work orders, you may want to change the work order from the "Requested" equipment to another equipment. All work orders from email are added to "Requested" equipment, which is a general equipment record for all incoming work requests that have no equipment number. To move the

work orders to another equipment, press . A window displays for selecting the equipment. You can move many work orders by tagging work orders before pressing the Change button. If the specific equipment for the work order is not important, you might create equipment records for general work in a location. See [Work by Equipment](#)

Requested date and time are filled from the email. The email subject and text are put in the work order description. The person "Requested by" is filled from the email only if that person exists in the Personnel. The email "From" name must equal the Personnel description.

Duplicate work orders are avoided by comparing the date and time, and text of work orders with Requested status. Duplicates from the temporary table are not added to work orders as long as the user does not change the work order status, requested date and time and initial text.

When the work is complete you can return the work status by pressing the "Send" email button, or any report can output to email. If you receive work requests to the wrong account, just forward that email to

the account reserved only for work requests. If you want requests directed to certain managers, you can make an email account for each manager, for example "electrical@myserver.com" or "mechanical@myserver.com".

#### Limitations

Only plain text is supported. HTML text formatting is not transferred to a work order.

Attached pictures or documents are saved in the local temporary folder as noted in the work description. You can also get attachments from your email account.