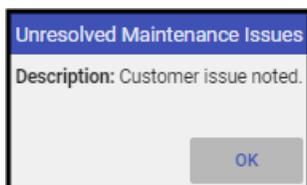


Editing a Maintenance Issue and Marking it as Resolved

Keeping Maintenance Issues up to date is vital to ensuring a quality customer experience. Any time an entity record possesses a Maintenance Issue, the system generates a warning dialog on that record and in alarms related to that entity.



Updating a Maintenance Issue

Maintenance issues may be updated within their **individual entity record(s)** or within the **full listing** of issues. When accessing the Maintenance Issue from the full listing follow the directions [here](#) for locating and loading Maintenance Issues.

Once you locate your desired Issue, single-click the issue to load it under details.

Maintenance Item Edit

CMTEST Caryn's Test Customer 4 450 Lee Vance Drive Priority: Priority 8

Person Technician

None None

Logged Last Action

08/20/2024 08:02

Service Type Appointment Date

General Service

Description

Customer issue noted.

Notes

[New Notes](#)

CANCEL DONE

Data Maintenance Issues

1. Review what is required to address the issue

2. Click the **Go To Record icon** <Person Head icon>.
3. Manitou loads the appropriate entity record. Please note upon loading the record, the Maintenance Issue warning loads again to be acknowledged.
4. Make the appropriate changes by clicking the Pencil (✎) icon to edit the record.
5. Save your changes
6. Navigate to the Maintenance Issue to resolve it.

Service and Issue Tracking

1. Click the Pencil Icon (✎) to edit the Maintenance Issue.
2. Note any items relevant to the work being performed or solution delivery.
 - If tracking a technician, and they arrived at the location, select Tech On Site to time stamp their arrival.
3. Note any new notes as required.

Resolving a Maintenance Issue

1. When ready to complete the Maintenance Issue, load the Maintenance Issue, if not already loaded.
2. Enter the resolution details. *This is how and why of the work completed.*
3. Select Resolved.
4. Click Done.

This captures the information and saves the history to the database and completes the Maintenance Issue.

