

District of Columbia
Department of General Services



SMARTDGS Everyday User Guide



Entering a Service Request

As an employee of The District Government, you are considered to be a client of the Service Desk system and are able to enter a service request.

To get started enter this intranet link: <http://SMARTDGS.dc.gov>

The following Web page will display.

Sign In
Sign in to your email address without @dc.gov part as your username.

Enter your user name (case-insensitive):
 @dc.gov

Enter your password (case-sensitive):

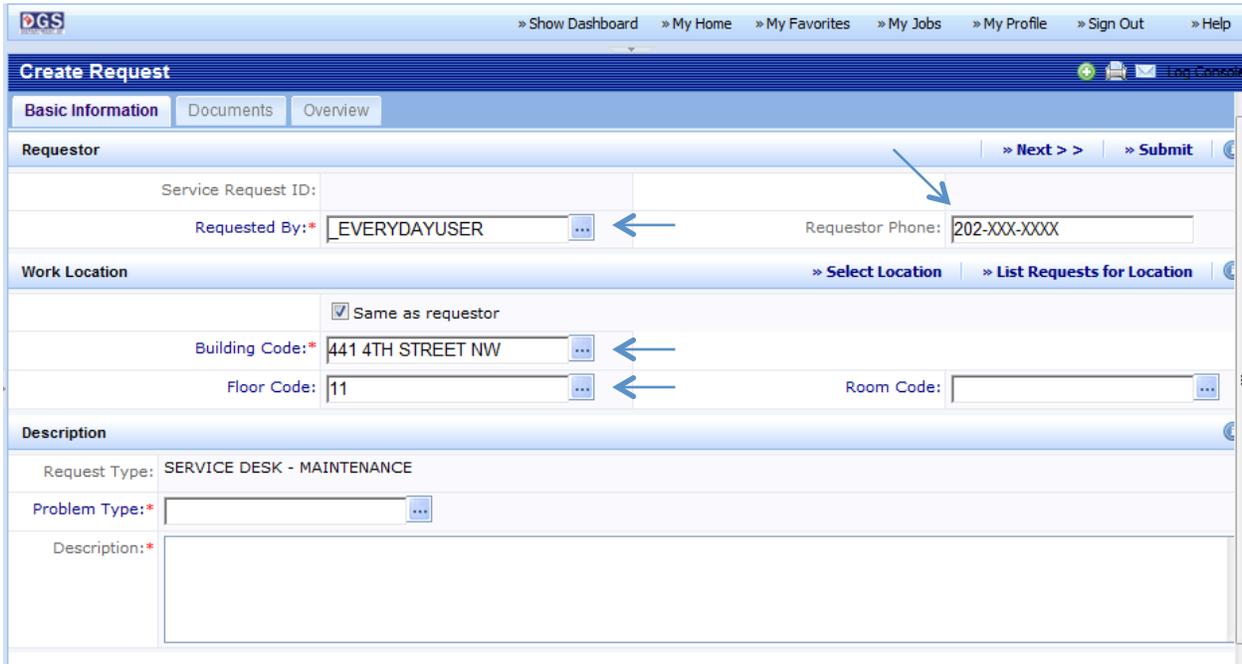
Your password is the same password that you use to log in to your workstation or to check email.

Remember my user name on this computer

Enter your name and password as instructed to enter the site.

To enter a service request select **Create Maintenance Service Request** from the Web central navigator.





Requestor: Your information will get auto populated.

NOTE: In the event your phone number does not auto populate, you can enter your phone in the box labeled **REQUESTOR PHONE**:

Select your location by clicking the **BLUE BOX** to the right on **Building Code**. After clicking the **BLUE BOX**, this screen below will appear allowing you to select the location where the work is to be performed.



Web Central - Windows Internet Explorer
http://dgs-abusappprd0080/archibus/schema/ab-core/views/process-navigator/navigator-details.aspx

File Edit View Favorites Tools Help

Convert Select

Search

Web Central BMC Remedy (Search) TMA (ServiceDesk - The P... FAST-Login BMC Remedy Console - L... Remedy-Ticket Suggested Sites Web Slice Gallery WHUR-FM - 96.3 FM Was...

Show Dashboard My Home My Favorites My Jobs My Profile Sign Out Help

Create Request

Basic Information Documents Overview

Select Value - Building Code

Site Code	Ward	Service Area	Building Code	Building Number	Building Name	Building Abbreviation
DC	06	MUNICIPAL AREA 5	2400 EAST CAPITOL STREET SE	482	RFK	RFK-2400-E-CAPITOL-SE
DC	08	OUTDOOR POOL	1230 SUMNER ROAD SE		BARRY FARM POOL	1230 SUMNER ROAD SE
DC	06	MUNICIPAL AREA 5	1910 MASSACHUSETTS AVENUE SE		OCME MORQUE	OCME MORQUE-1910-MASS-SE
DC	06	SCHOOLS	410 E STREET NE	428	STUART-HOBSON MIDDLE SCHOOL	MPD-JUVV-CRT-410-E-NW
DC	06	SCHOOLS	425 C STREET NE	301	PEABODY ELEMENTARY	PEABODY
DC	04	PARKS AND RECREATION	5801 GEORGIA AVENUE NW		EMERY REC CTR	5801 GEORGIA AVENUE NW
DC	03	SCHOOLS	3815 FORT DRIVE NW	405	DEAL JR HIGH	DEAL
DC	03	SCHOOLS WITH POOLS	3950 CHESAPEAKE STREET NW	463	W. WILSON SENIOR HIGH	W WILSON
DC	03	MUNICIPAL AREA 4	4300 WISCONSIN AVENUE NW		EVIGNE COMPANY 20	4300 WISCONSIN AVENUE NW
DC	03	SCHOOLS	4001 CALVERT STREET NW	321	STODDERT SCHOOL	STODDERT
DC	08	OUTDOOR POOL	1230 SUMNER ROAD SE - CHLD POOL		BARRY FARM CHILDRENS POOL	1230 SUMNER RD SE - CHLD POOL
DC	08	PARKS AND RECREATION	1230 SUMNER ROAD SE - RECREATION		BARRY FARM RECREATION CENTER	1230 SUMNER RD SE - RECREATION
DC	08	MUNICIPAL AREA 3	2720 MARTIN LUTHER KING JR AVENUE SE		UCCOUC	UCC-2720-MLK-SE
DC	05	MUNICIPAL AREA 2	1375 MOUNT OLIVET ROAD NE	335	WEBB ELEMENTARY	WEBB-1375-MT OLIVET-NE
DC	05	MUNICIPAL AREA 1	1355 NEW YORK AVENUE NE		MALBYWAY HOUSE	NY-AVE-1355-NY-NE
DC	05	MUNICIPAL AREA 2	2200 ADAMS PLACE NE		FIELD ACTIVTES DIVISION (ORMPD SHOPS)	FD SHOPS-2200-ADAMS-NE
DC	08	SCHOOLS	3401 4TH STREET SE	452	BALLOU SENIOR HIGH	BALLOU
DC	02	MUNICIPAL AREA 3	1100 15TH STREET NW		LEASE # 0613	1100 15TH STREET NW
DC	01	MUNICIPAL AREA 1	2000 14TH STREET NW		FRANKLIN D. REEVES CENTER	FDREEVES-2000-14TH-NW
DC	02	MUNICIPAL AREA 3	1133 15TH STREET NW		LEASE # 9018	1133 15TH STREET NW
DC	06	MUNICIPAL AREA 4	300 INDIANA AVENUE NW		MUNICIPAL CENTER (EAB)	DALY-300-INDIANA-NW
DC	02	MUNICIPAL AREA 3	1125 15TH STREET NW		LEASE # 0603	DD5-1125-15TH-NW
DC	02	SCHOOLS	3219 D STREET NW	252	HYDE ELEMENTARY	HYDE
DC	07	MUNICIPAL AREA 4	4101 BENNING ROAD NE		BOYS & GIRLS CLUB	4101 BENNING ROAD NE
DC	05	SCHOOLS	3100 FORT LINCOLN DRIVE NE	351	MARSHALL	MARSHALL
DC	08	SCHOOLS	4600 LVINGSTON ROAD SE	352	PATRICIA HARRIS ELEM	PATRICIA HARRIS
DC	08	OUTDOOR POOL	1800 ANACOSTIA DRIVE SE		ANACOSTIA POOL	1800 ANACOSTIA DRIVE SE
DC	01	SCHOOLS	2200 CHAMPLAIN STREET NW	284	MARIE REED RECREATION CENTER	MARIE REED
DC	01	SPRAY PARK	1480 GIRARD STREET NW		COLUMBIA HEIGHTS SPRAY PARK	1480 GIRARD STREET NW
DC	05	PARKS AND RECREATION	1800 PERRY STREET NE		TAFT ANNEX	1800 PERRY STREET NE
DC	08	MUNICIPAL AREA 1	1100 ALABAMA AVENUE SE		ST. PETER'S HOSP BLDG 111 (CT-1)	1100 ALABAMA AVENUE SE

Local intranet | Protected Mode: Off

NEXT: Select **Problem Type** by clicking the **BLUE BOX** to the right and make a choice from the Problem Type Dialog Box

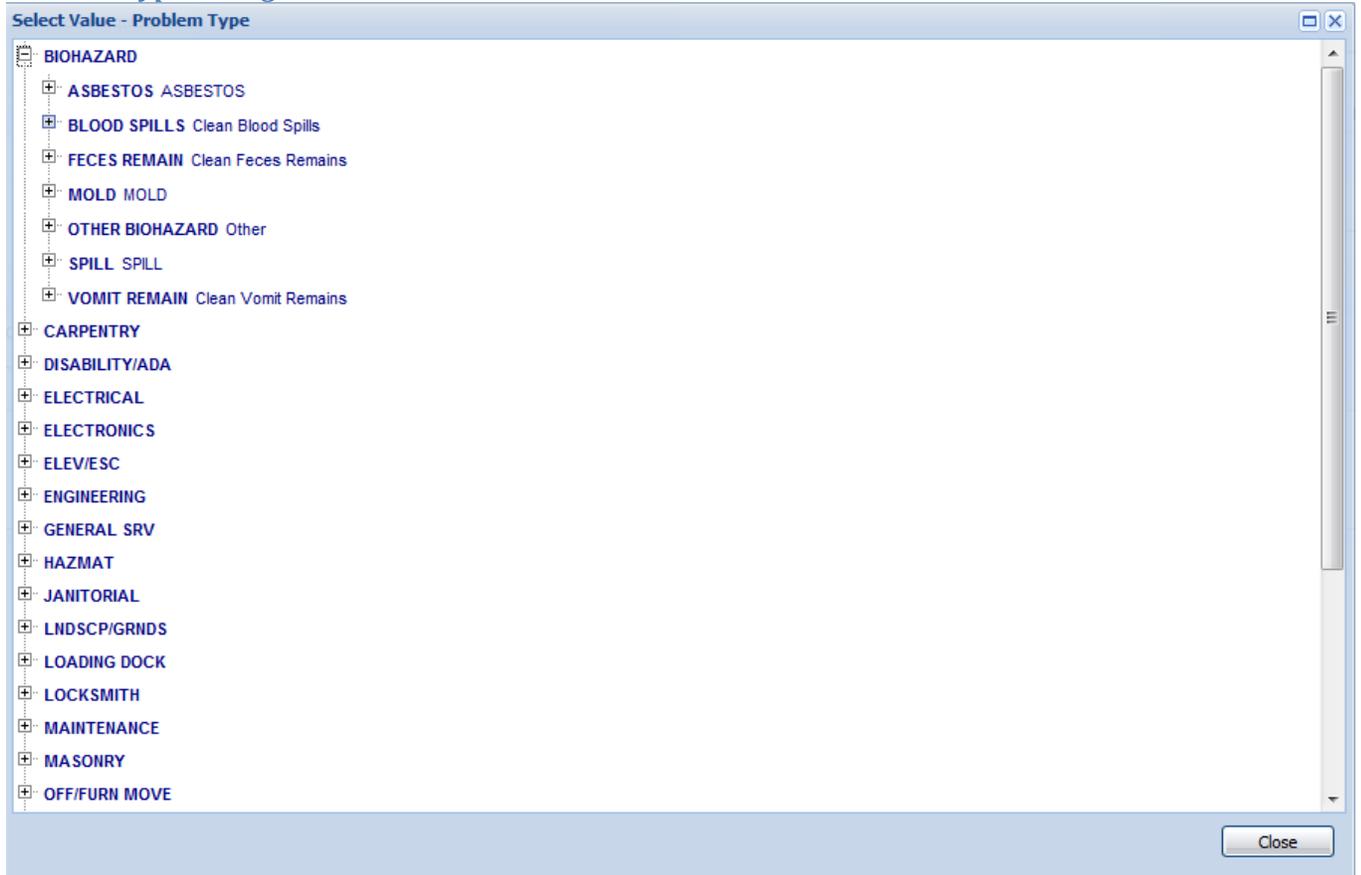
Description

Request Type: SERVICE DESK - MAINTENANCE

Problem Type: *

Description: *

Problem Type Dialog box



Once your selection is made, Please describe the problem in the **DESCRIPTON** box. Please give as much detailed information as possible that will help our technicians locate and identify the problem in the event that you are not present when he/she arrives.

Description	
Request Type:	SERVICE DESK - MAINTENANCE
Problem Type:*	<input type="text" value=""/> ...
Description:*	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>

Once all the required information is entered. You have the option to click NEXT or SUBMIT.



Create Request + Log Console

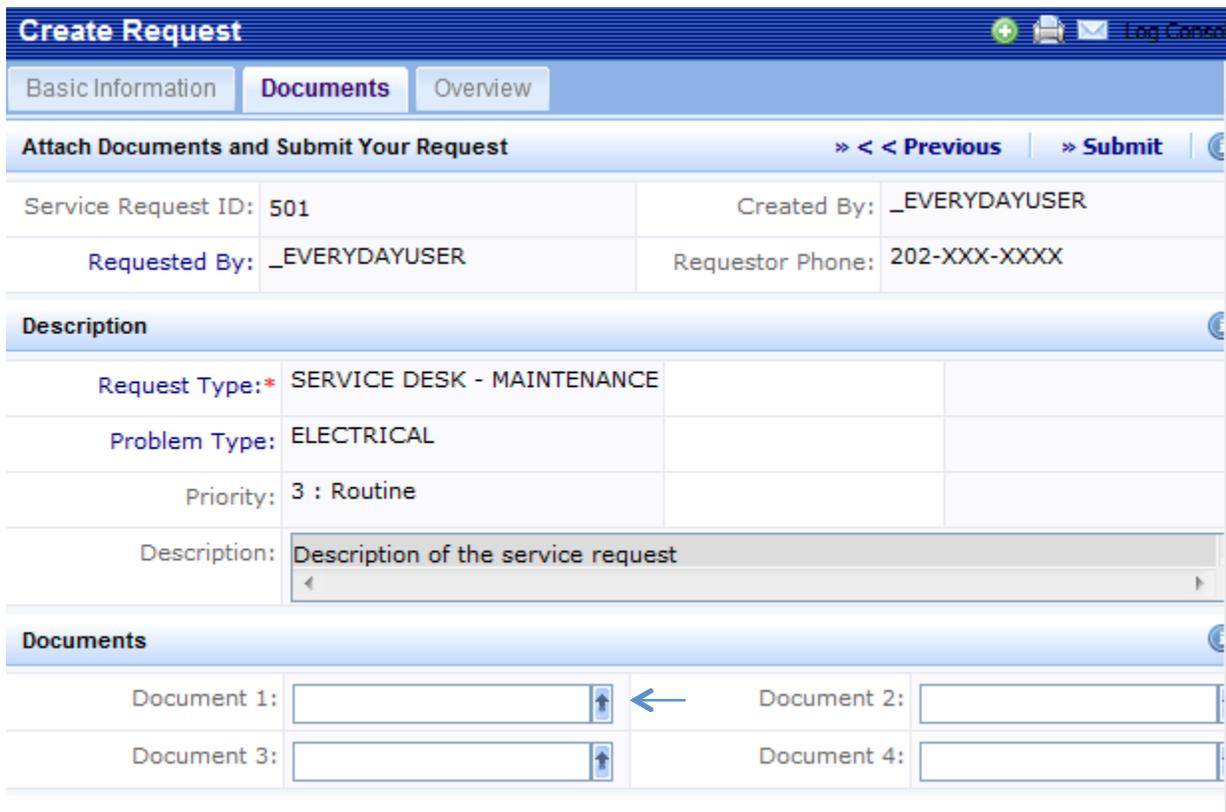
Basic Information Documents Overview

Requestor » Next >> » Submit

Selecting **SUBMIT** will finish the submission of the service request and will select the Overview Tab.

However if you wish to ADD a document such as a picture to your request DO NOT hit the submit button and follow these steps:

Selecting **NEXT** will take you to the Documents tab where you will have the ability to attach documents, such as photos.



Create Request + Log Console

Basic Information **Documents** Overview

Attach Documents and Submit Your Request » << Previous » Submit

Service Request ID:	501	Created By:	_EVERYDAYUSER
Requested By:	_EVERYDAYUSER	Requestor Phone:	202-XXX-XXXX

Description

Request Type:*	SERVICE DESK - MAINTENANCE
Problem Type:	ELECTRICAL
Priority:	3 : Routine
Description:	Description of the service request

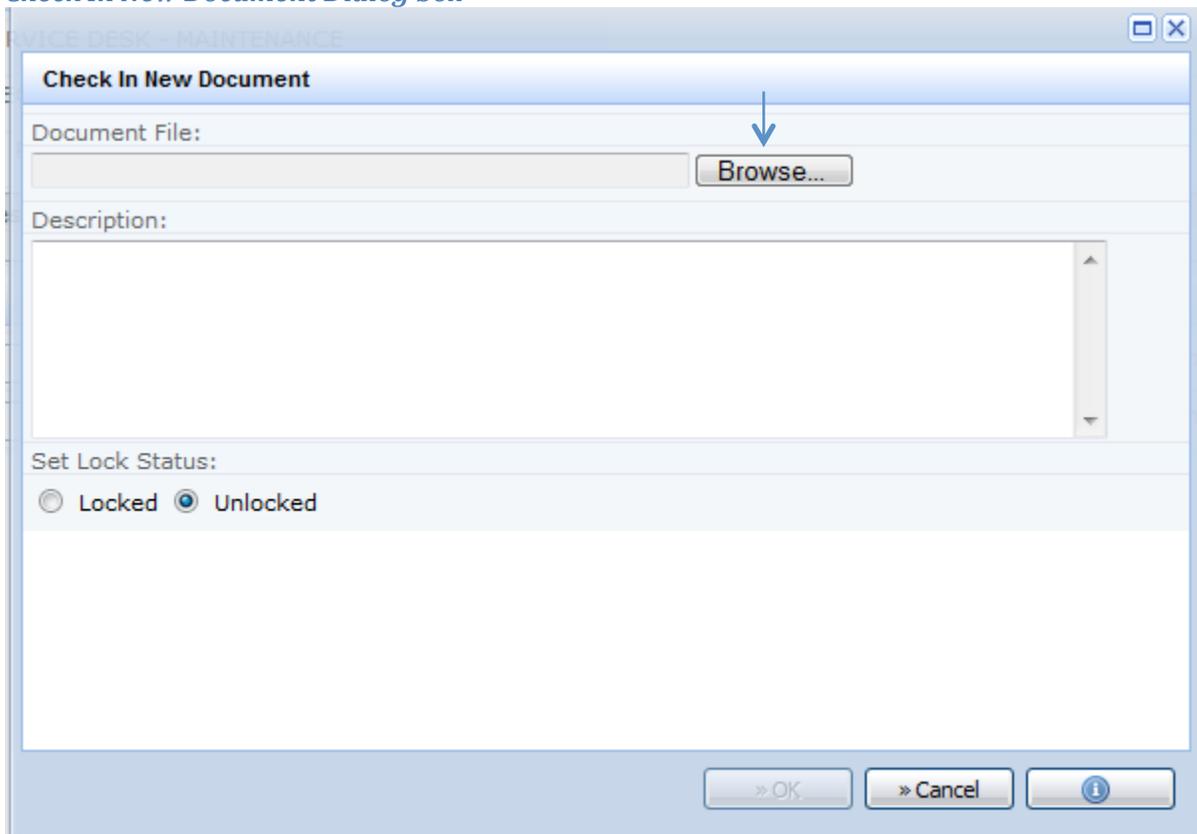
Documents

Document 1:	<input type="text"/>			Document 2:	<input type="text"/>
Document 3:	<input type="text"/>			Document 4:	<input type="text"/>

Click the **UP ARROW** next to Document 1: This will display a dialog box that will allow you to attach a document or picture from you desktop computer.

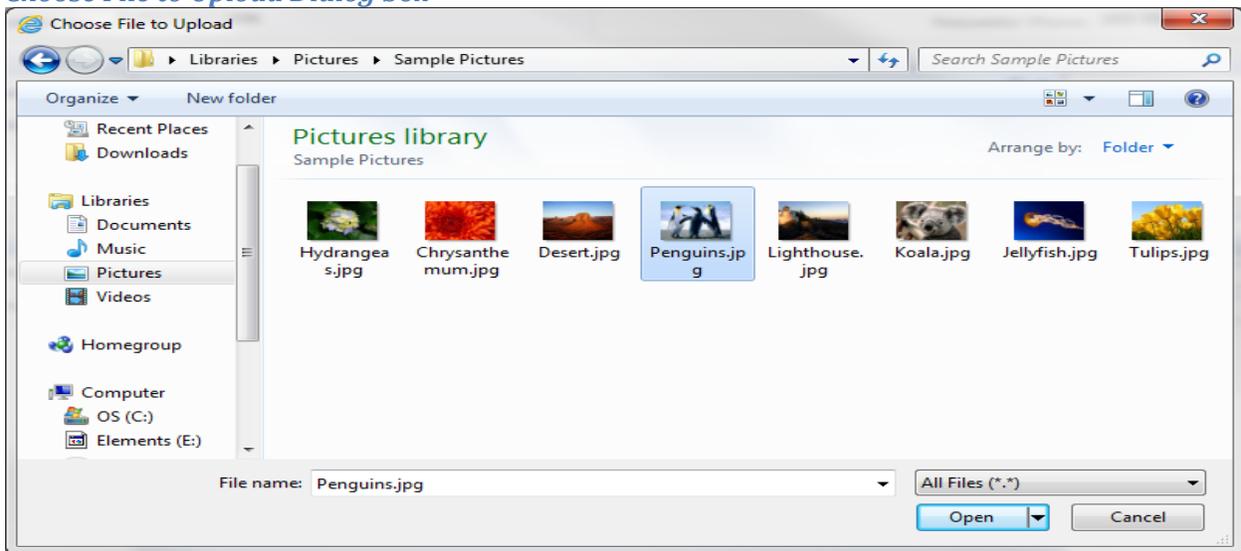
You have the option of attaching up to four (4) documents or pictures to your request.

Check In New Document Dialog box



Click Browse: Displays a dialog box to select a file from your computer

Choose File to Upload Dialog box



Select desired picture then click “open”... This will attach the selected picture to the request.

Overview tab: displays the submitted service request

Create Request	
Basic Information Documents Overview	
Service Request Submitted » Create New Request	
Service Request ID: 502	Created By: _EVERYDAYUSER
Requested By: _EVERYDAYUSER	Requestor Phone: 202-XXX-XXXX
Work Location	
Site Code: DC	Building Code: 441 4TH STREET NW
Floor Code: 11	Room Code:
Equipment	
Equipment Code:	
Description	
Request Type: SERVICE DESK - MAINTENANCE	Problem Type: ELECTRICAL
	Status: REQUESTED
Description:	Description of the problem
Documents	
Document 1: activity_log-502-doc1.jpg	Document 2:
Document 3:	Document 4:

View the Request and its Status

After submitting the request, you may wish to track its progress through the system. Using the “View Maintenance Service Request” task, you can view the current status and workflow step of your request. Use the “Select” button next to the request you wish to see the details of or to view the request.

To view the service request select **Building Operations > On Demand Work > DGS Everyday User > View Maintenance Service Request** from the Web central navigator.



View On Demand Work Service Requests

Select View Archived Requests View

Filter » Show » Clear

Status: Date Requested From: M/D/YYYY Date Requested To: M/D/YYYY

Select a Request to view more details

	Service Request ID	Requested By	Created By	Request Type	Problem Type	Status	Date Requested
Select	502	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	ELECTRICAL	REQUESTED	10/23/2012
Select	501	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	ELECTRICAL	CREATED	10/23/2012
Select	422	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	10/4/2012
Select	421	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	IN PROGRESS	10/4/2012
Select	412	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	9/25/2012
Select	409	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	BIOHAZARD	REQUESTED	9/25/2012
Select	404	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	9/25/2012
Select	403	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	BIOHAZARD	REQUESTED	9/25/2012
Select	402	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	9/25/2012
Select	401	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	MAINTENANCE	APPROVED	9/25/2012
Select	400	PURBYDAYUSER	PURBYDAYUSER	SERVICE DESK - MAINTENANCE	LOCKSMITH	APPROVED	9/25/2012



Select: displays the list of Service Requests that the user submitted that are actively open.

View: displays details about the Archived Service Request that the user submitted historically.

Archive Request: displays the list of Service Requests that the user submitted historically.

View: displays details about the Active Service Request that the user submitted.