CLUB VITALS

Purpose: To outline how to correctly use the Club Vital online system

Scope: Facility Operations Staff

Procedure:

I. CREATING A NEW CLUB VITALS USER
   a. Login under personal account login.

   b. Click the following: Admin > Manage Users > Create New User

   c. Fill out the information accordingly.

   d. Be sure to give new user permission for everything except: USERS and GYM SETTINGS which should be selected as "read only."

   e. Click "Create User."

   f. Login as new user to be sure that process was successful.

II. CREATING A TICKET
   a. The following is for creating a ticket by login.

        i. Login.
        ii. Click the following: Tickets > Create New Ticket
        iii. If the CE # is known proceed to type in the CE#. If there is no CE# for the current issue, proceed to create a FACILITIES ticket.
        iv. Describe issue as thoroughly as possible.
        v. Sign your name.
        vi. Click "Create Ticket."

   b. The following is for creating a ticket with a QR scanner

        i. Open QR code scanning app.
        ii. Scan code for desired piece of equipment.
        iii. Describe problem as thoroughly as possible.
        iv. Sign your name.
        v. Submit ticket.

III. REPLY TO OR CLOSE A TICKET
   a. Login.

   b. Click on the following: Tickets > Desired Ticket

   c. If you are replying or commenting on an existing ticket, simply write your reply/comment and hit "Reply."

     d. If replying and closing an existing ticket, write your reply/comment and click on actions. Make sure that the reply and close option is selected. Then hit "Reply and Close Ticket."

     e. Tickets should only be closed by a maintenance manager or S&C professional staff.

IV.   CREATING NEW EQUIPMENT
     a. Login.

     b. Click the following: Admin > Manage Equipment > Create Equipment

     c. Fill out information accordingly. *Be sure to give the piece of equipment the correct CE# for identification purposes. Also, be sure to list serial numbers and warranty information whenever possible.

     d. Click "Create Equipment."

V.   SCHEDULING NEW MAINTENANCE EVENT
     a. Login.

     b. Click the following: Calendar > Manage Events > Create Event

     c. Describe maintenance being scheduled. *Be sure to indicate when maintenance should take place.

     d. Click "Create Event."

VI.   CLOSING SCHEDULED MAINTENANCE EVENT
     a. Click the following: Calendar > Desired Maintenance Event

     b. Add description if necessary

     c. Click "Action" drop down box.

     d. Select "close"

     e. Click "Save Changes"