

FACILITY VITALS

Purpose: To outline how to correctly use the Facility Vitals system for equipment maintenance in Ramsey and Pound Hall.

Scope: Facility Operations Staff

Procedure:

- I. LOGGING IN TO FACILITY VITALS
 - a. Visit facilityvitals.com or open the Facility Vitals app on your phone or the iPad.
 - b. Facility Technicians and Professional Staff have their own individual emails and passwords.
 - c. All other Facility Operations employees login with the following:
 - i. recsportsfacilities@gmail.com
 - ii. FM1234
- II. CREATING A TICKET
 - a. From the app or web browser:
 - i. Login using the instructions above.
 - ii. Click “Add Issues” in the top right corner.
 - iii. Select “Equipment” or “Room”
 1. “Equipment” means it is a single piece of exercise equipment; “Room” refers to a general maintenance issue like chipped paint, broken mirror, etc.
 - iv. If searching for a piece of equipment, type the name of the piece, or the number on the Facility Vitals label. If searching for a room, type the name of the room.
 1. Please double and triple check you have the correct piece of equipment in the correct facility.
 - v. Select the category related to the issue.
 - vi. Write a brief description of the issue and upload a photo if necessary.
 - vii. Leave Zack Counkle as the “Assignee” unless instructed otherwise.
 - viii. Leave the priority as “none” unless you feel it needs to be escalated.
 - b. The following is for creating a ticket with a QR code:
 - i. Find the Facility Vitals label on the piece of equipment – the sticker will have the UGA logo, a bolded equipment number, and a QR code beneath it.
 - ii. Scan the QR code and follow the prompts.
 - iii. Be as descriptive as possible and add photos if necessary.