

Problem ID 1087
Issue Tenant Users → Create Work Order → Requested By → Missing Selections
Priority 1
Module Tenant User → Tenant Administration → Create Work Order
Issue Type Critical Issue, Unable to select “Requested By”
User Name
Description: When a Tenant user signs onto the system, they have a blank dropdown list in the “Requested By” field.

The screenshot shows the 'Create Work Order' form in the CBRE New England system. At the top right, a user profile for 'Sandra Balasco' is shown as the 'Tenant User'. The form has a header 'Create Work Order' and a sub-header 'Building Name: Citizens Plaza'. Under 'Tenant Info', the following details are listed: Merrill Lynch, Rose Silva, One Citizens Plaza, Suite No-1000, Providence, Rhode Island, 02903. A yellow callout box with a blue circle '1' points to 'Rose Silva' and contains the text: 'Tenant Information should show the current person who is logged onto the system. Sandra Balsco is logged on but showing Rose'. To the right, there are fields for 'Date Requested' (2016-04-17) and 'Time Requested' (04:40:12 PM). Below these is the 'Requested By' field, which is a dropdown menu currently showing 'Select Requested By'. A yellow callout box with a blue circle '2' points to this field and contains the text: 'Issue with Tenant User: Requested by is blank, the user does not have a selection'. Below the 'Requested By' field is a 'Category' dropdown menu showing 'Select Category'. A yellow callout box with a blue circle '3' points to the 'Requested By' field and contains the text: 'NOTE : If a Tenant user is signed on, the Requested By should be the Person Logged on (In this case Sandra Balasco) Remove the drop down box because a Tenant user can only create a work order from them selves, they cannot crate a work order for someone else.'. At the bottom of the form, there is a 'Work Order Request' text area, an 'Attachment' section with a 'Browse...' button, and 'Save' and 'Cancel' buttons.

1.0 Tenant User

1.1 Tenant Info – User Name of the person who is actually logged onto the system should appear. Example: Sandra Balasco is logged onto the system, but under Tenant Info, Rose Silva is shown.

2.0 Requested BY:

2.1 When a Tenant User logged onto the system and creates a new Work Order, they do not see any names in the drop down list.

A Tenant User does not have the ability to create a work order for anyone else but themselves. Please remove the drop down list and have their name (in this case Sandra Balasco) be inserted without the ability to change or modify in any way.

When Tenant user is made a Tenant Admin, the system work correctly, the drop down list is fully populated.