ProDIGIQ

Maintenance Management System FAQs

Overview

Q: How do I log into Maintenance Management System?
A: Type your username and password. Click the Submit button. Click on the "Maintenance Management" button under the Systems links.

Q: What does the Analytics page tell me?
A: The home page allows you to see how the system is doing from a glance through graphs and listings.

Q: What do the graphs and listings tell me?
A: The two line graphs list weekly work order and requests entries. The boxes below list useful information about the status of the work orders and requests, such as how many are closed per day, oldest ones, and total open or pending.

Q: How do I log out of the Maintenance Management System?
A: Click the "Log Out" button on the top right corner of any page.

Q: Can I stay logged into the Maintenance Management System?
A: You can stay logged in as long as you wish.

Q: How do I change my account settings?
A: Click "Account" in the top right corner, and change the fields that need to be fixed. Enter your password as confirmation, and click "Submit."

Q: How do I change my password?
A: Click "Account" in the top right corner, and click the "Change Password" button to open the page to change your password. Enter and confirm the new password, and enter the old password. Hit "Submit" when done. If you're on the home page, you may access the "Account" tab on the left side of the page.

Q: What should I do if I forget/lose my password?
A: Contact your airport administrator if you're a staff member or supervisor. Otherwise, contact ProDIGIQ by emailing engineering@prodigiq.com.

Staff Level Access

Q: What am I allowed to do with Staff level access?
A: You may see the work requests you have filed, any work orders that resulted from your requests, and manage your account.

Q: How do I submit a work request?
A: Press the "New Work Request" button beneath the "Work Requests" tab on the left side of the page. Enter all pertinent information and click "Submit Request" when finished.

Q: How do I view and search through work requests?
A: Click the "Work Requests" tab on the left side of the page. All viewable work requests will be shown on the grid. You may search for specific work requests by clicking the "Search Work Requests" and entering a date range as well as whether or not you want to view closed work requests.

Q: How do I view and search through work orders that came from a request I made?
A: Click on the "Work Orders" tab and the grid will show the work orders that resulted from any requests you've made. Click on them to view more details. You may search through them by clicking the "Search Work Orders" and entering a date range as well as whether or not you want to view closed orders.

Maintenance Staff Level Access

Q: What am I allowed to do with Maintenance Staff level access?
A: You may see "as available" work orders, work orders assigned to you, your own work requests, and manage your account.

Q: How do I submit a work request?
A: Press the "New Work Request" button beneath the "Work Requests" tab on the left side of the page. Enter all pertinent information and click "Submit Request" when finished.

Q: How do I view and search through work requests?
A: Click the "Work Requests" tab on the left side of the page. All viewable work requests will be shown on the grid. You may search for specific work requests by clicking the "Search Work Requests" and entering a date range as well as whether or not you want to view closed work requests.

Q: How do I view and search through work orders?
A: Click on the "Work Orders" tab and the grid will show the work orders that resulted from any requests you've made. Click on them to view more details. You may search through them by clicking the "Search Work Orders" and

entering a date range as well as whether or not you want to view closed orders.

Q: How do I claim an "As Available" work order to myself?
A: Find the "As Available" work order on the grid, click on it to open the work order. Press the "Edit" button and open the "Assign To" drop-down list and assign it to yourself by selecting your name.

Q: How do I update or mark a work order as complete?
A: Find the particular work order in the grid under the "Work Orders" tab. Click on it, and press the "Edit" button. You may change and update any information, as well as change the status to "Work Complete" and enter the completion date to close the work order.

Maintenance Supervisor Level Access

Q: What am I allowed to do with Maintenance Supervisor level access?
A: You may see "as available" work orders, work orders directed at you and maintenance staff, all work requests, create work requests, and manage your account.

Q: How do I submit a work request?
A: Press the "New Work Request" button beneath the "Work Requests" tab on the left side of the page. Enter all pertinent information and click "Submit Request" when finished.

Q: How do I view and search through work requests?
A: Click the "Work Requests" tab on the left side of the page. All work requests will be shown on the grid. You may search for specific work requests by clicking the "Search Work Requests" and entering a date range as well as whether or not you want to view closed work requests.

Q: How do I create a work order?
A: Press the "New Work Order" button under the "Work Orders" tab on the left side of the page. Enter all pertinent information and click "Create" when finished.

Q: How do I claim an "As Available" work order to myself or assign it to another staff member?
A: Find the "As Available" work order on the grid, click on it to open the work order. Press the "Edit" button and open the "Assign To" drop-down list and select your name, or the name of the staff member you wish to assign it to.

Q: How do I approve a request and change it into a work order? How do I deny a work request?
A: Find the specific work request under the "Work Requests" tab, and open it by

clicking on it in the grid. Press the “Edit” button and change the status field by opening the drop-down menu and change it from “Pending” to either “Denied” or “Approved.” Click the “Update” button when complete.

Q: How do I view and search through work orders?
A: Click on the “Work Orders” tab and the grid will show all work orders. Click on them to view more details. You may search for specific work orders by clicking the “Search Work Orders” and entering a date range as well as whether or not you want to view closed orders.

Q: How do I update or mark a work order as complete?
A: Find the particular work order in the grid under the “Work Orders” tab. Click on it, and press the “Edit” button. You may change and update any information, as well as change the status to “Work Complete” and enter the completion date to close the work order.

Administrator Level Access

Q: What am I allowed to do with Administrator level access?
A: You may see all work orders and requests, create work requests, create and manage accounts, and manage your own account.

Q: How do I submit a work request?
A: Press the “New Work Request” button beneath the “Work Requests” tab on the left side of the page. Enter all pertinent information and click “Submit Request” when finished.

Q: How do I view and search through work requests?
A: Click the “Work Requests” tab on the left side of the page. All work requests will be shown on the grid. You may search for specific work requests by clicking the “Search Work Requests” and entering a date range as well as whether or not you want to view closed work requests.

Q: How do I create a work order?
A: Press the “New Work Order” button under the “Work Orders” tab on the left side of the page. Enter all pertinent information and click “Create” when finished.

Q: How do I assign an “As Available” work order to a staff member?
A: Find the “As Available” work order on the grid, click on it to open the work order. Press the “Edit” button and open the “Assign To” drop-down list and select the name of the staff member you wish to assign it to.

Q: How do I approve a request and change it into a work order? How do I deny a work request?
A: Find the specific work request under the “Work Requests” tab, and open it by

clicking on it in the grid. Press the “Edit” button and change the status field by opening the drop-down menu and change it from “Pending” to either “Denied” or “Approved.” Click the “Update” button when complete.

Q: How do I view and search through work orders?
A: Click on the “Work Orders” tab and the grid will show all work orders. Click on them to view more details. You may search for specific work orders by clicking the “Search Work Orders” and entering a date range as well as whether or not you want to view closed orders.

Q: How do I update or mark a work order as complete?
A: Find the particular work order in the grid under the “Work Orders” tab. Click on it, and press the “Edit” button. You may change and update any information, as well as change the status to “Work Complete” and enter the completion date to close the work order.

Q: How do I create an account?
A: Click “Admin” in the top right corner of any page. Click the “New Account” button. If you’re on the home page, you can click the “New Account” button on the left side of the page. Enter the information and select their account type and module access. Enter your administrator password and click “Submit.”

Q: How do I change an account’s type or module access rights?
A: Click “Admin” on the top right corner of any page. If you’re on the home page, you may click on the “Accounts” tab to access the menu. Click on the account whose type or rights you wish to change. Select the user type you want the user to have by using the drop-down menu. Choose their module access by clicking the boxes next to your available modules. Enter your administrator password and click “Submit.”

Q: How do I reset an account password?
A: Click “Admin” on the top right corner of any page. Click the user whose password you wish to change, then follow the instructions above as if you were changing your own password. Either their old password or the administrator password can be used to reset the password.

Q: How do I delete an account?
A: For security reasons, accounts cannot be deleted through the website. If you wish to remove a user, change their password, and send an email to ProDIGIQ at engineering@prodigiq.com.

Additional Help

Q: What do I do if I need more information or help?
A: Contact ProDIGIQ by emailing engineering@prodigiq.com.