



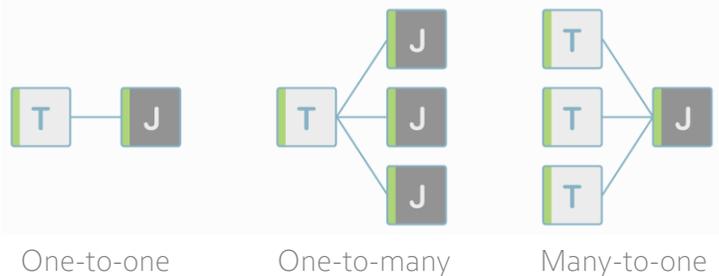
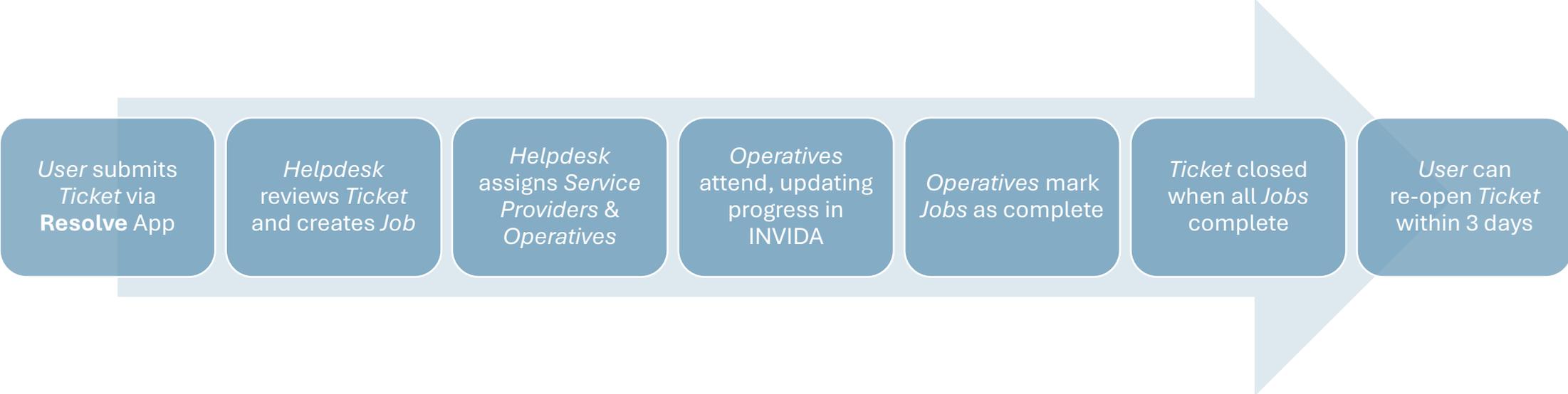
Training:

Ticket Creation using INVIDA Resolve

Audience: University of Cambridge Buildings Users



INVIDA workflow



Installing Resolve

Search for and install the free *Invida Resolve* app from your device's app store.

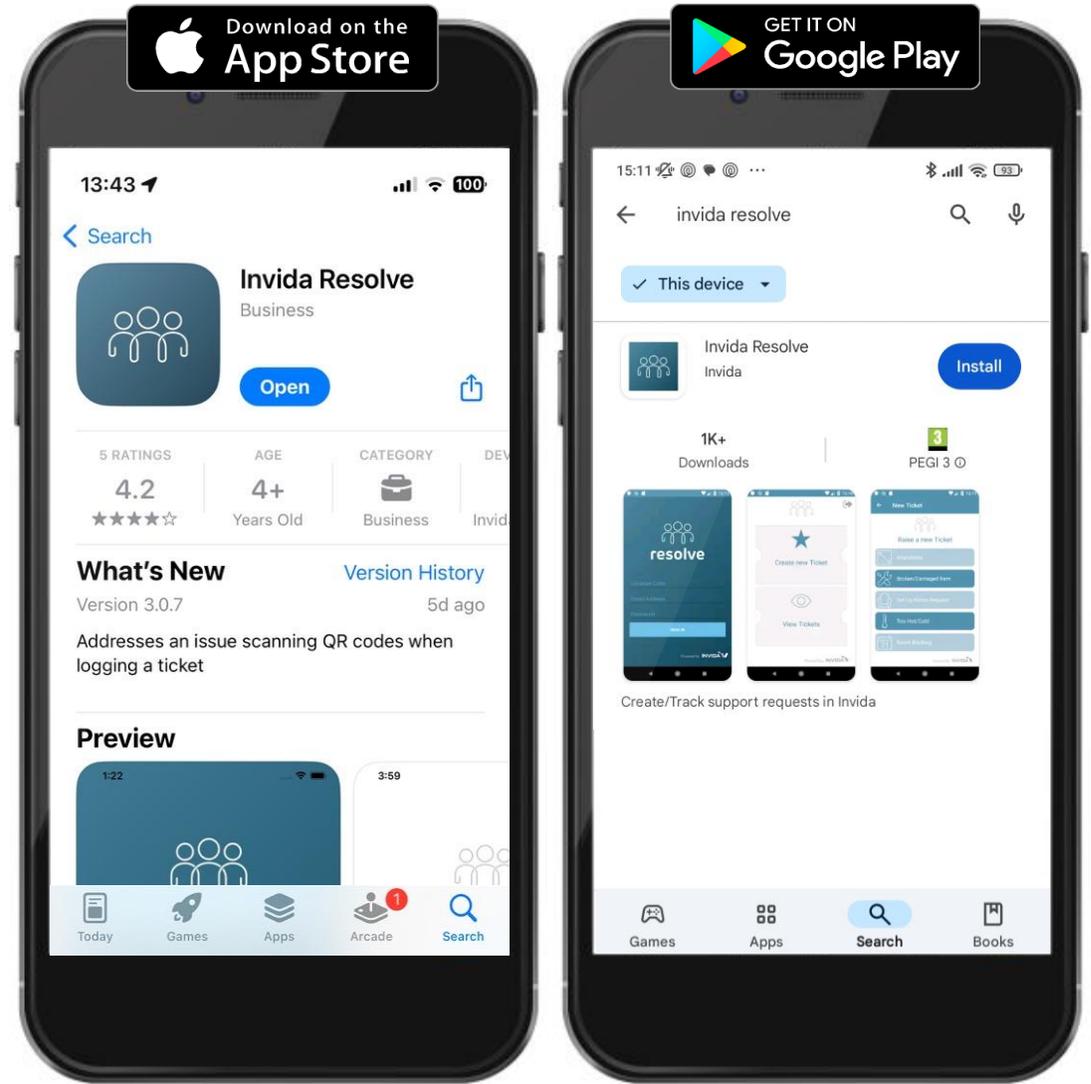
(Make sure you choose *Invida Resolve*, not *Invida Mobile*.)

Once installed, the app icon will appear on your device:



Invida
Resolve

If you are unable to use the Resolve app, tickets can be logged via:
uoc.invida.co.uk



Logging in to Resolve

First time login

Enter the *Customer Code: UOC*

Then sign in with your email and a password configured by following the link in a welcome email from support@invida.co.uk.

When logging in for the first time, you will be asked to set a 4-digit pin. This is used for quick access in future.

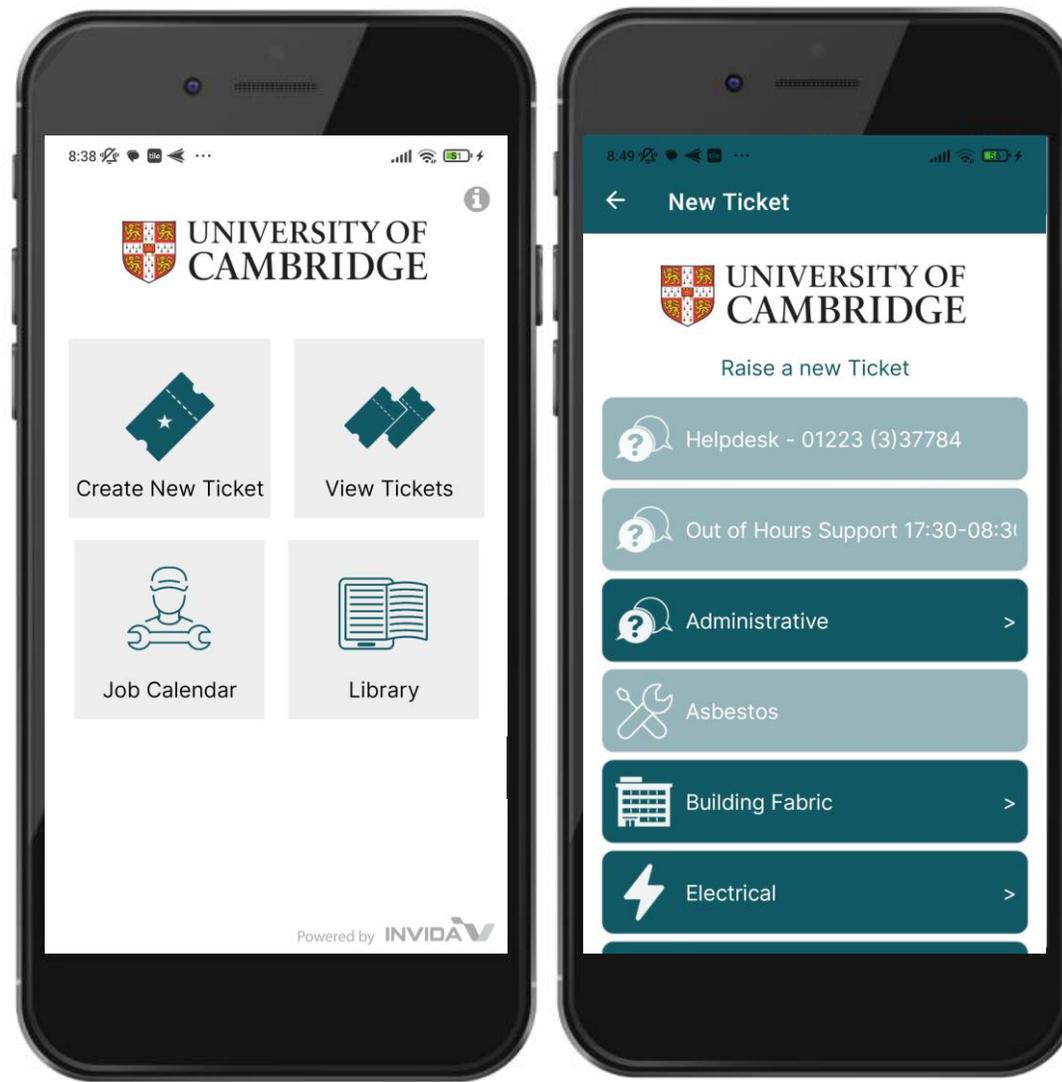


Creating a new ticket

Select *Create New Ticket* to raise a new service ticket.

Then use the classification menus to choose the specific issue relating to the request.

The *Administrative* option allows reporting of asset and space changes.



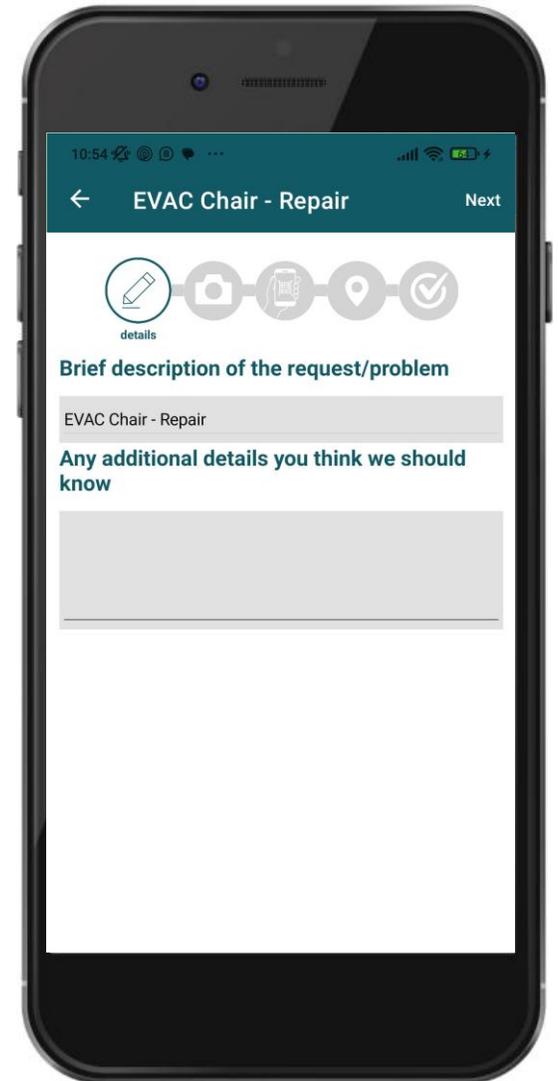
Adding details

The *Brief description* will be populated based on categories selected.

In the second box, add as much detail as you can to assist the Control Centre in understanding the issue and planning next steps. This could also include names and contact details for anyone else you want to be notified about the ticket, including an on-site contact for operatives to report to on arrival.

Text can be typed or dictated.

Tap *Next* when ready.

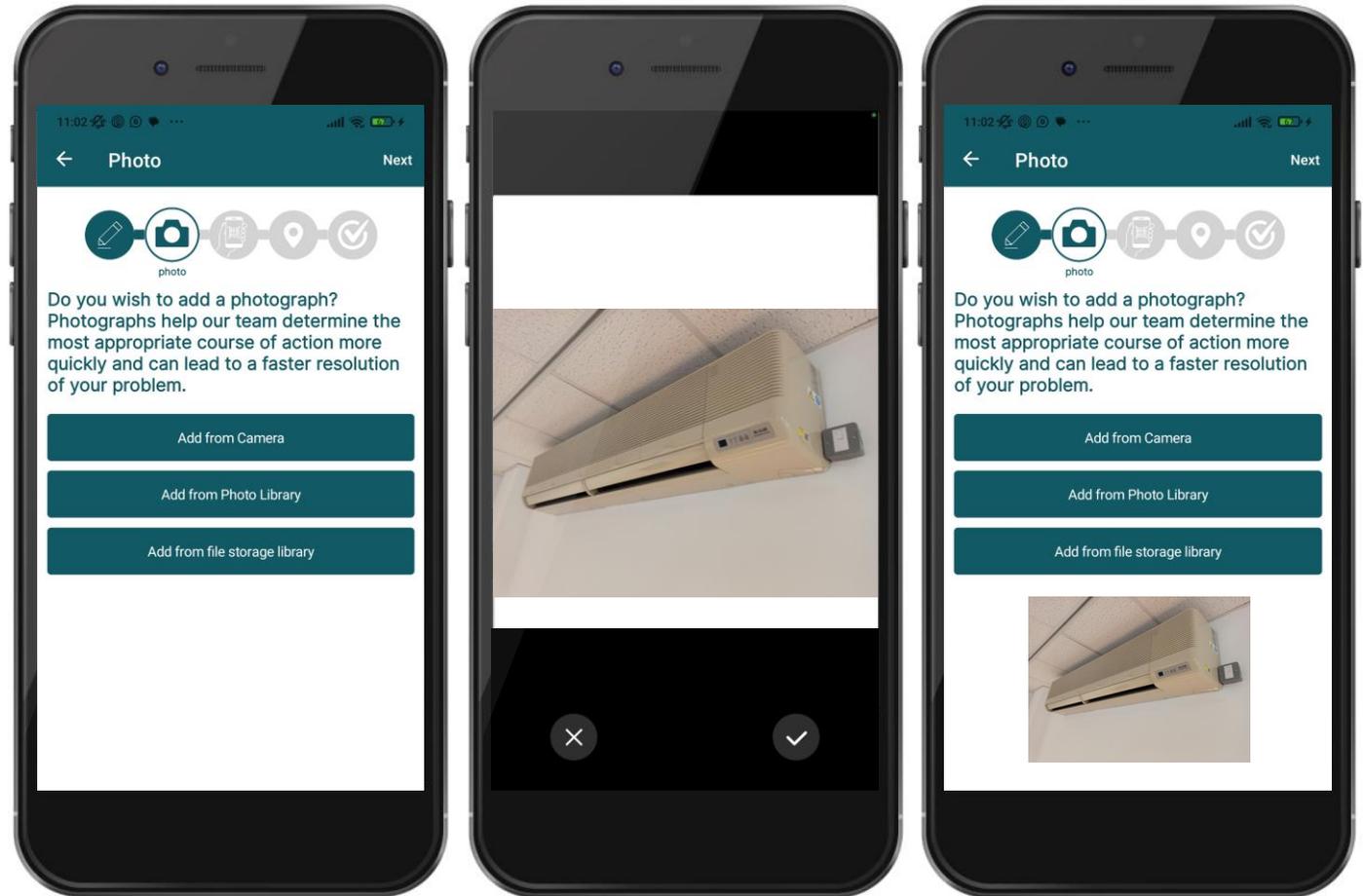


Adding photos

Select an option to add photographs directly from your camera, or from a saved location.

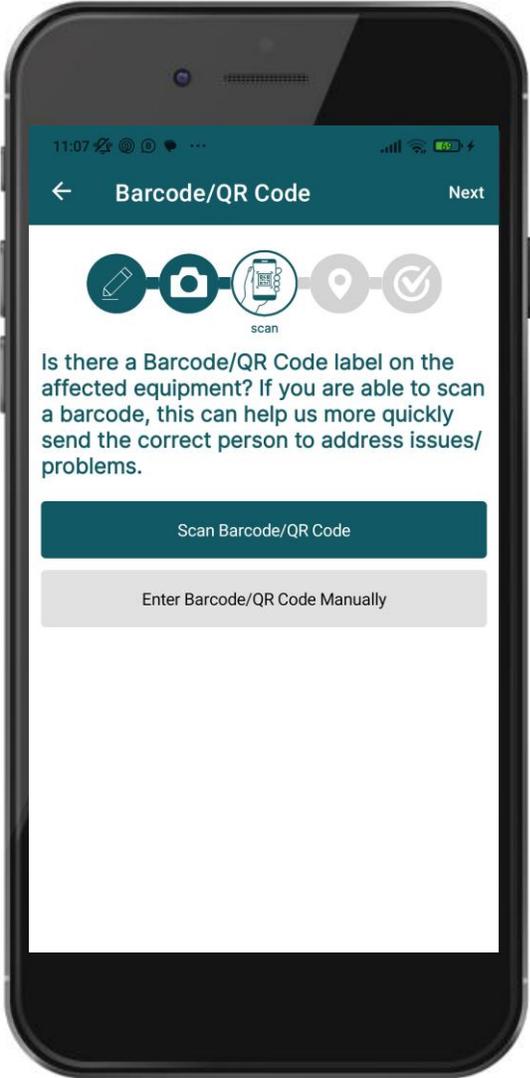
These can be re-taken and/or deleted, if necessary.

Tap *Next* when ready.



Scanning QR code

Scan the QR code on the *Asset* by lining up the printed code with the red line in the camera's view.

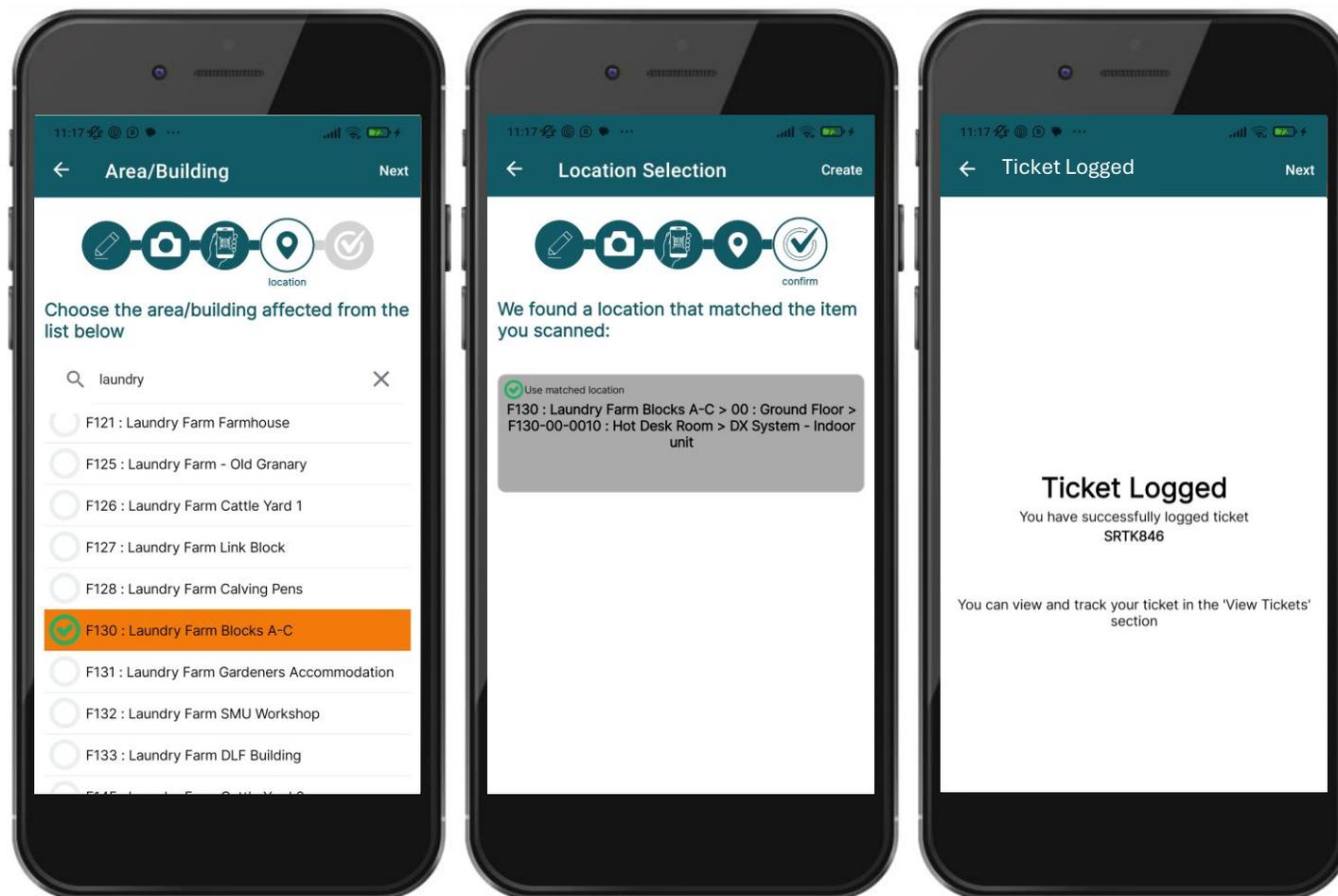


Setting the location

If the location hasn't been set by scanning the asset, choose location from the list, searching by keyword.

Confirm the location is correct and tap *Create* to log the Ticket with the Control Centre.

After logging, tap *Next* to return to the homescreen.



Viewing tickets

Select *View Tickets* to check the status of existing *Tickets*.



Viewing tickets (cont.)

Tickets are ordered historically. Tap at the bottom to toggle between a view of your tickets only, or all those logged for your locations.

Coloured badges indicate *Ticket* status:

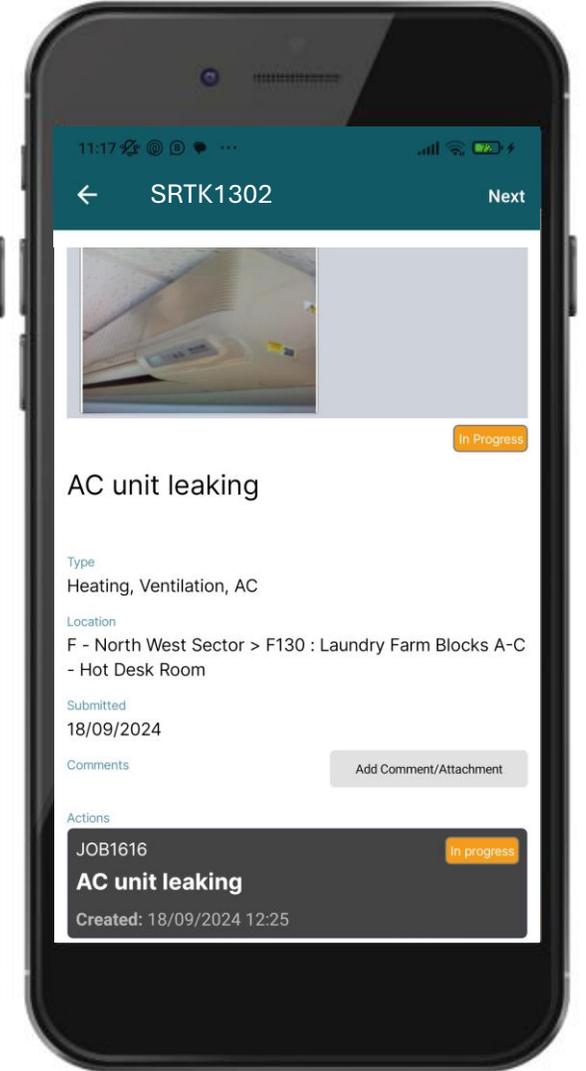
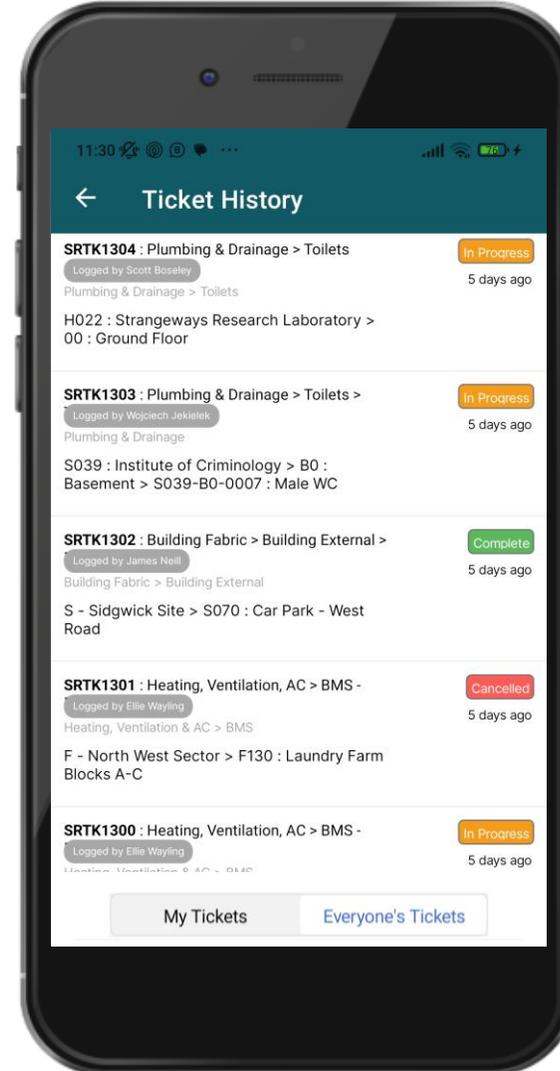
In Review

In Progress

Complete

Cancelled

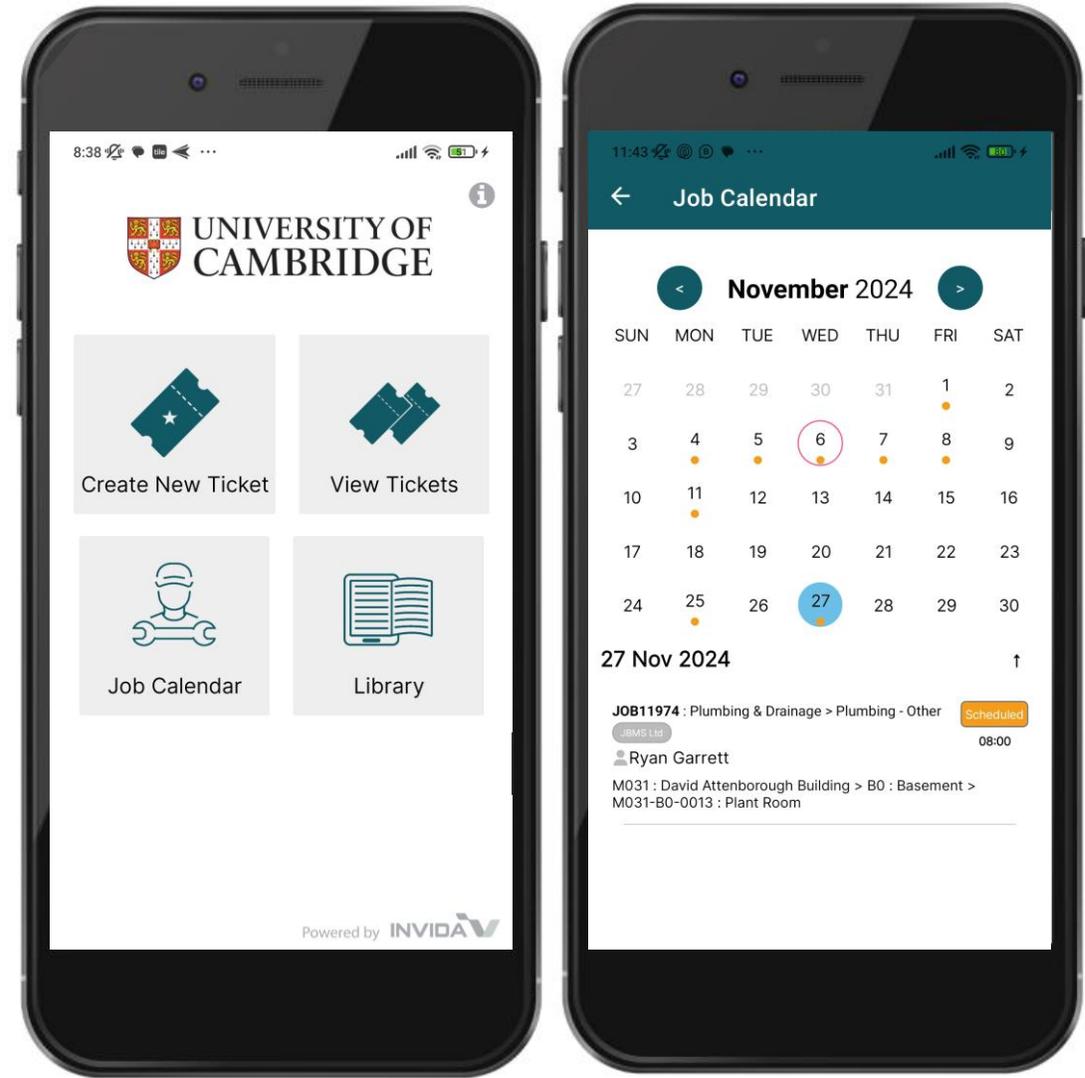
Tap on a *Ticket* to see details, add comment or photos, cancel (if still in review) or to re-open a closed ticket.



Job Calendar

Select *Job Calendar* to see scheduled Jobs.

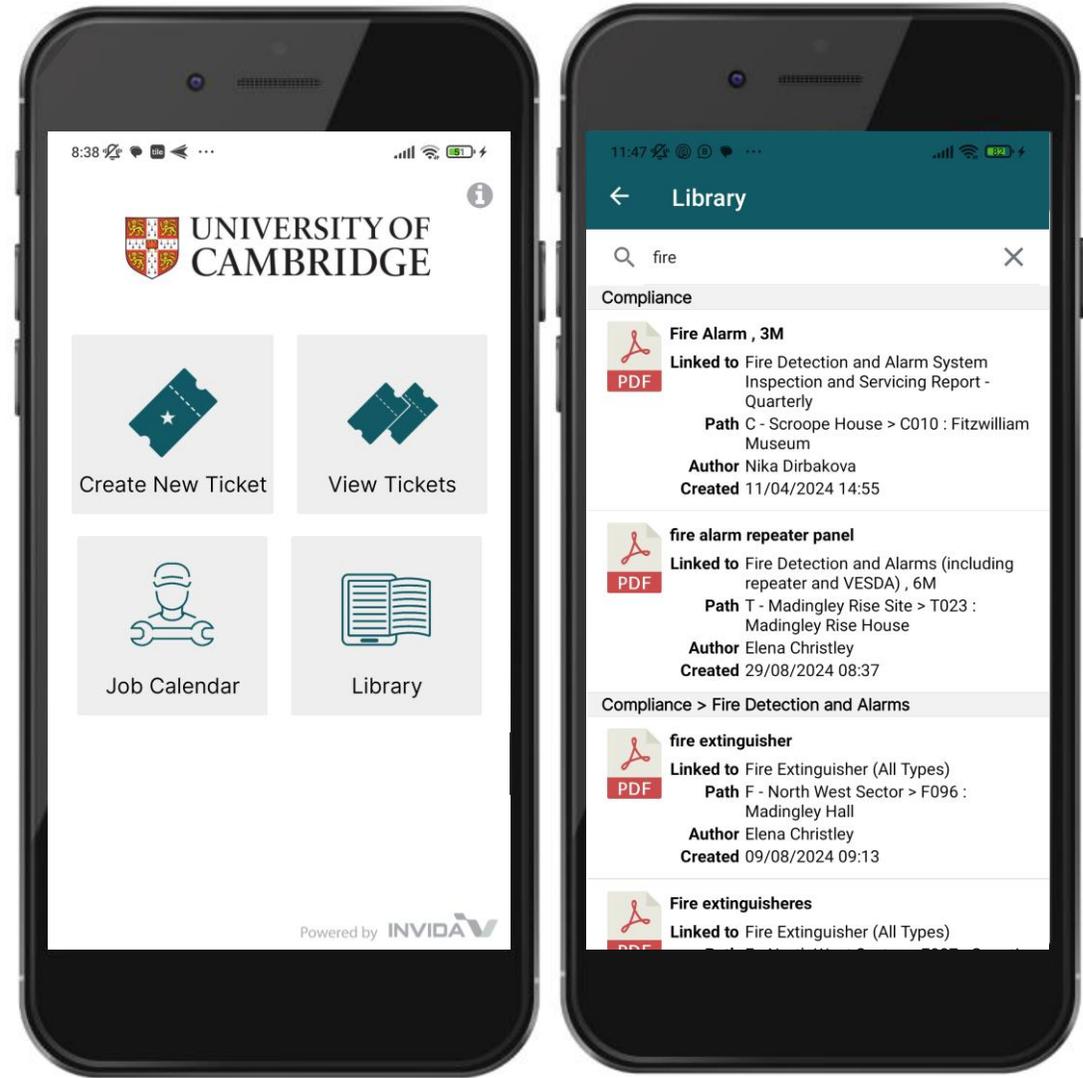
For pre-planned maintenance Jobs, there is the expectation that service providers and operatives make contact to arrange a suitable time to visit.



Library

Select *Library* to view compliance documents relating to your locations.

Search by keyword, if necessary.



Further Support

Contact:

invida-support@cam.ac.uk