

DBE SERVICES

DBE TPM4 INTRANET SYSTEM for Schools

User Guide for Schools

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1 ACCESSING THE SYSTEM


1.1 Accessing and logging in to the Online System

Open up an internet page and type in the following into the internet address bar:

<https://dbe.tabsfm.co.uk/IntranetMobile/>

You will be greeted with this login page to the system. Your username and password will have been emailed over.

If you need this resending at any point please contact the office; 01254 958850 or info@dbeservices.co.uk



TABS LOGIN

DBE services ipm school

Please enter your name and intranet password to continue

Username

Password

Note: The password is case sensitive.

Login to Tabs

Input your username and password provided and click 'log in'. **Please note that this is case and space sensitive.**

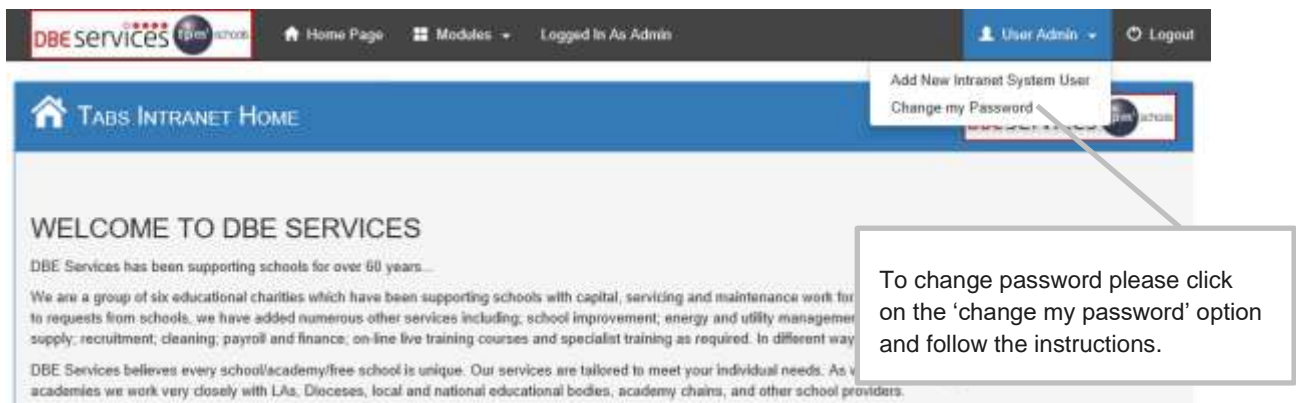
1.2 Changing your password

When logging on for the first time the system will present you with the option to change the password straight away, it is recommended you do this.



The screenshot shows a web form titled "SECURITY PASSWORD CHANGE" with the DBE services logo in the top right. A message at the top states: "To enable first time login, please change your password." Below this are three input fields: "Password", "New Password", and "Confirm New Password". A blue "Change Password" button is located at the bottom left of the form.

The password can be changed at any point using the User Admin tab on the top righthand corner:



The screenshot shows the "TABS INTRANET HOME" page. The top navigation bar includes "DBE services", "Home Page", "Modules", "Logged In As Admin", "User Admin", and "Logout". A dropdown menu is open under "User Admin", showing "Add New Intranet System User" and "Change my Password". A callout box with a pointer to the "Change my Password" option contains the text: "To change password please click on the 'change my password' option and follow the instructions."

For any forgotten passwords please contact the office and this can be reset.

1.3 The Home Page

The system Home Page is set out below, all the information on the system will be accessed via the Modules tab on the top bar, when clicking on this it will give you two options; Reactive Maintenance and Documents.

The screenshot shows the DBE Services Intranet Home page. At the top, there is a navigation bar with the DBE Services logo, a 'Home Page' link, a 'Modules' dropdown menu, and a 'Logged In As Admin' status. The 'Modules' dropdown menu is open, showing two options: 'Reactive Maintenance' and 'Documents'. Two callout boxes provide details for these options:

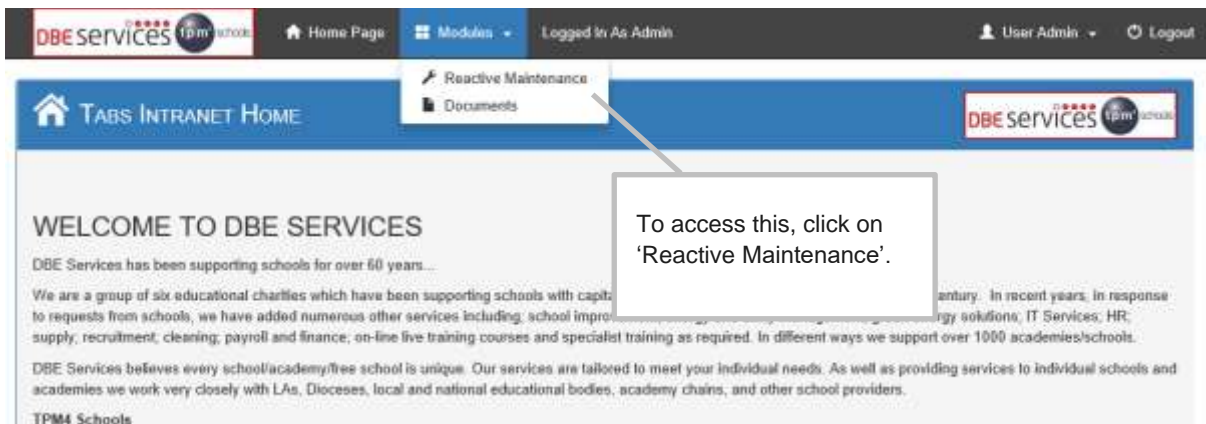
- Reactive Maintenance** – this tab covers all your planned maintenance, compliance, reactive works and quotation documentation.
- Documents** - this tab provides access to all past information from the old portal (copies of historic service sheets, reactive invoices and any other relevant information).

The main content area of the page includes a 'WELCOME TO DBE SERVICES' heading, a brief history of the company, and contact information for TPM4 Schools.

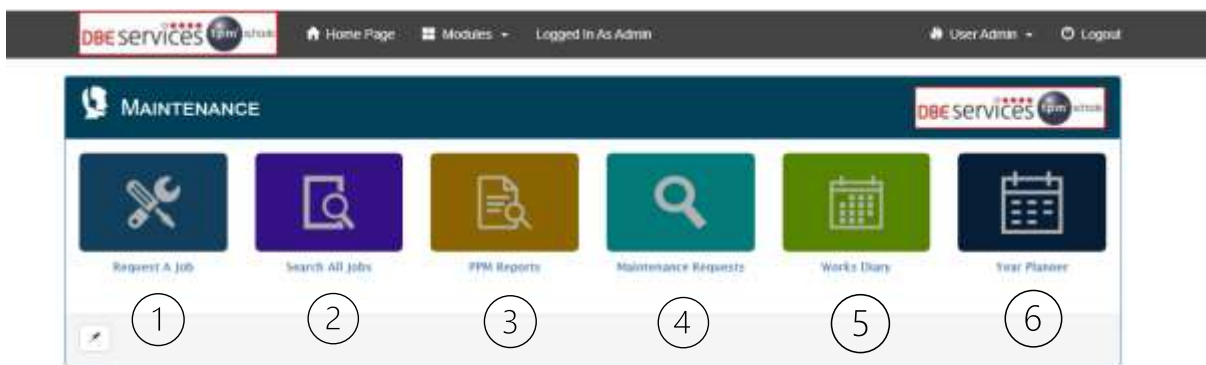
Use the Modules or Home Page tabs at any point to navigate back to the different items.

2. USING THE SYSTEM

2. Reactive Maintenance Tab



The tab will bring up the following items:

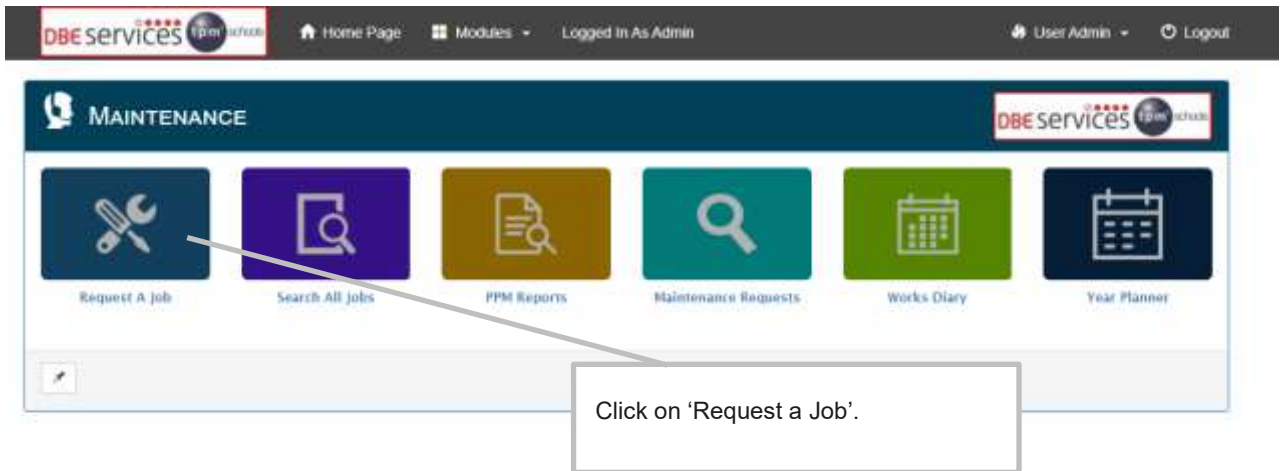


1. **Request a Job** – to request jobs through the system
2. **Search All Jobs** –to search for all jobs on the system (maintenance and reactive jobs). To view service paperwork and reactive invoices.
3. **PPM Reports** – these are not in use and will be removed from the system
4. **Maintenance Requests** – to view the jobs that have been requested on the system
5. **Works Diary** – to view all maintenance and reactive jobs that are planned to take place in the upcoming months. To view service paperwork and reactive invoices.
6. **Year Planner** – to view the annual year planner showing all maintenance and reactive jobs that have been completed during the calendar year and all jobs planned for the remainder of the year. To view service paperwork and reactive invoices.

Note: this system has been in use since September 2020. Previous services prior to this date (PPM Jobs) will be on the system and can be seen with status of 'Complete – Historic Job'. To find the service sheets/reports relating to these please go to the Documents tab (see section 3)

2.1. Requesting a Job

This allows the school to log a job request via the system.



Fill in the following sections in this order:

1. **'Work Type'** select from the dropdown list if the request is either a planned maintenance (service request relating to annual service contract), reactive (reactive job request/repairs etc) or quotation request.
2. **'Job Description'** select from the dropdown list a description of the closest to the job – i.e. 'Boiler' for broken boiler. 'Plumbing' for leaking toilets etc.
3. **'Job Information'** is a free type box where specific information on what the job relates to can be added – i.e. boiler number 2 is broken in the technology block. **Please add as much information into this as possible such as location details, access times, contact information if different from the main school number/email.**

NOTE. Text boxes will appear red to inform you what is missing before allowing you to submit.

If there are any photos or files that will help with this request upload them to this section – choose the file and click on the upload button on the right.

Final Step

Please click on 'Submit Request'. Your job will then be sent to the helpdesk.

Once a job has been raised a Job Request Receipt will be raised to confirm this has been sent:

The screenshot shows a web application interface for 'DBE services'. The page title is 'JOB REQUEST RECEIPT'. A message states: 'Your update has been added into the Tibo System. You may print the information below as a receipt of your submission.' Below this is a table of job details:

Request ID	6	Reported By	
Date & Time Submitted	27/10/2020 15:19	Date Required	
Time Required	15:19	Worker	
Phone Number	01254 958850	Email Address	
Building	School Of The Air	Location Description	
Asset Code	Not Specified	Delivery Location	
Work Type	Reactive	Job Description	
Job Information	test job		

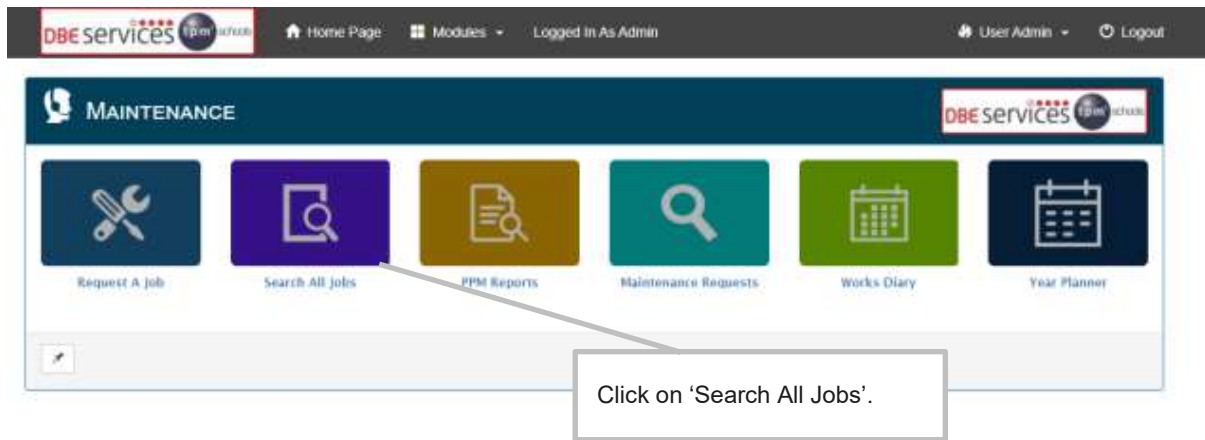
At the bottom of the page, there are several buttons: 'Create New', 'Print Receipt', 'Save as Word Document', 'Search Requests', and 'Back to Homepage'. A callout box with a line pointing to the 'Save as Word Document' button contains the following text:

There is the option to save this as a word document if you wish to keep a copy of the receipts on your own system. Otherwise the system holds a copy of this under 'Maintenance Reports' item 2.4.

To see the jobs that have been logged on the system via the 'Request a Job' tab please see Maintenance Requests (item 2.4)

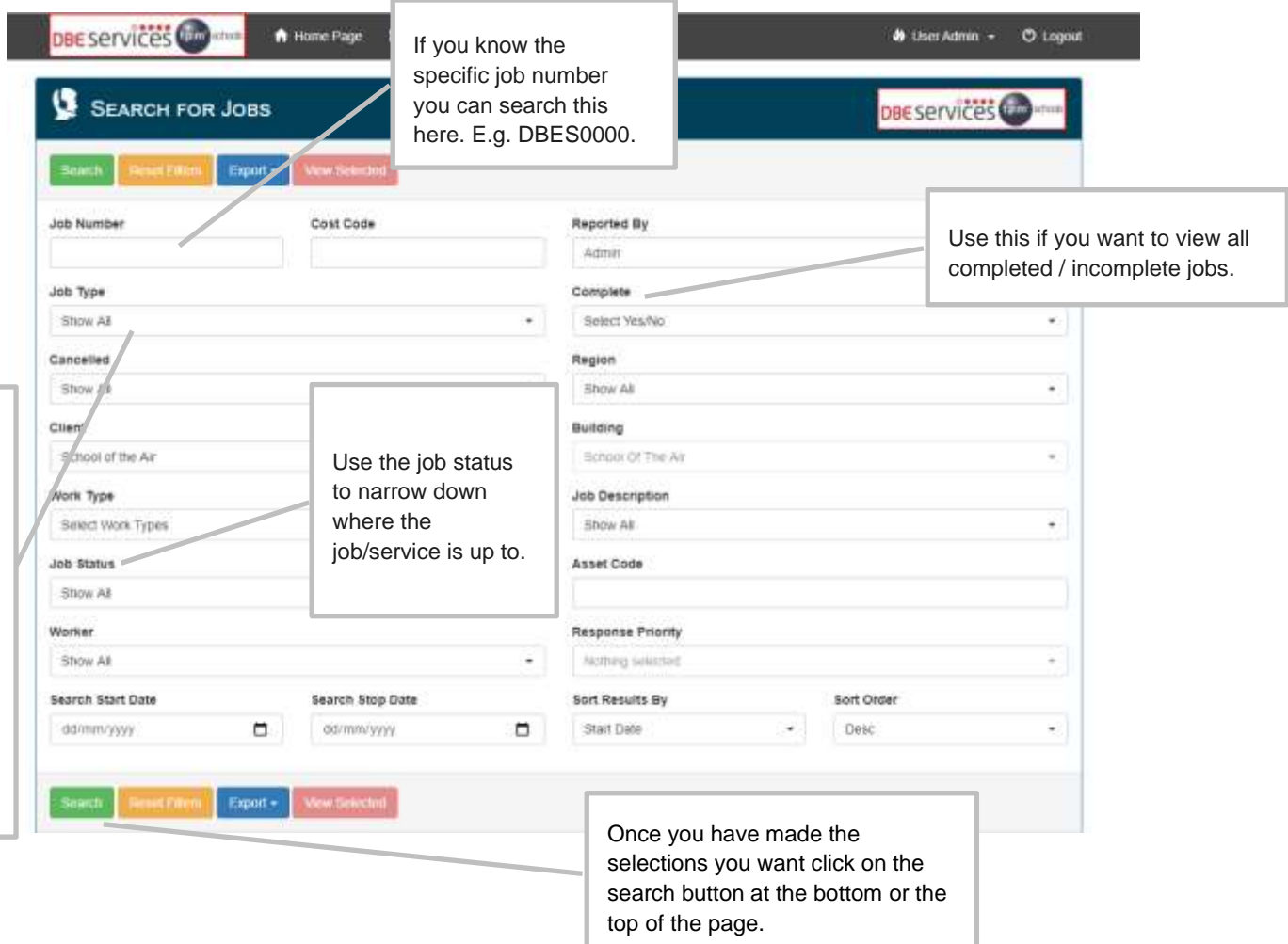
2.2. Searching Jobs

This allows schools to search for jobs on the system both reactive (help desk jobs) and servicing (PPM jobs/planned maintenance):



This page will open and will have automatically defaulted to your school (unless you are a diocese or MAT logging on and have access to multiple schools – amend the search accordingly)

Use the various headings to narrow down the search.



The items searched for will appear in a list underneath:

Click on any of the items listed and it will open up the job details.

The screenshot shows a search interface for 'School of the Air'. Filters include Work Type (Planned Maintenance), Job Status (Complete - Historic Job), Worker (Show All), Search Start Date (dd/mm/yyyy), Search Stop Date (dd/mm/yyyy), Job Description (School Of The Air), Asset Code, Response Priority (Nothing selected), Sort Results By (Start Date), and Sort Order (Desc). Buttons for Search, Clear Results, Export, and View Selected are visible. Below is a table of search results:

Multiselect	Job No	Start Date	Worker	Building	Job Description	Status	Complete	Cancellation Details	Attachments
<input type="checkbox"/>	40232	IMP058415 01/06/2020	DBE - Fixed Wire Tests	School Of The Air	P.A.T. (Service)	Complete (Historic Job)	Yes		
<input type="checkbox"/>	40231	IMP070206 01/06/2020	DBE - Fixed Wire Tests	School Of The Air	Fixed Appliance Testing (Service)	Complete (Historic Job)	Yes		
<input type="checkbox"/>	4260M	IMP75714 01/06/2020	Local Authority	School Of The Air	Asbestos Annual Survey	Complete (Historic Job)			
<input type="checkbox"/>	4261E	IMP75717 01/01/2020	Local Authority	School Of The Air	Display Energy Certificates	Complete (Historic Job)			
<input type="checkbox"/>	40230	IMP75724 01/06/2019	DBE - Fixed	School Of The Air	Fixed Appliance	Complete			

If there are any attachments with the job it will show in this column and have a paperclip next to the job. For planned maintenance (services) this will generally be service sheets/reports. For Reactive (job requests) this will generally be invoices and the work sheets.

The job number will either PPM... (these relate to services – PPM jobs) or DBES... (these relate to reactive jobs – Help Desk jobs).

Invoices following reactive job requests

To find the jobs that have been invoiced for search on the following:

- Job Type** – Help Desk Jobs Only
- Job Status** – Complete – Invoice Received

To find the jobs that have been completed but not yet invoiced for search on the following:

- Job Type** – Help Desk Jobs Only
- Job Status** – Complete – Awaiting Invoice

The screenshot shows the 'JOB INFORMATION FOR: IMP75714' page. It includes sections for General Information, Job Details, and Attached Documents. The Attached Documents section shows a document icon with a paperclip, indicating an invoice is attached.

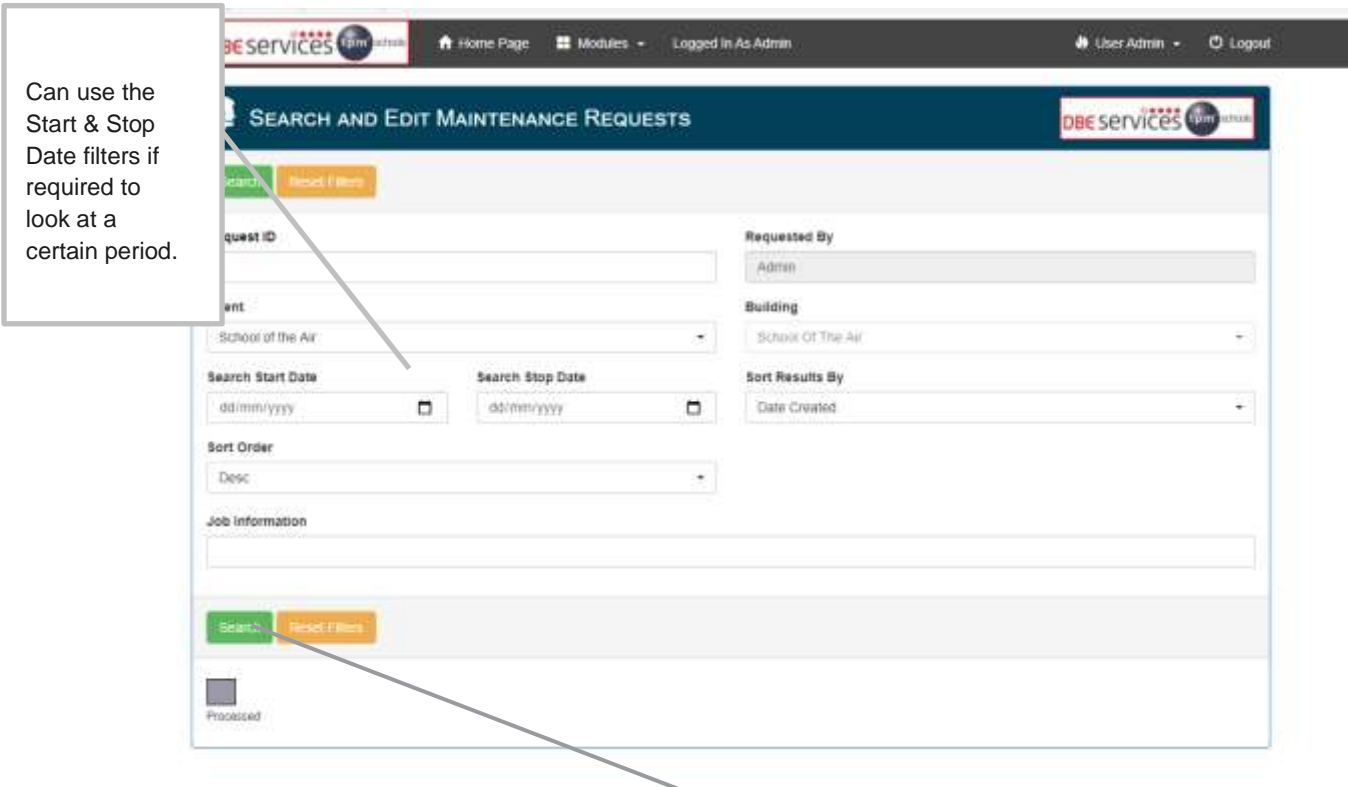
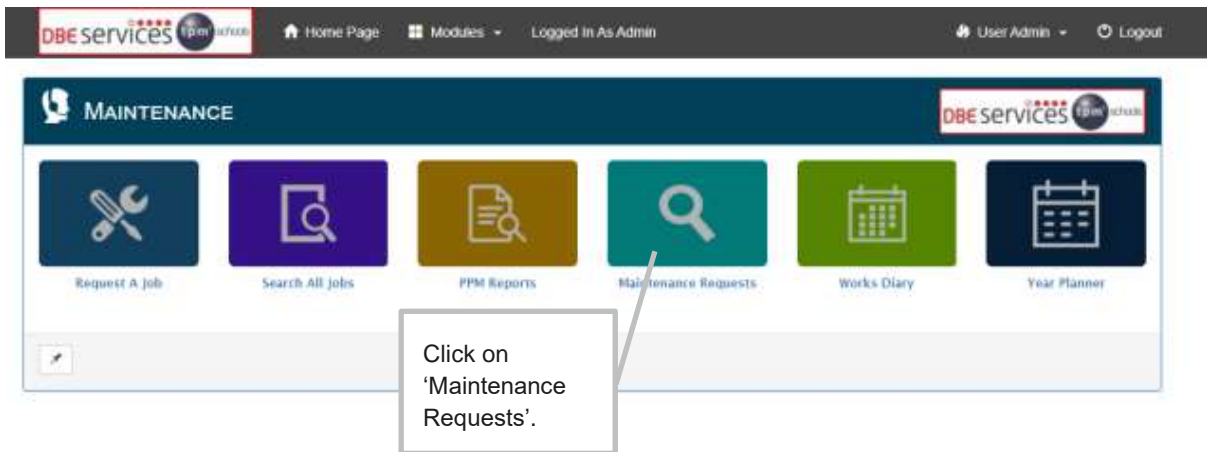
When selecting the particular job to view this screen will appear. If the one selected has an invoice attached this will appear in the attachments section. Click on this to expand the section and the document will be there. Click on the document and this will either open in a new tab/download a copy for you depending on your internet settings.

2.3 PPM Reports

This section is to be removed from the portal.

2.4 Maintenance Requests

This enables schools to see what requests have been raised through the system and when they have been actioned.



To view everything that is on the system simply click on the Search button

The jobs that have been requested will be seen here

DBE services **SEARCH AND EDIT MAINTENANCE REQUESTS**

Search Clear Results

Request ID:

Requested By: Admin

Client: School of the Air

Building: School Of The Air

Search Start Date: dd/mm/yyyy

Search Stop Date: dd/mm/yyyy

Sort Results By: Date Created

Sort Order: Desc

Job Information:

Search Clear Results Headers

ID	Job No	Date Created	Date/Time Req.	Requested By	Job Information	Location	Cost Code
1	DBE331361	27/10/2020	27/10/2020 15:18	Admin	test job		
7		27/10/2020	27/10/2020 15:38	Admin	test 2		

Processed

<< First Page < Previous Page Next Page > Last Page

If the job has been highlighted grey this means it has been processed on the system – it will have been allocated a job number (DBES..).

If the job remains white this hasn't been actioned at the help desk yet.

2.5. Works Diary

This allows the school to view all planned and reactive jobs that are due to take place each month of the year. This option also allows the school to access detail on what jobs are due to take place.

The screenshot shows the 'MAINTENANCE' dashboard with several navigation buttons: Request A Job, Search All Jobs, PPM Reports, Maintenance Requests, Works Diary, and Year Planner. A callout box points to the 'Works Diary' button with the text: "Click on 'Works Diary'".

Below this is the 'WORKS DIARY' page. It features a top navigation bar with 'Home Page' and 'Modules'. The main content area includes a filter section on the left with dropdown menus for: Reported By (Admin), Completion status (Show All), Worker (Show All), Region (Show All), Client (School Of Outback), Priority (Nothing selected), Job Type (Show All), Worker Group (Show All), Work Type (Show All), Job Description (Show All), Building (School Of The Outback), and Status Level (Show All). A 'Search' button and a 'Reset Filters' button are at the bottom left.

On the right is a calendar for March 2020. A callout box points to the calendar with the text: "This should automatically default to the school name. If the login has access to multiple schools i.e. Dioceses/ MATs filter this accordingly. If you want to view all schools within that login ensure this field is blank." Another callout box points to the calendar grid with the text: "The works diary month view allows the user to see all PPM (planned)and Helpdesk (reactive jobs) that are being undertaken in the relevant month. By selecting the date at the top of the calendar, you can change the month which allows you to look forward or backwards in the year." A third callout box points to the 'Job Type' filter with the text: "You can use the Job Type section to filter on viewing either PPM Jobs (service) or Help Desk Jobs (reactive jobs)." The calendar grid shows dates from 1 to 31, with a 'Select a date to display' button at the bottom.

Home Page Modules Logged In As Admin User Admin Logout

WORKS DIARY

Mar 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22 2 Jobs	23	24
25	26	27	28	29	30	31

Viewing 2 Jobs with a scheduled start date of 22 March 2019

Job No	Description	Complete	Worker	Client	Building
PM67631	M13 Heating Controls	Yes			
PM67630	M07 Gas Soundness Testing	Yes			

Search Reset Filters

Note: PPM Jobs (Planned Maintenance/Services) there may be a number of jobs due on 1st of each month for maintenance/services – it simply means these are due to be done at some point during that particular month. Contractors will contact at the start of the month to book in a date.

Note: Helpdesk Jobs (Reactive Jobs) the date for these requests will be down as the date they have been actioned on the system (not the date they are due to be completed). When opening up the job details this will provide information on where this is up to and give the estimated completion date.

To see the specific details of jobs click on the highlighted date in which the jobs are showing, and the system will show a broken-down list at the bottom of the page.

If you click on any job within the list shown above this will open a job summary page as shown here. The general information section will show details on the date this is estimated to be completed. The job updates section will provide information and updates on this job. If needed this can be printed using the buttons at the top of the page.

Job Details for PM67631

View Main Job View View Works Diary View Comments (0)

General Information

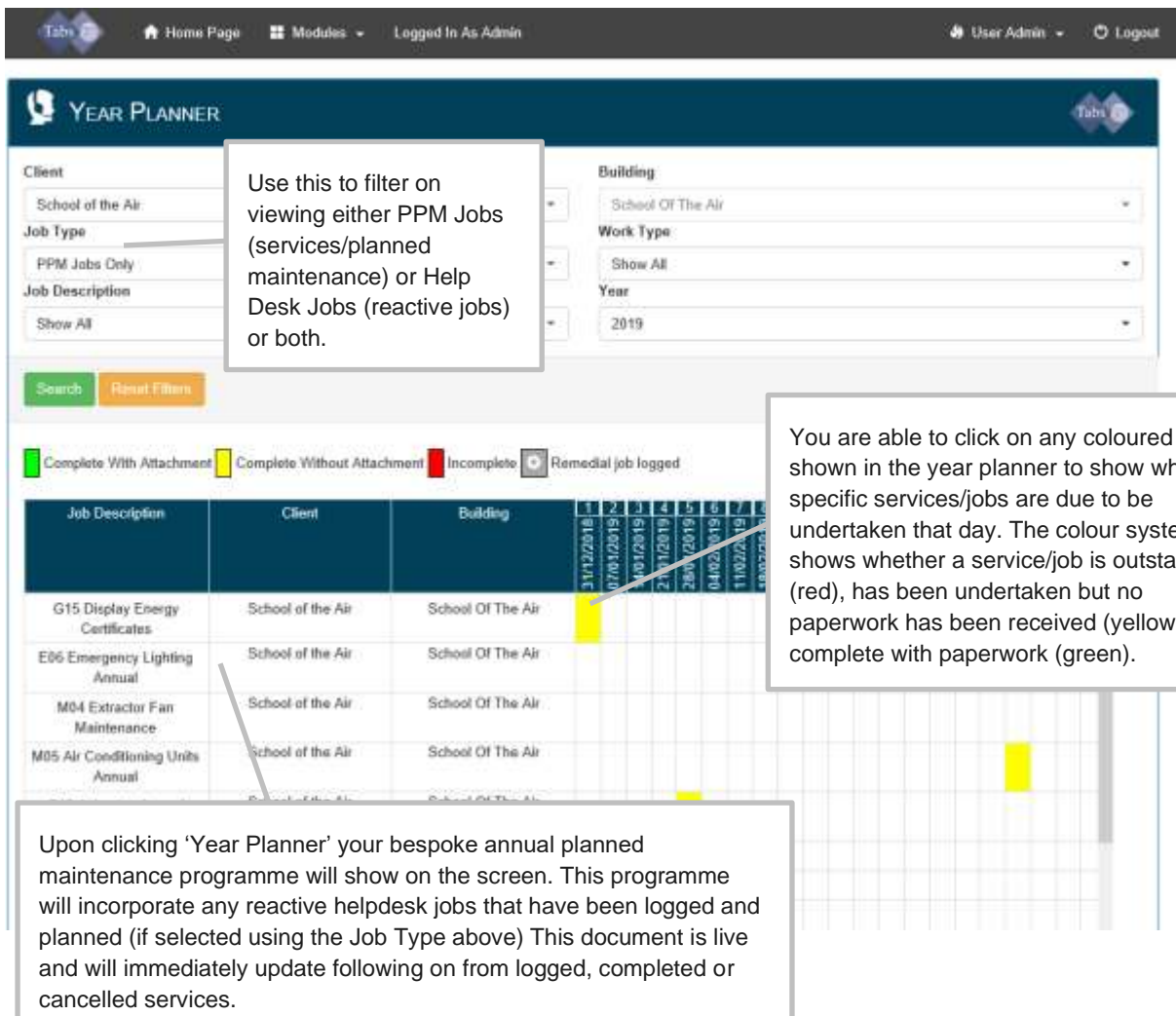
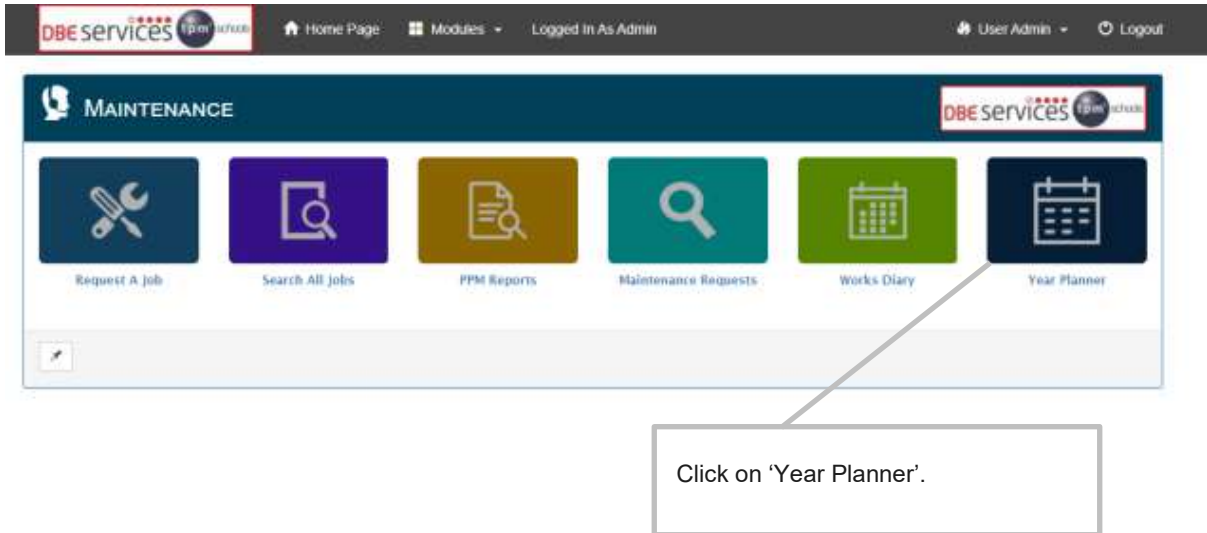
Reported By: [Name]	Job Status: [Status]	Where: [Location]	Order Number: [Number]
Reported On: [Date]	Job Details: [Details]	Customer: [Name]	Job Number: [Number]
Job Number: [Number]	Job Status: [Status]	Building: [Name]	Job Number: [Number]
Job Details: [Details]	Job Status: [Status]	Customer: [Name]	Job Number: [Number]

Job Details

Job Number: [Number]	Job Status: [Status]	Job Details: [Details]	Job Number: [Number]
Job Details: [Details]	Job Status: [Status]	Job Details: [Details]	Job Number: [Number]
Job Details: [Details]	Job Status: [Status]	Job Details: [Details]	Job Number: [Number]
Job Details: [Details]	Job Status: [Status]	Job Details: [Details]	Job Number: [Number]

2.6. Year Planner

This page allows the school to view their annual plan showing all planned (and reactive if required) maintenance dates along with any paperwork. This planner is in Calendar year rather than schools' financial years.



DBE services **Uplink school** Home Page Modules Logged in As Admin User Admin Logout

JOB INFORMATION FOR: IMP75714

Print New Job Sheet View Works Diary View Responses (0)

General Information

Reported By	DBE Services	Phone	
Department	Not Specified	Date Time Created	23/06/2020 21:00
Start Date	01/02/2020 00:00:00		
Email Address	Not Specified		
Est. Completion Date	01/02/2020 00:00	Cost Code	Not Specified
Est. Response to Date/Time	Not Specified	Building	School Of The Air
Created By	TabAdmin	Job location	Not Specified
Client	School of the Air	Location Code	Not Specified
Customer Order Number	Tranquility Base Sea of Tranquility Moon		
Location Description	Not Specified		

Job Details

Worker Name	Local Authority	Work Type	Planned Maintenance
Current Status	Complete (Historic Job)	Job Description	Asbestos Annual Survey
Priority	Default	Asset Code	
Complete	Yes	Asset Details	
Cancelled	No	Completion Date	
Asset Serial Number	NA		
Comments	Completed Feb 2020 Remedials highlighted - quotation to be sent by ASL		

Attached Documents

Document Name	Description
AL Consultants Asbestos Survey Feb20.pdf	

Planned Maintenance Terms and Conditions

Upon clicking the relevant coloured box, the following general information sheet will appear on the screen. This will provide specific details about the job.

If there are any recommendations made on a job these can be seen the Job Details section under comments.

If there are any attachments these will be shown in the attached documents section. Click on the heading to expand this section and the attachments can be viewed.

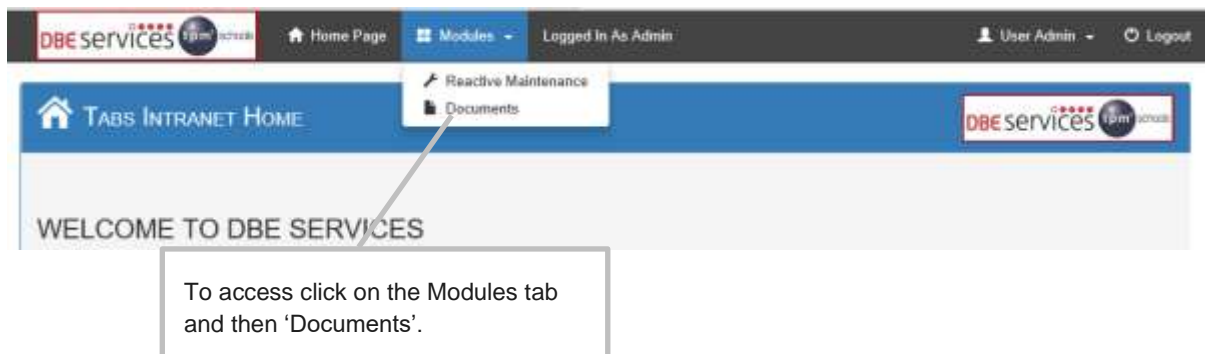
Once you click on the attachment you wish to view this should automatically download you a copy to view.

The 'Attached Documents' section for PPM jobs (maintenance/services) will include any service sheets/reports relating to that particular service and any quotations following the service.

This section for Helpdesk Jobs (reactive) will include the invoices we receive from the contractor and any quotations following this. Copies of these documents will also be emailed over from the system.

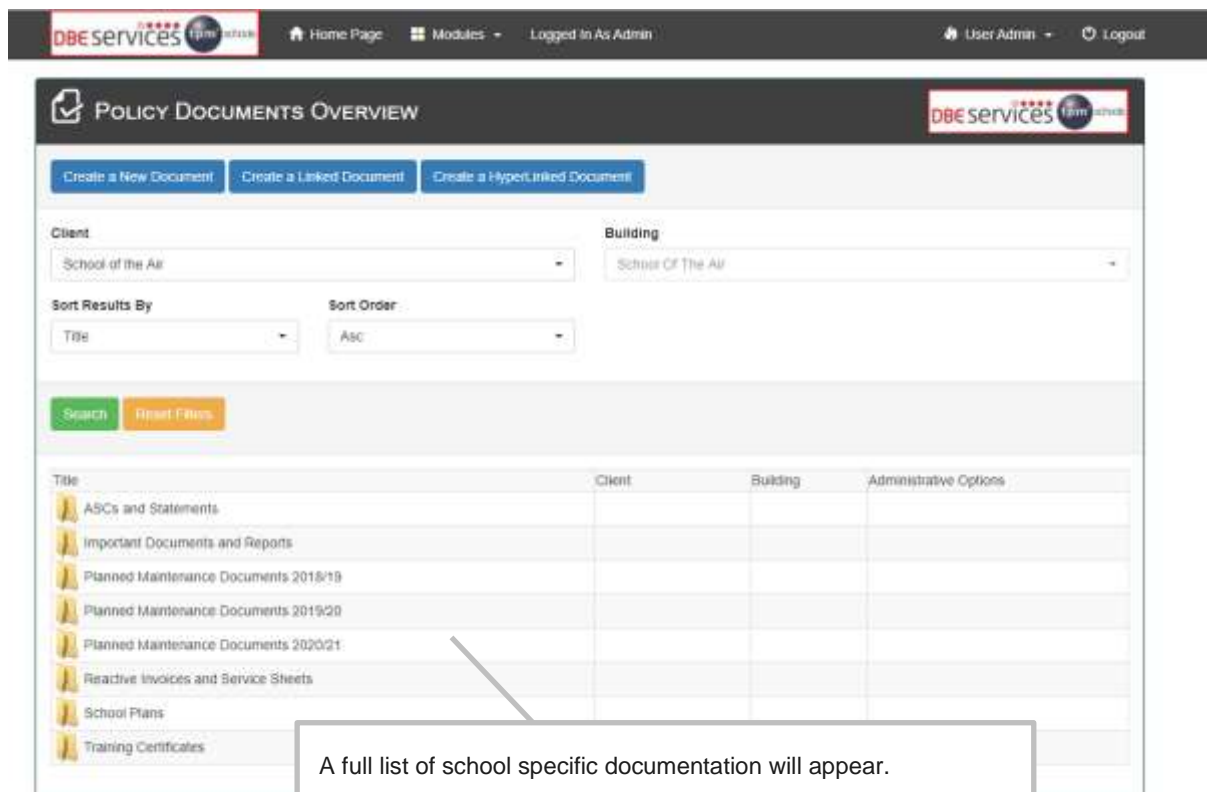
3. Documents Tab

The Documents tab allows the school to access their historic information from the old portal. Copies of historic service reports (from April 2018 – August 2020), historic ASCs, statements and reactive invoices will be accessed here. If for any reason you need copies of anything prior to April 2018 please contact the office as we hold a central record of all past data here.



Documents Overview

The documents overview allows you to see . You are then able to download and view this documentation as needed.



This will include:

- Historic planned service reports from April 2018 onwards
- Historic Reactive invoices and service sheets from the old portal.
- Historic copies of ASCs and final statements
- Any other information relating to school that was uploaded on the old portal

When clicking on a folder the files within this will appear:

DBE services TPM schools Home Page Modules Logged In As Admin User Admin Logout

POLICY DOCUMENTS OVERVIEW

Create a New Document Create a Linked Document Create a HyperLinked Document

Client: School Of Outback Building: School Of The Outback

Sort Results By: Title Sort Order: Asc

Search Reset Filters

Title	Client	Building	Administrative Options
Test	School Of Outback	School Of The Outback	Open
Title in Here			View

To open a document click 'open' and the document will automatically download in a separate tab.

4. Logging off the system

To log out of the system, simply click on the Logout icon top righthand corner:

DBE services TPM schools Home Page Modules Logged In As Admin User Admin Logout

TABS INTRANET HOME

WELCOME TO DBE SERVICES

DBE Services has been supporting schools for over 60 years...

We are a group of six educational charities which have been supporting schools with capital, servicing and maintenance work for over half a century. In recent years, in response to requests from schools, we have added numerous other services including: school improvement, energy and utility management, green energy solutions, IT Services, HR, supply, recruitment, cleaning, payroll and finance, on-line live training courses and specialist training as required. In different ways we support over 1000 academies/schools.

DBE Services believes every school/academy/free school is unique. Our services are tailored to meet your individual needs. As well as providing services to individual schools and academies we work very closely with LAs, Dioceses, local and national educational bodies, academy chains, and other school providers.

TPM Schools

TPM Schools is DBE Services independent advisory service supporting schools in the management, maintenance and development of the buildings. It offers free independent advice to all schools. It can offer a comprehensive range of services to meet all statutory, revenue and capital needs. For over sixty years we have been supporting and advising schools about everything from moving a plug socket to building a new school. Whether it is a major capital project, a minor repair to the boiler or a statutory service we have specialist consultants and contractors who can offer advice and guidance and who will seek the most cost effective way of dealing with your needs. We offer a one stop shop providing head teachers and governors with everything they need to maintain, manage, repair and develop their school building.

Telephone: 01254 958850
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Log off.