Technical Problem Reporting Process

BCCHR Core Technology and Services are now adopting the "Technical Problem" reporting feature integrated within Calpendo to track any technical issues with any equipment listed on Calpendo.

The "Technical Problem" field is in the booking form and set to "none" by default. If you experience an issue with equipment, please edit your booking in Calpendo and report the technical problem by selecting one of the options from the drop-down menu.

"Equipment still usable": Select this option if the issue is small but needs attention.

"Equipment not usable": Select this option if the issue is big and equipment cannot be used.

This will generate a ticket email that can be used for reference and notify users who have booked that equipment within the next 72h to alert them and prohibit any future bookings on that resource.

The user submitting the ticket and subsequent users who have booked within 72h, would receive notifications, i.e. any special instructions to the next users, maintenance notes, service request number, and confirmation email when the ticket is resolved.

Please continue to communicate promptly with the Facility Manager if they are available for immediate assistance in addition to submitting the ticket.

Facility managers, if relevant, would send an email update to all the users as a general update to advise future experiment planning.

We hope that this system would help in streamlining technical problem reporting/tracking for resources within core facilities.

BCCHR Core Technologies and Services