



## Release notes

Version 3.2.0

10/09/2024

Document Version 1.0



This document outlines changes, developments and bug fixes that have been applied to the Micad FM Helpdesk product since its last feature release v3.2.0

Latest release details of the software:

Version = v3.2.0

Date = 10/09/2024

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## Major Security & Design Changes - FM

All parts of Micad FM now utilises Micads Multitenant Central Security. Upon opening your Micad FM URL you are presented with a new login page which can be customised as per the branding section of this document below.

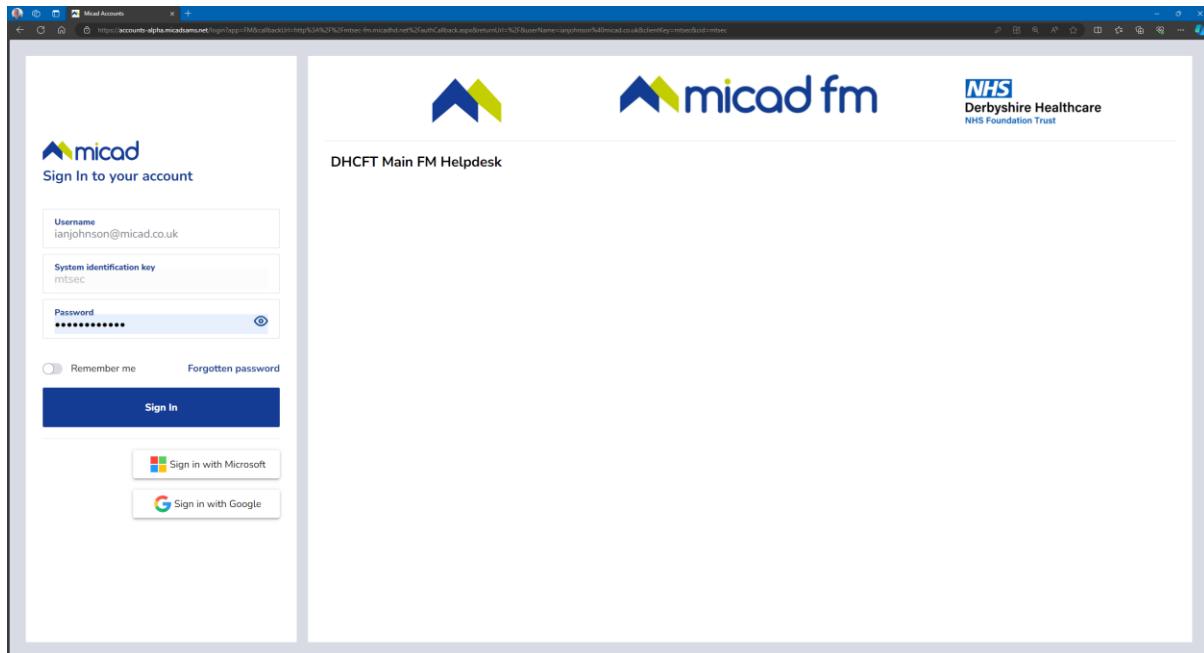


Figure 1: New FM Login Page

Once logged into FM you will notice the banner across the top is now being powered by central security along with new icons for the main modules.



Figure 2: New FM Application Header

From here you can access your own details and logout of the software

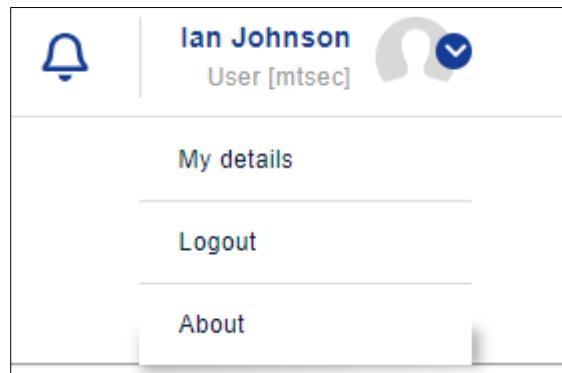


Figure 3: New FM Application Header

When navigating to Administrate -> System Users you will still be presented with this page

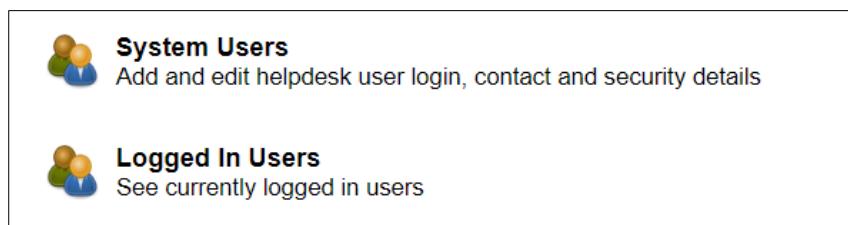


Figure 4: FM System Users Page

The system users' section has been styled to match the other Micad products.

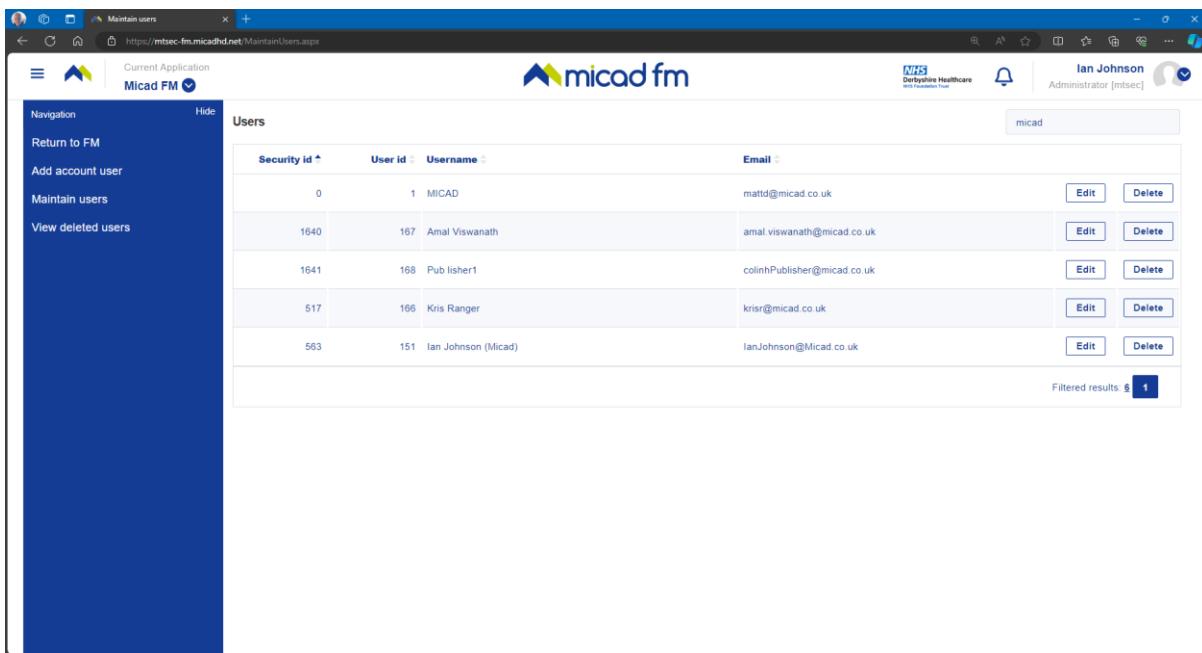
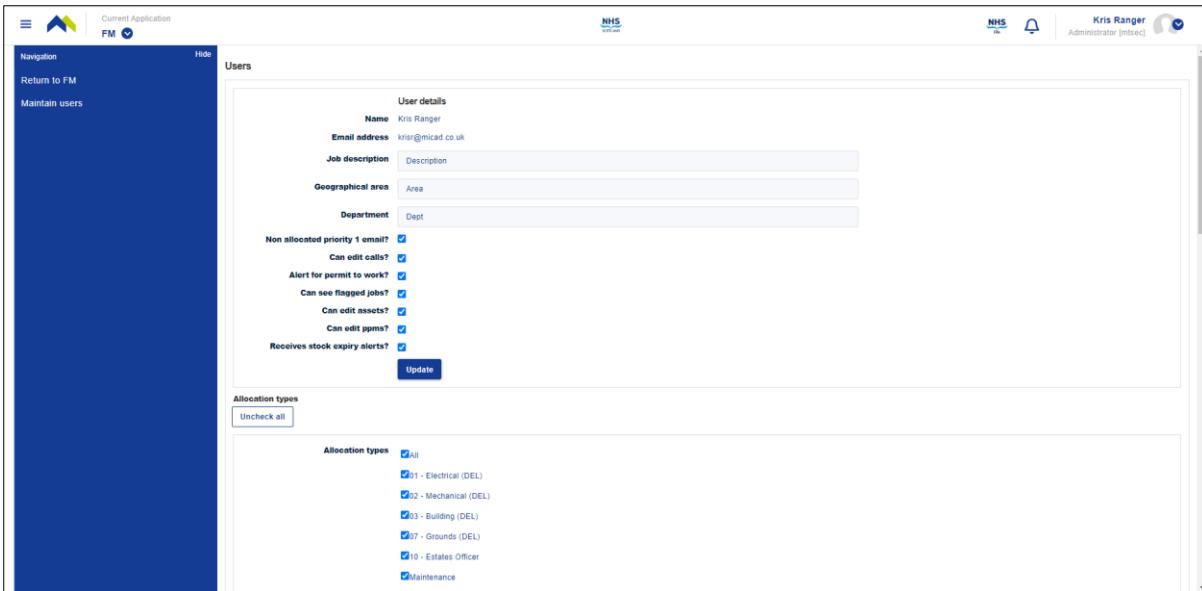


Figure 5: New FM System Users Page

Clicking on a user will take you to the specific FM settings you are used to seeing in the existing versions of the software albeit the pages are now in the new user interface and permissions are linked to the new central accounts. See below nothing has changed in terms of the options available for each user.



**User details**

**Name** Kris Ranger  
**Email address** kris@micad.co.uk  
**Job description** Description  
**Geographical area** Area  
**Department** Dept

**Non allocated priority 1 email?**   
**Can edit calls?**   
**Alert for permit to work?**   
**Can see flagged jobs?**   
**Can edit assets?**   
**Can edit ppm?**   
**Receives stock expiry alerts?**

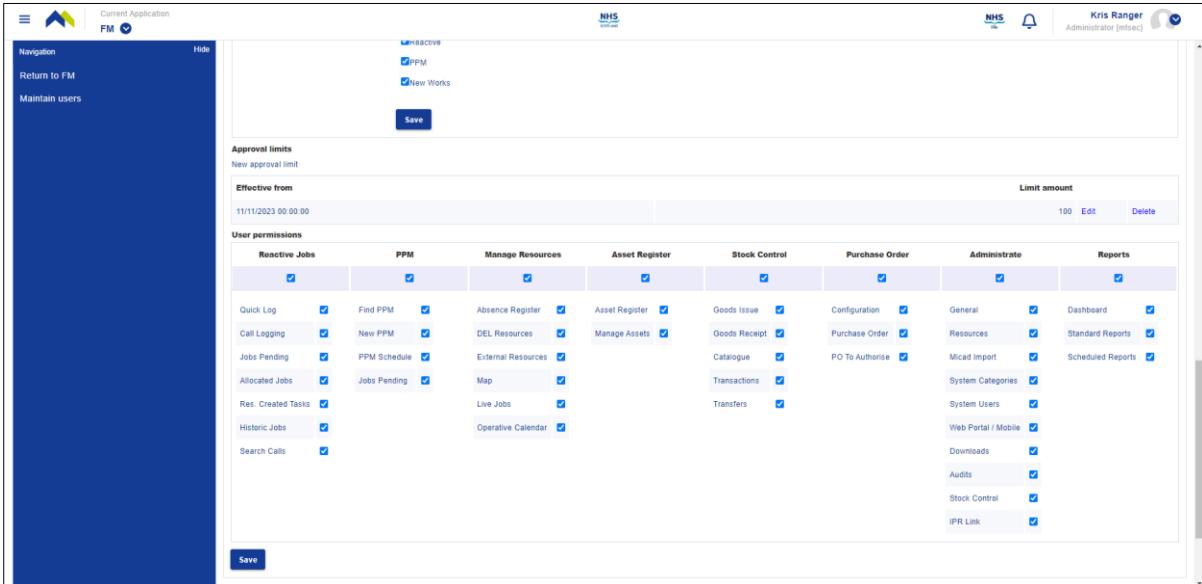
**Allocation types**  All

- b1 - Electrical (DEL)
- b2 - Mechanical (DEL)
- b3 - Building (DEL)
- b7 - Grounds (DEL)
- b10 - Estates Officer
- Maintenance

**Allocation types**  All

- b1 - Electrical (DEL)
- b2 - Mechanical (DEL)
- b3 - Building (DEL)
- b7 - Grounds (DEL)
- b10 - Estates Officer
- Maintenance

Figure 6: New FM System User Details



**Approval limits**  
**New approval limit**

**Effective from** 11/11/2023 00:00:00

**User permissions**

Reactive Jobs	PPM	Manage Resources	Asset Register	Stock Control	Purchase Order	Administrare	Reports								
<input checked="" type="checkbox"/>															
Quick Log	<input checked="" type="checkbox"/>	Find PPM	<input checked="" type="checkbox"/>	Absence Register	<input checked="" type="checkbox"/>	Asset Register	<input checked="" type="checkbox"/>	Goods Issue	<input checked="" type="checkbox"/>	Configuration	<input checked="" type="checkbox"/>	General	<input checked="" type="checkbox"/>	Dashboard	<input checked="" type="checkbox"/>
Call Logging	<input checked="" type="checkbox"/>	New PPM	<input checked="" type="checkbox"/>	DEL Resources	<input checked="" type="checkbox"/>	Manage Assets	<input checked="" type="checkbox"/>	Goods Receipt	<input checked="" type="checkbox"/>	Purchase Order	<input checked="" type="checkbox"/>	Resources	<input checked="" type="checkbox"/>	Standard Reports	<input checked="" type="checkbox"/>
Jobs Pending	<input checked="" type="checkbox"/>	PPM Schedule	<input checked="" type="checkbox"/>	External Resources	<input checked="" type="checkbox"/>			Catalogue	<input checked="" type="checkbox"/>	PO To Authorise	<input checked="" type="checkbox"/>	Micad Import	<input checked="" type="checkbox"/>	Scheduled Reports	<input checked="" type="checkbox"/>
Allocated Jobs	<input checked="" type="checkbox"/>	Jobs Pending	<input checked="" type="checkbox"/>	Map	<input checked="" type="checkbox"/>			Transactions	<input checked="" type="checkbox"/>			System Categories	<input checked="" type="checkbox"/>		
Res. Created Tasks	<input checked="" type="checkbox"/>			Live Jobs	<input checked="" type="checkbox"/>			Transfers	<input checked="" type="checkbox"/>			System Users	<input checked="" type="checkbox"/>		
Historic Jobs	<input checked="" type="checkbox"/>			Operative Calendar	<input checked="" type="checkbox"/>							Web Portal / Mobile	<input checked="" type="checkbox"/>		
Search Calls	<input checked="" type="checkbox"/>											Downloads	<input checked="" type="checkbox"/>		
												Audits	<input checked="" type="checkbox"/>		
												Stock Control	<input checked="" type="checkbox"/>		
												IPR Link	<input checked="" type="checkbox"/>		

Figure 7: New FM System User Details cont.

## Existing Micad FM Users

Before updating to FM v3.2.0 you will need to ensure that all existing FM Users have a valid email address in this field of the current version of the software you are using.

Name	Ian Johnson (Micad)
Login Id	Ian
New Login Password	
Confirm New Password	
Tel. Nr.	
Mobile Nr.	
Email	ianjohnson@micad.co.uk
Job Desc.	
Geog. Area	
Department	

Figure 8: Existing Micad FM User Email Address

The process of upgrading to v3.2.0 for FM Users is as follows:

- Ensure all FM users have a valid email address
- Micad will compare to see if the email address already exists in the existing version of Micad Central Security being used by the IPR and Micad FM Mobile App.
- If the email address exists, the FM User will get matched to the existing account that already exists.
- The user will then login to FM via their email address and the password they use to login to IPR 3.8 and/or the FM Mobile App
- If the user does not exist in Micad Central Security for IPR, we will create them an account and give permissions to the FM application. These users will then login to FM with their email address and a default password which will be communicated to you before the upgrade.
- These users can then reset their password via the forgotten password option on the login page.

## New Micad FM Users

Once on FM v3.2.0 to create a new FM user follow the steps below:

- Navigate to Administrate -> System Users -> System Users
- From the menu on the left click on “Add account user”

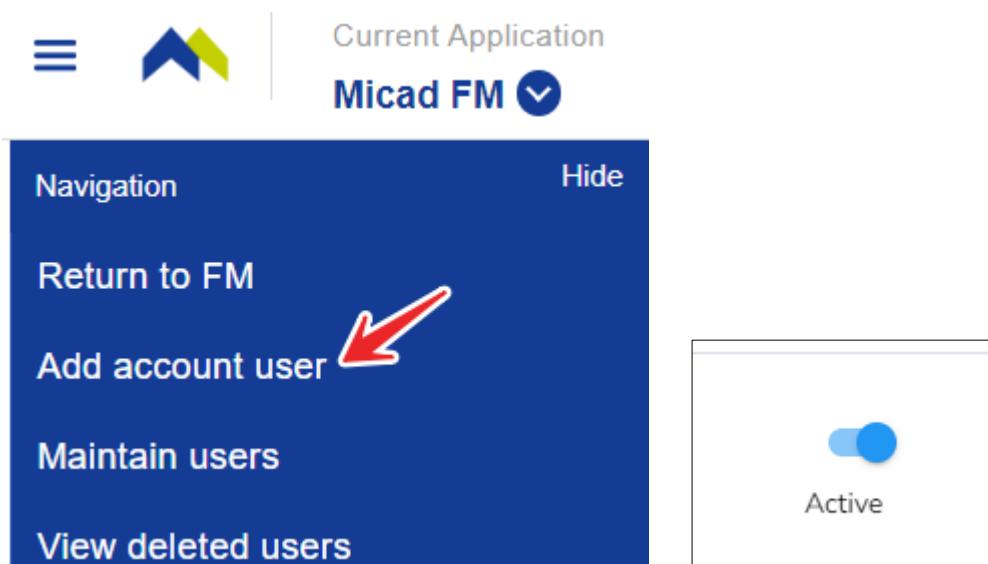
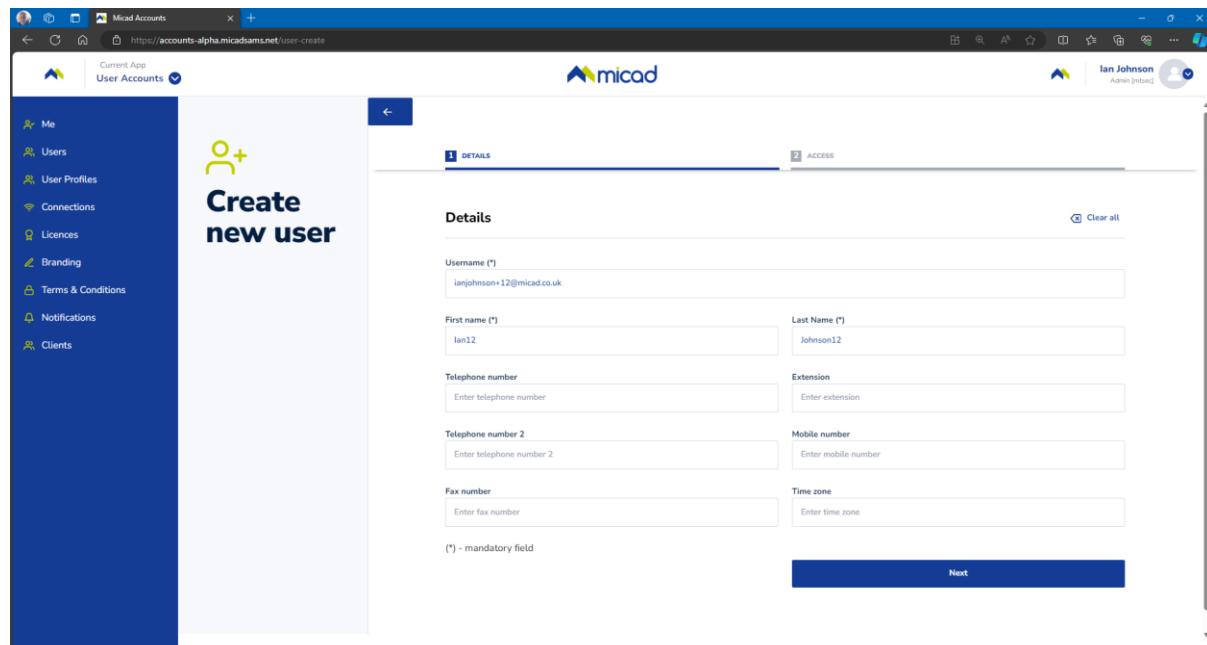


Figure 9: Link to Add Account

- This will take you into the new account’s software. Complete the details on the form and click Next making sure you mark them as active



The screenshot shows the 'Create new user' form in the 'Micad Accounts' application. The left sidebar has navigation links: 'Me', 'Users', 'User Profiles', 'Connections', 'Licences', 'Branding', 'Terms & Conditions', 'Notifications', and 'Clients'. The main area has a 'Create new user' button. The form is divided into two tabs: '1 DETAILS' and '2 ACCESS'. The 'DETAILS' tab contains fields for 'Username' (ianjohnson+12@micad.co.uk), 'First name' (Ian12), 'Last name' (Johnson12), 'Telephone number' (Enter telephone number), 'Extension' (Enter extension), 'Telephone number 2' (Enter telephone number 2), 'Mobile number' (Enter mobile number), 'Fax number' (Enter fax number), and 'Time zone' (Enter time zone). A note at the bottom says '(\*) - mandatory field'. A 'Next' button is at the bottom right.

Figure 10: Creating New FM System User Details

As well as clicking Active, complete any of the supplementary information at the top and scroll down to App roles. Click on Micad FM and choose the access required. (FM Administrator can create other FM users in accounts).

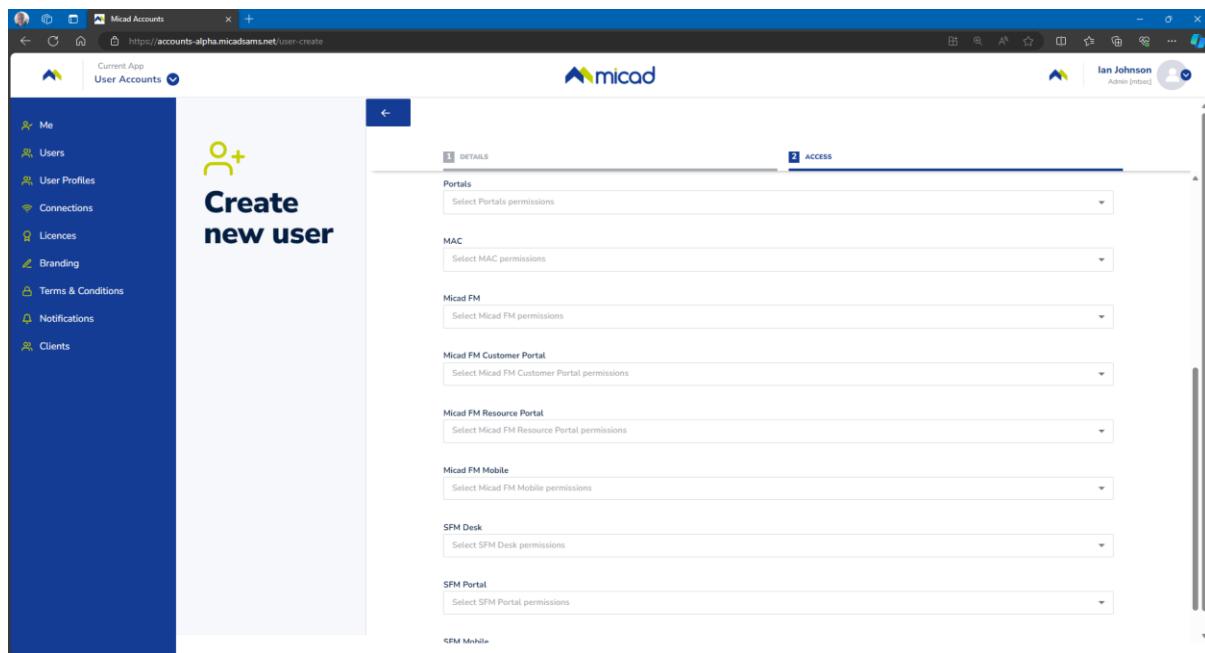


Figure 11: Creating New FM System User Details cont.

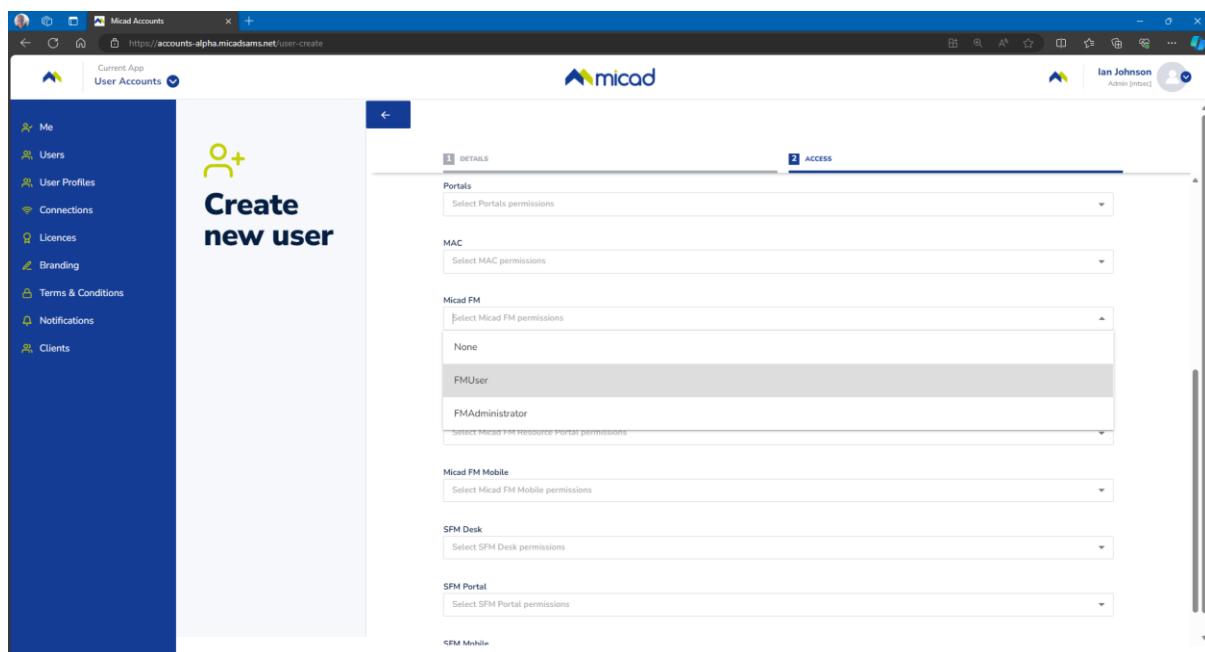


Figure 12: Creating New FM System User Details cont.

Scroll to the bottom and click “Save this user”

You will get the confirmation below to see the user has been created and they will be sent an email to set their password.

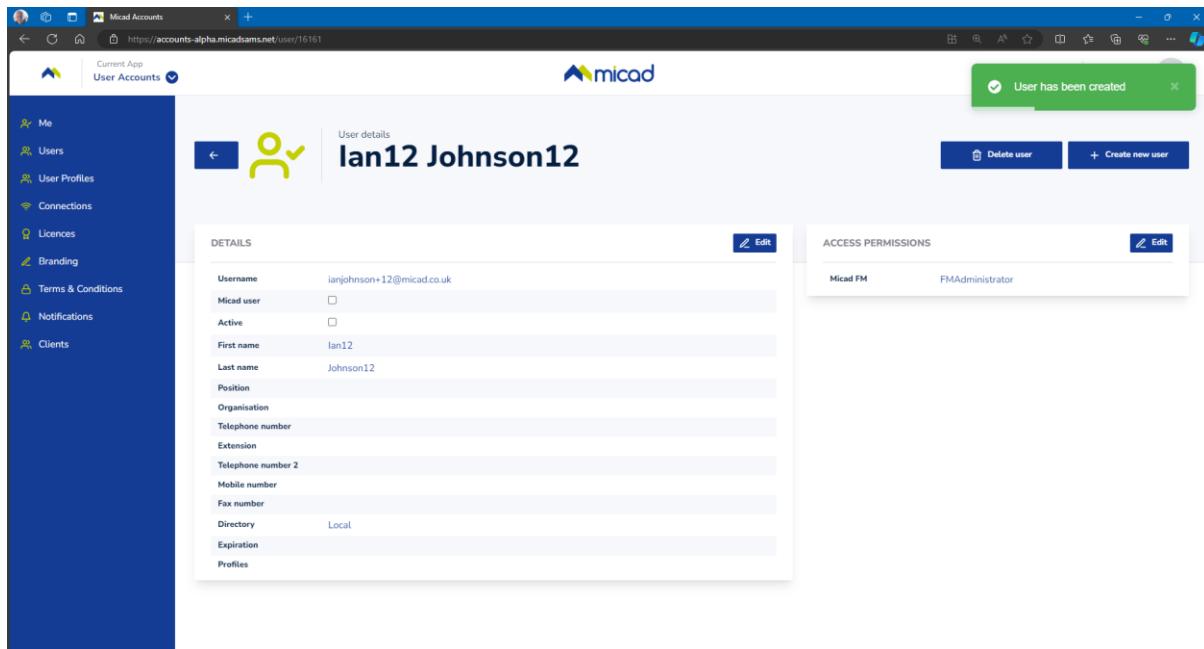


Figure 13: Creating New FM System User Details Confirmation.

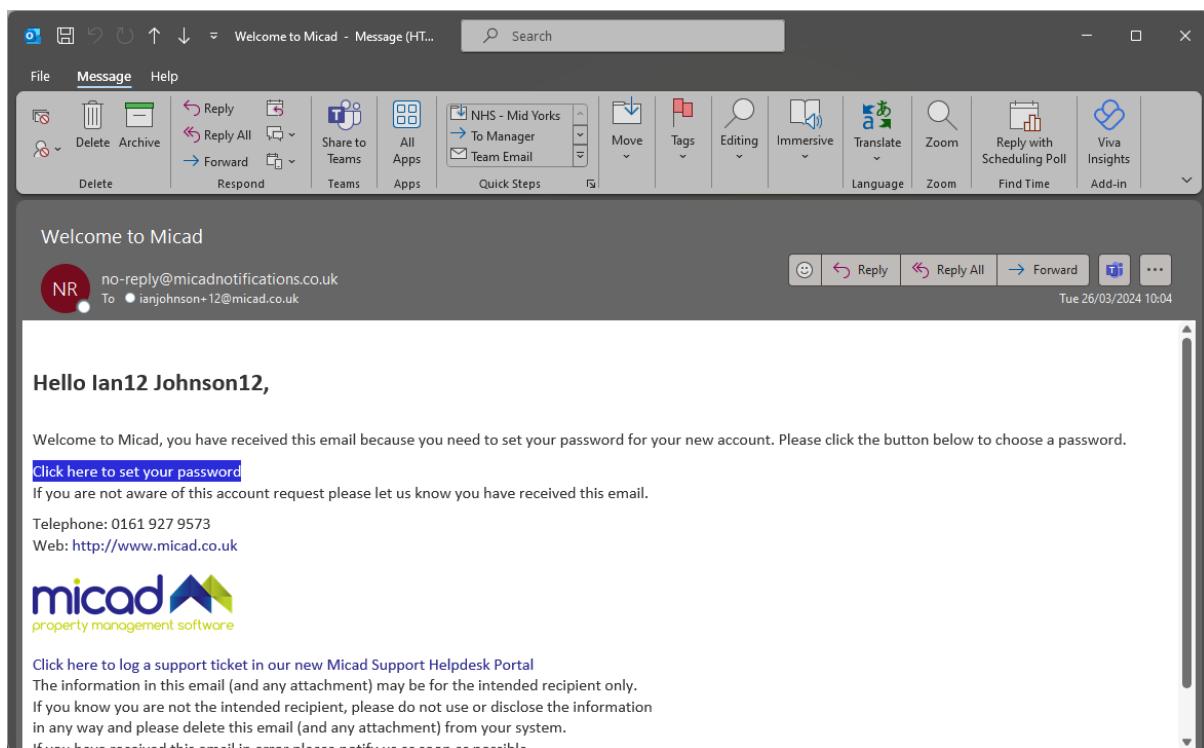


Figure 14: Creating New FM System User Password Email

Once the user has set their password, upon logging in for the first time they will go to the Micad Pro Hub

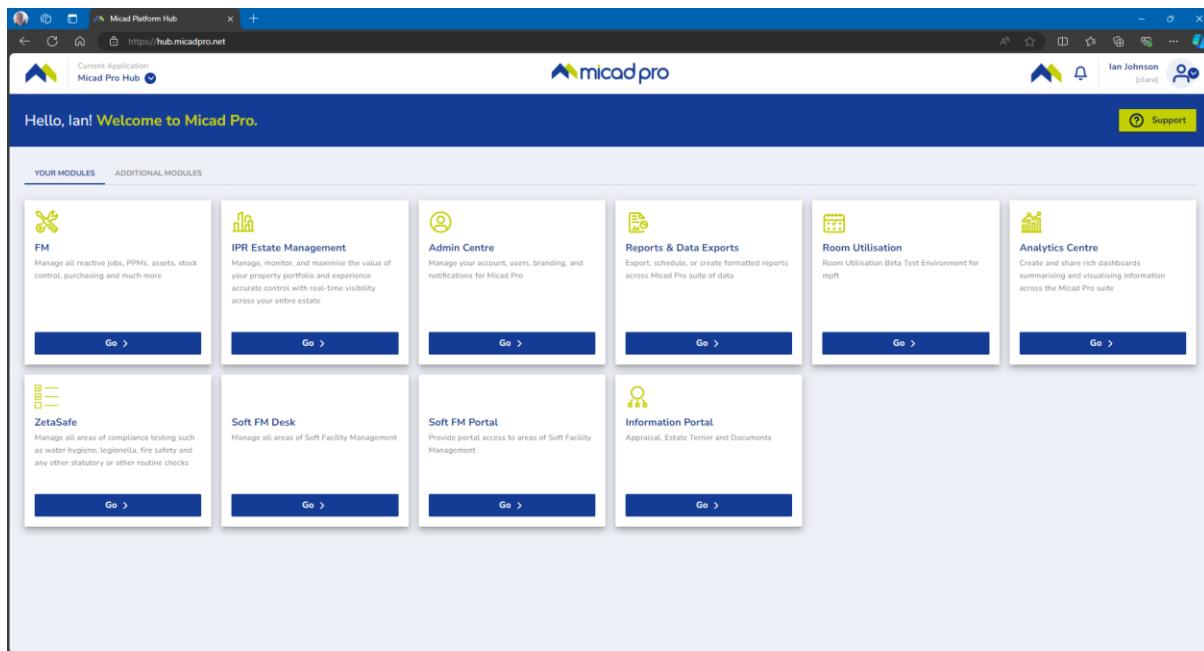


Figure 15: New FM System User in Table

The user will have the FM tile to get to the application

Back in the main FM application navigating to Administrate -> System Users -> System Users will allow you to set the permissions for the FM Application, by clicking on edit for the newly created user.



Figure 16: New FM System User in Table

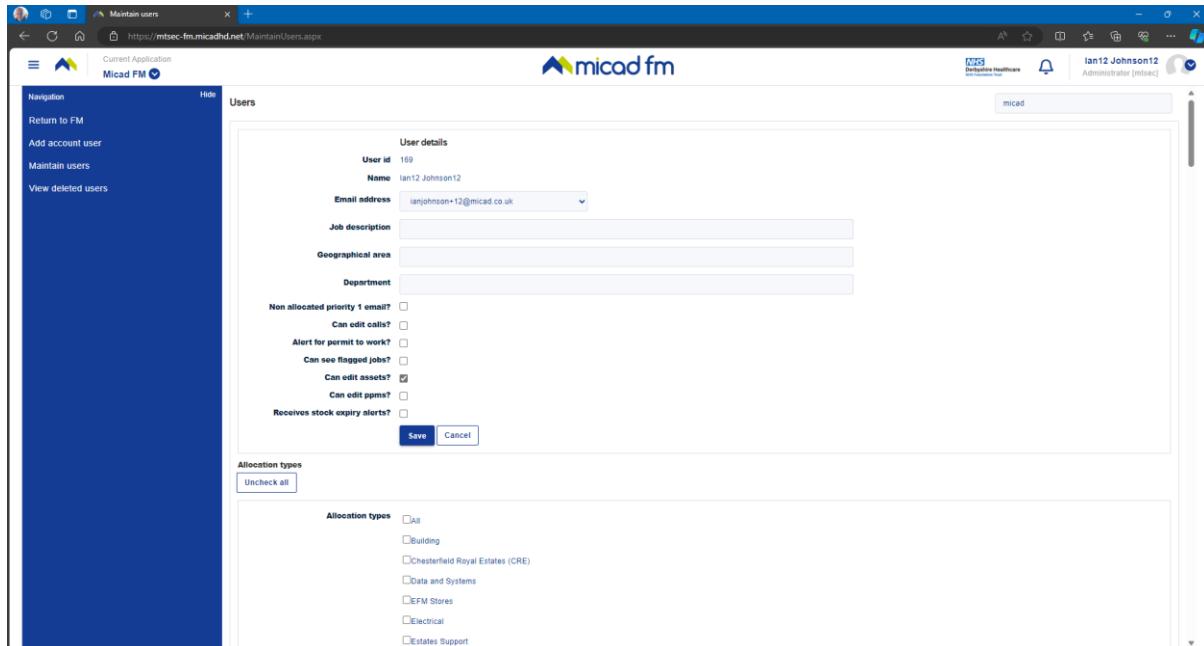


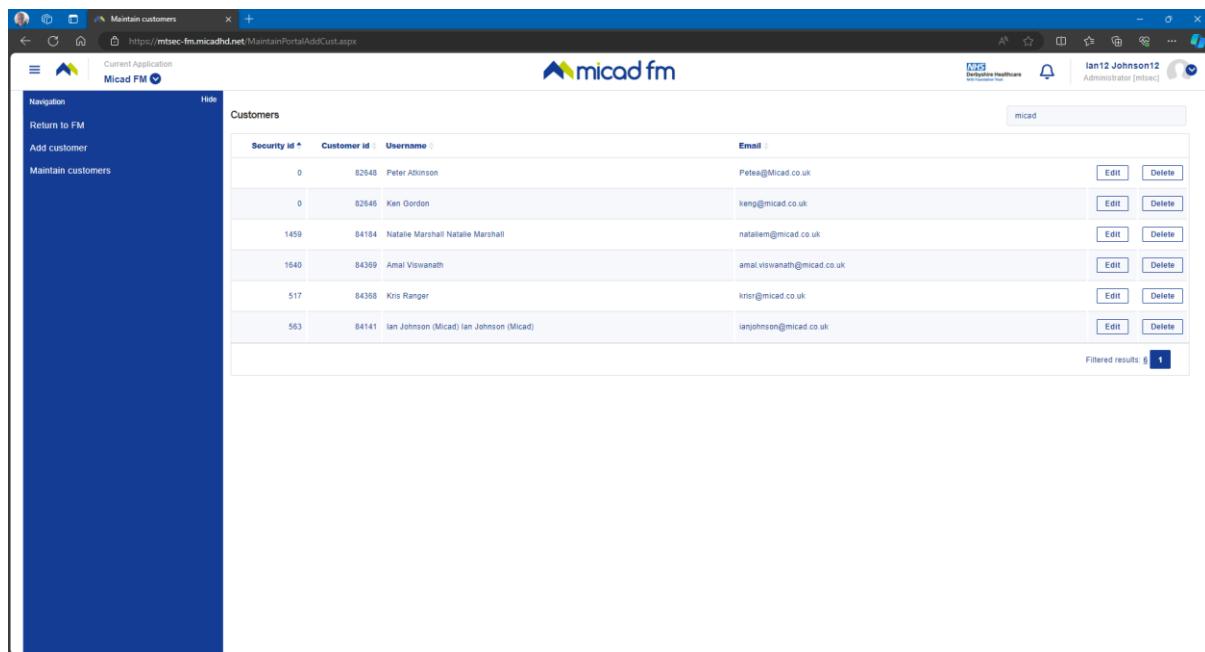
Figure 17: New FM System User Application Permissions

If you person already has a Micad account for other applications and you wish for them to have access to FM, simply give them the permissions as above and have them navigate to the FM application for the first time. This will create their profile within FM to then further add their permissions, allocation types etc.

## Major Security & Design Changes – Customer Portal

Much the same as FM, the customer portal (CP) is now powered by central security. All the existing users currently accessing your portal, will be migrated into central security and on first login, be asked to reset and set a strong password.

Navigating to Administrate -> Web Portal / Mobile -> Manage Customers will now load all the customers via the central security accounts page



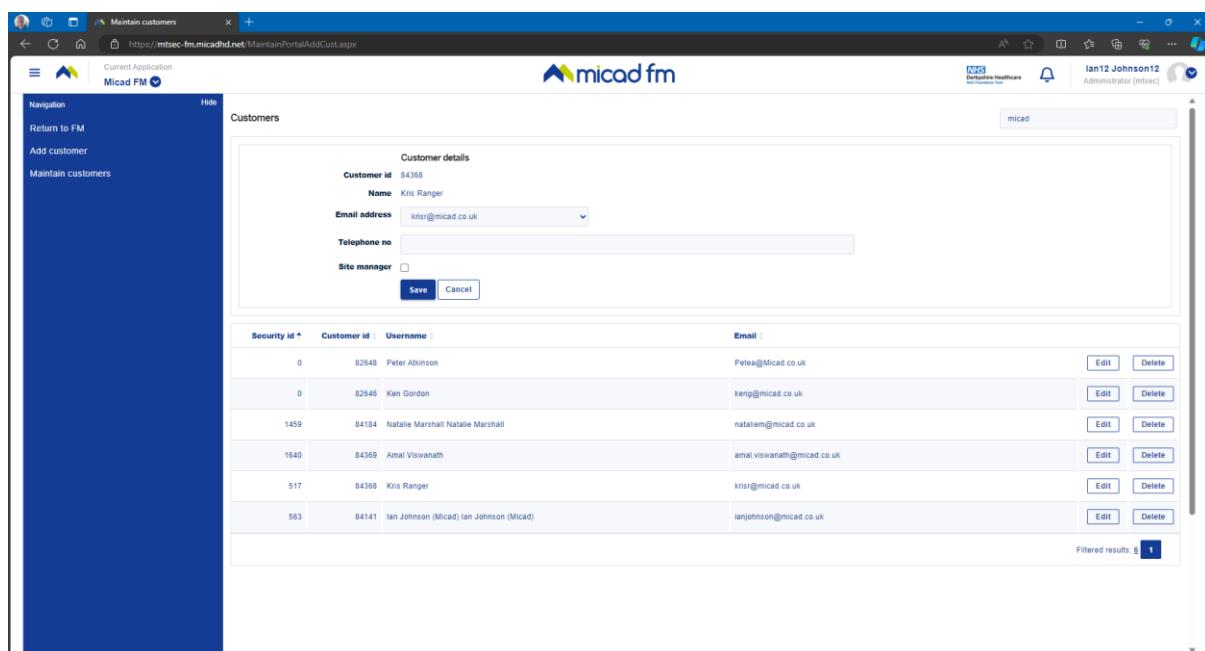
The screenshot shows a web browser window with the URL <https://mtsec-fm.micadhd.net/MaintainPortalAddCust.aspx>. The page is titled 'Current Application: Micad FM'. The main content area is titled 'Customers' and displays a table of registered users. The columns are 'Security id', 'Customer id', 'Username', and 'Email'. The data includes:

Security id	Customer id	Username	Email
0	82648	Peter Atkinson	Petea@Micad.co.uk
0	82646	Ken Gordon	keng@micad.co.uk
1459	84184	Natalie Marshall Natalie Marshall	natalien@micad.co.uk
1640	84369	Amal Viswanath	amal.viswanath@micad.co.uk
517	84368	Kris Ranger	krisr@micad.co.uk
563	84141	Ian Johnson (Micad) Ian Johnson (Micad)	ianjohnson@micad.co.uk

At the bottom right of the table, there is a 'Filtered results: 6' button.

Figure 18: New Manage Customer Screen

And you will be able to click on each customer who has registered on the portal to configure their accounts



The screenshot shows a 'Customer details' dialog box for a user with Customer id 84368. The dialog box contains the following fields:

- Customer details**
- Customer id:** 84368
- Name:** Kris Ranger
- Email address:** krisr@micad.co.uk
- Telephone no:** (empty)
- Site manager:** (checkbox is empty)

At the bottom of the dialog box are 'Save' and 'Cancel' buttons.

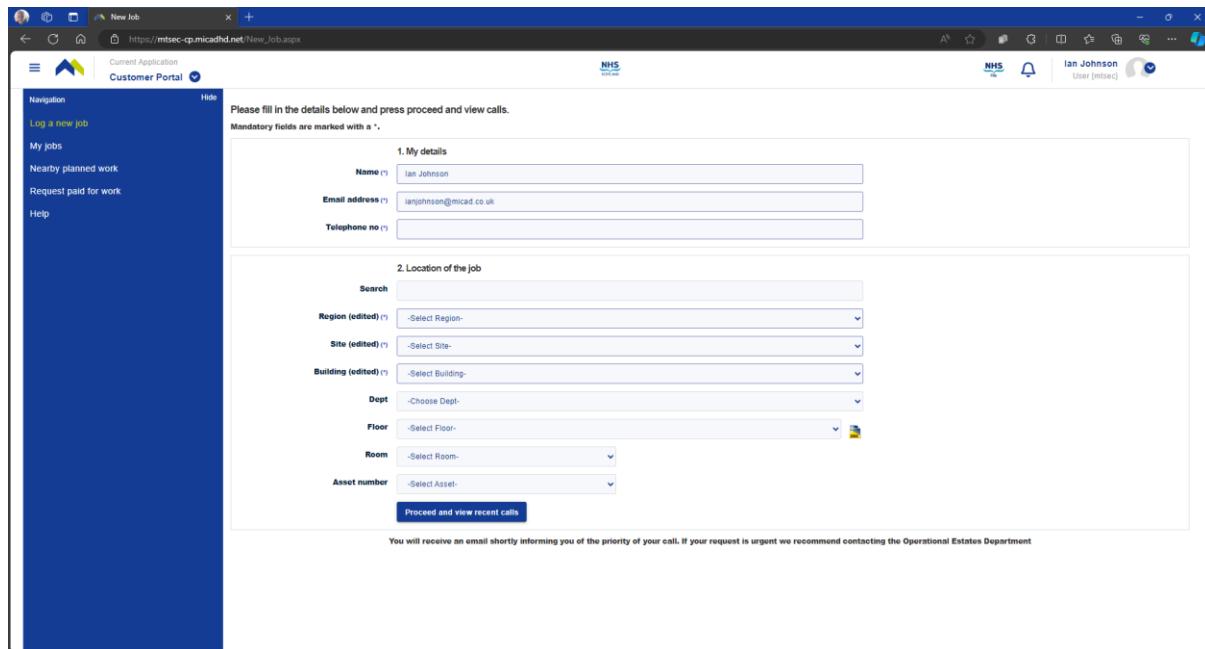
Below the dialog box is a table of registered users, identical to the one in Figure 18. The data is as follows:

Security id	Customer id	Username	Email
0	82648	Peter Atkinson	Petea@Micad.co.uk
0	82646	Ken Gordon	keng@micad.co.uk
1459	84184	Natalie Marshall Natalie Marshall	natalien@micad.co.uk
1640	84369	Amal Viswanath	amal.viswanath@micad.co.uk
517	84368	Kris Ranger	krisr@micad.co.uk
563	84141	Ian Johnson (Micad) Ian Johnson (Micad)	ianjohnson@micad.co.uk

At the bottom right of the table, there is a 'Filtered results: 6' button.

Figure 19: New Customer Record

Once logged into the CP, user will notice that the style has been completely revamped in line with all Micads new products. The functionality and buttons of the pages have not changed.



Please fill in the details below and press proceed and view calls.  
Mandatory fields are marked with a \*.

**1. My details**

Name\*: Ian Johnson  
Email address\*: ianjohnson@micad.co.uk  
Telephone no:

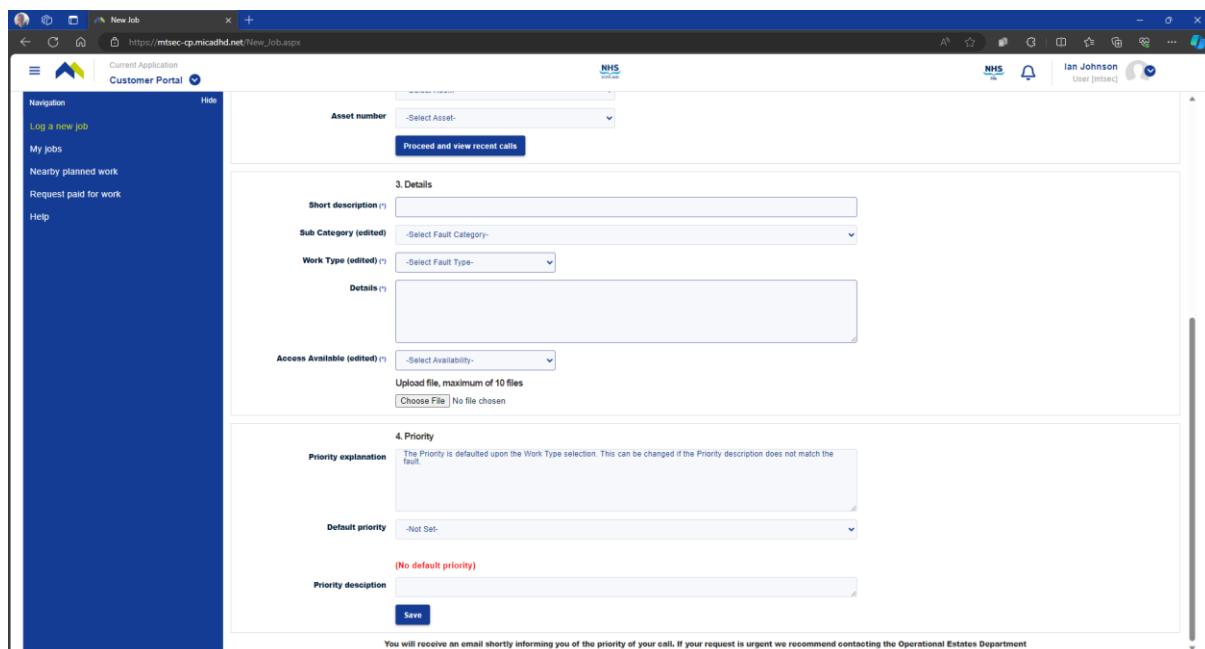
**2. Location of the job**

Region (edited)\*: -Select Region-  
Site (edited)\*: -Select Site-  
Building (edited)\*: -Select Building-  
Dept: -Choose Dept-  
Floor: -Select Floor-  
Room: -Select Room-  
Asset number: -Select Asset-

**Proceed and view recent calls**

You will receive an email shortly informing you of the priority of your call. If your request is urgent we recommend contacting the Operational Estates Department

Figure 20: New Customer Portal Interface



**Asset number**: -Select Asset- **Proceed and view recent calls**

**3. Details**

Short description\*:   
Sub Category (edited)\*: -Select Fault Category-  
Work Type (edited)\*: -Select Fault Type-  
Details\*:   
Access Available (edited)\*: -Select Availability-  
Upload file, maximum of 10 files  
Choose File | No file chosen

**4. Priority**

Priority explanation: The Priority is defaulted upon the Work Type selection. This can be changed if the Priority description does not match the fault  
Default priority: -Not Set-  
Priority description: (No default priority)  
**Save**

You will receive an email shortly informing you of the priority of your call. If your request is urgent we recommend contacting the Operational Estates Department

Figure 21: New Customer Portal Interface cont.

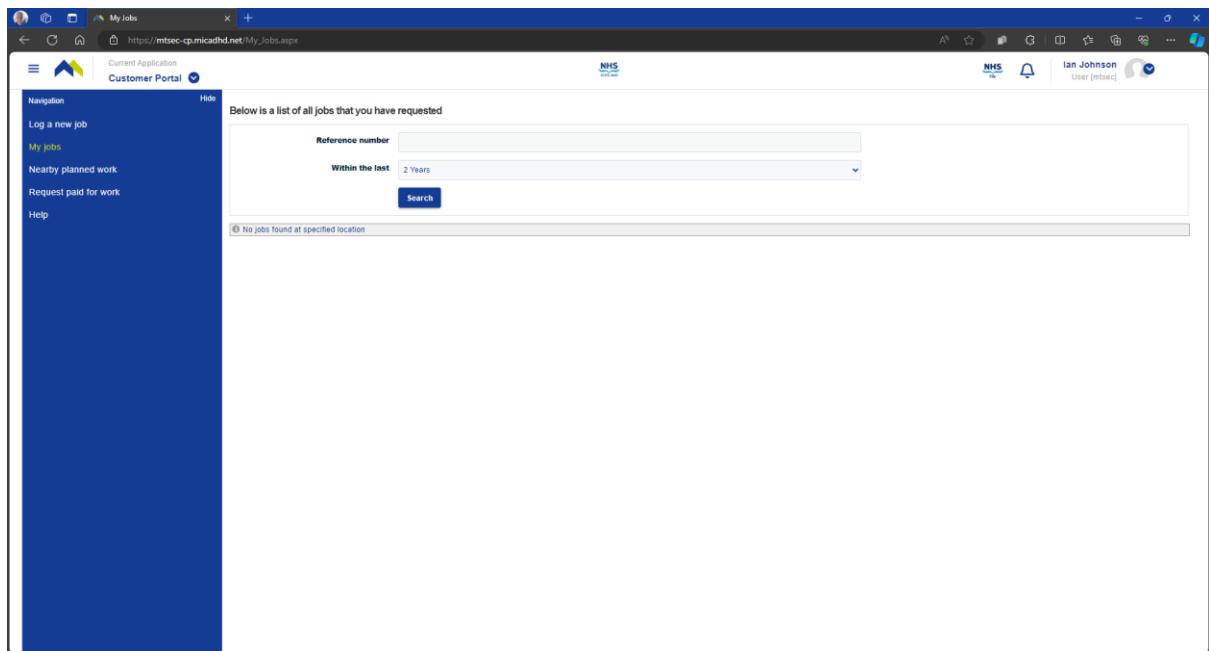


Figure 22: New Customer Portal Interface cont.

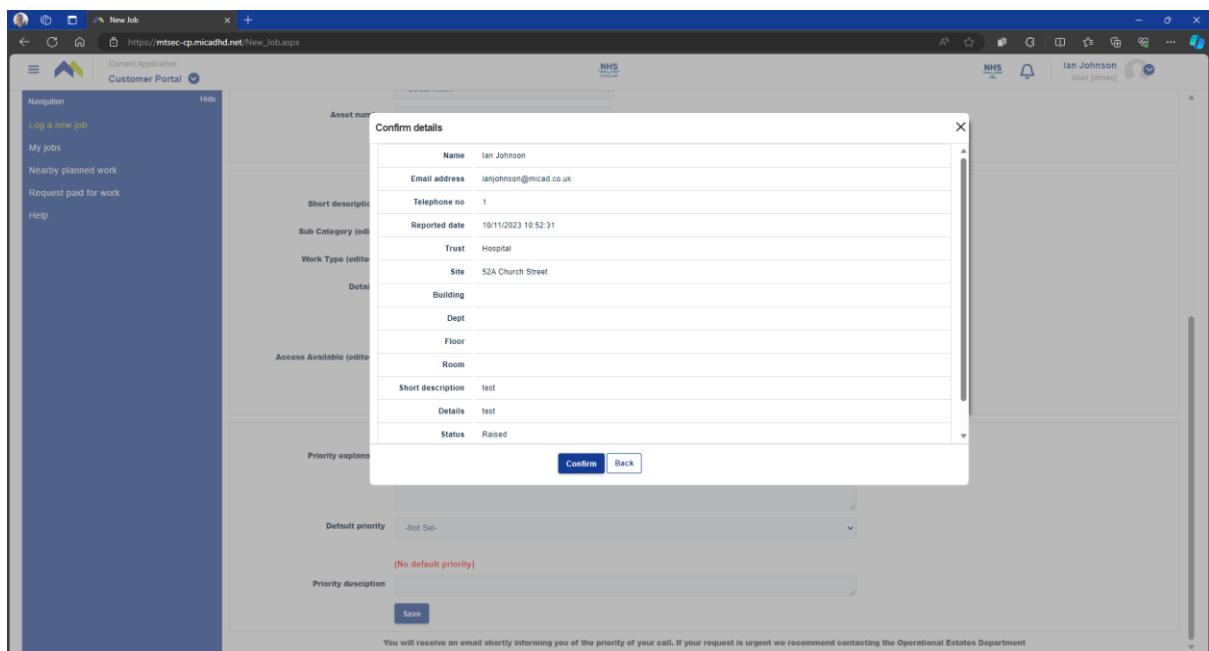


Figure 23: New Customer Portal Interface cont.

## Existing Micad Customer Portal Users

As is probably the case with most of our client base, customer portal users most likely never previously existed in Micad Central Security accounts for applications like the IPR. Therefore, we will create accounts for Customer Portal users currently registered with your instance of Micad FM and create them an account.

Upon first login the user will be asked to set a new strong password to be used with the customer portal going forward.

## New Micad Customer Portal Users

Much like the previous version of the Customer Portal, users can self-register for an account. Clicking on the customer portal URL will take you to the accounts login page and there will be a link to register.

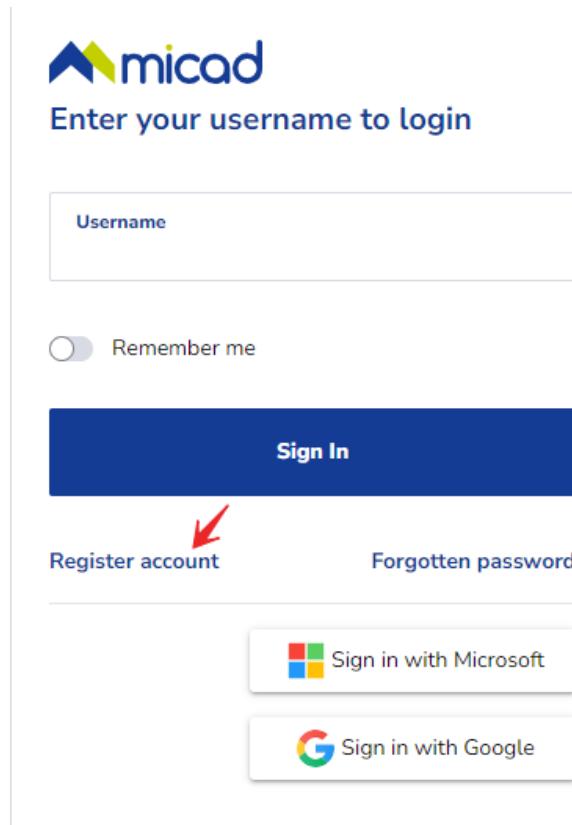


Figure 24: Register Link

On the next page complete the form by entering your email address, first and last name. The system identification key should already be populated if getting to this registration page from your customer portal URL.



## Register a new user

<b>Username</b>	ianjohnson@micad.co.uk
<b>First name</b>	Ian
<b>Last name</b>	Johnson
<b>System identification key</b>	test

[Return to the login page.](#)

**Next**

Figure 25: Register Form

Once the form is complete click Next and the following message will be displayed



Your request has been recorded.  
Please check your email for further  
instructions. You can now close this  
tab.

Figure 26: Confirmation Message

As instructed close this tab in your browser and check your email for password setting link the same as in Figure 14 above. Once the password has been set you will be returned to the login screen and after successfully logging in with your newly created password you will arrive at the Customer Portal Log a Call Page.

## Major Security & Design Changes – Resource Portal

Again, all External Resources will now have an account within the Micad Central Security platform. And will be granted access as per the below

ACCESS PERMISSIONS	
IPR	IPRAdministate
MAC	MACAdministate
Micad FM	FMUser
Micad FM Customer Portal	FMCPUUser
Micad FM Resource Portal	FMRPUser

Figure 27: New Permissions

Once an external resource has this access you will be able to match their account, to their external resource within the FM software.

Previously when navigating to an external resource (Manage Resources -> External Resources), you would have prescribed their login details here:

Portal Email	micad@micad.co.uk
Portal Password	micad

Figure 28: Old Login Details

Now you will notice the resources pages have been recreated in the latest style.



Security id	Resource id	Username	Portal email address
0	2209	ZIP Water	
0	2374	Zip Heaters (UK) Ltd.	
0	2373	YPO	
0	2578	York Ward & Rawlatt	
0	2372	Yeoman Shield	
0	2370	Wybone Limited	
0	2387	Woodgrow Horticulture Ltd	
0	2449	Wolseley Drain Center	
0	2639	Windowcharm Blinds & Curtains	
0	2654	Willow Catering Services Ltd	
0	2504	William Bailey Limited	
0	2246	Whitton Industrial Ltd	
0	2610	WCB Group	
0	2382	WasteCare.co.uk	
0	2524	WF Power Services Ltd	

Figure 29: New Extremal Resources Interface

Clicking on edit will show you the detail of the External resource and the above portal fields have now been replaced.

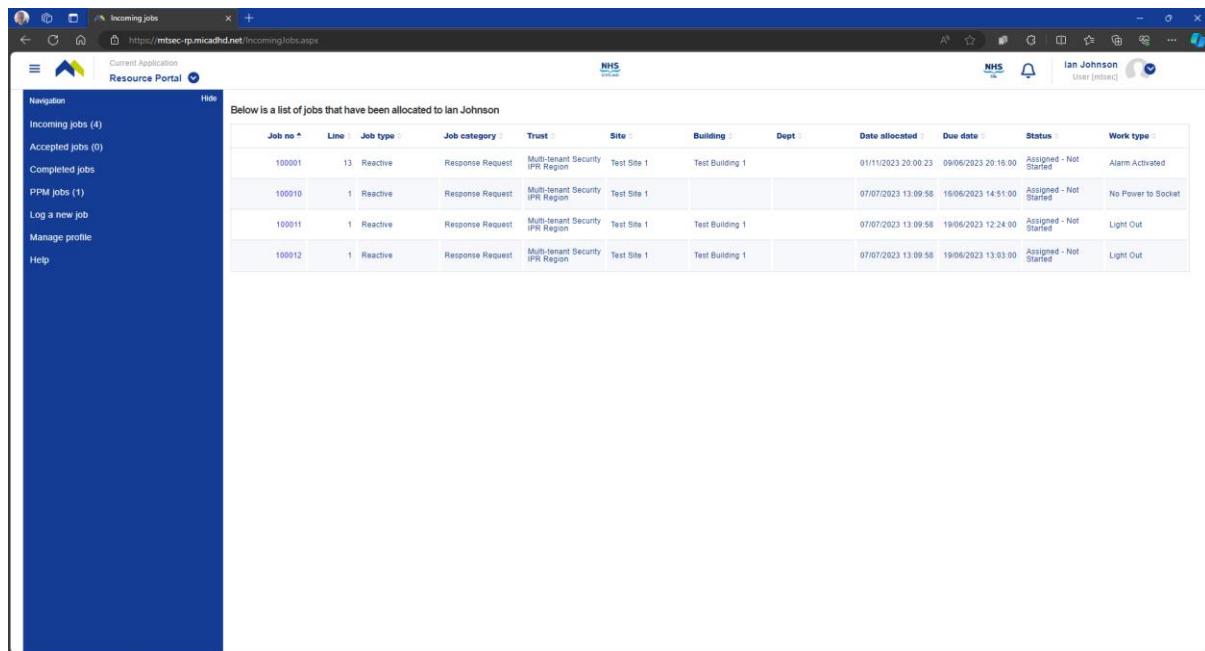
**Portal email address**

-Select Email Address-

Figure 30: New Portal Email Field

This drop down will show you a list of accounts that have access to the resource portal but are not already linked to either an External or DEL resource.

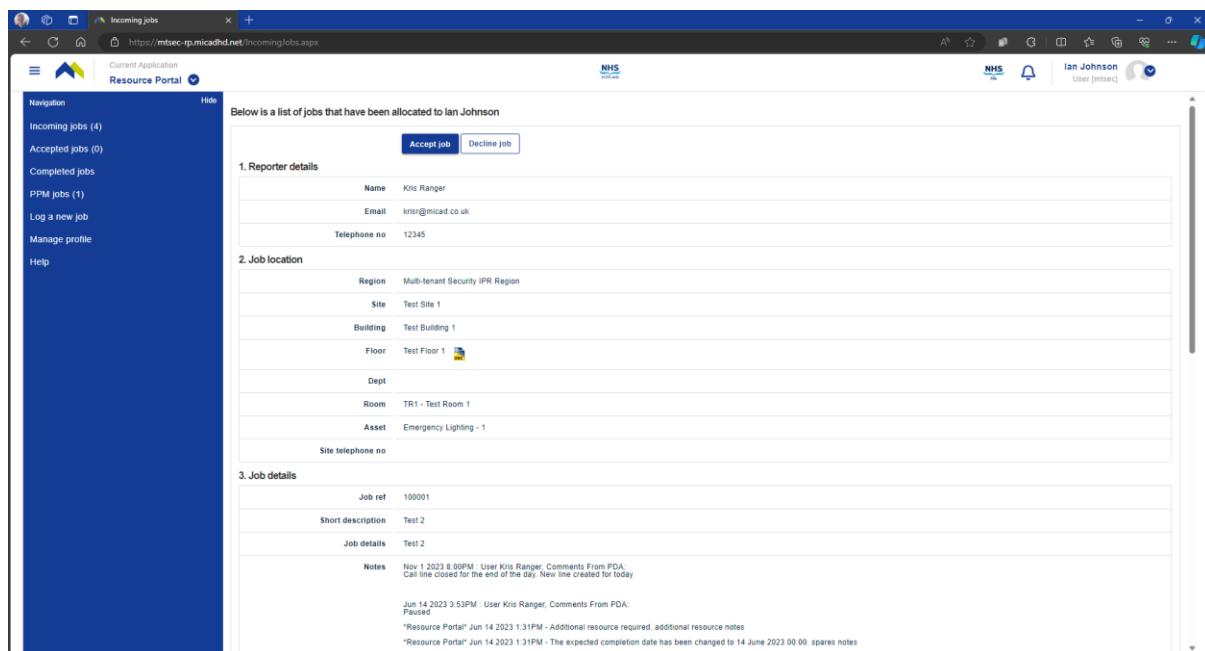
Like the CP the RP has been completely redesigned in line with our other products. Again, no functionality or buttons have been altered, just the style and layouts to match our wider product suite.



The screenshot shows a web-based application interface for the 'Resource Portal'. The top navigation bar includes links for 'Incoming jobs', 'Accepted jobs', 'Completed jobs', 'PPM jobs', 'Log a new job', 'Manage profile', and 'Help'. The top right corner shows the user 'Ian Johnson' and the NHS logo. The main content area is titled 'Incoming jobs' and displays a table of allocated jobs. The table columns are: Job no, Line, Job type, Job category, Trust, Site, Building, Dept, Date allocated, Due date, Status, and Work type. The data in the table is as follows:

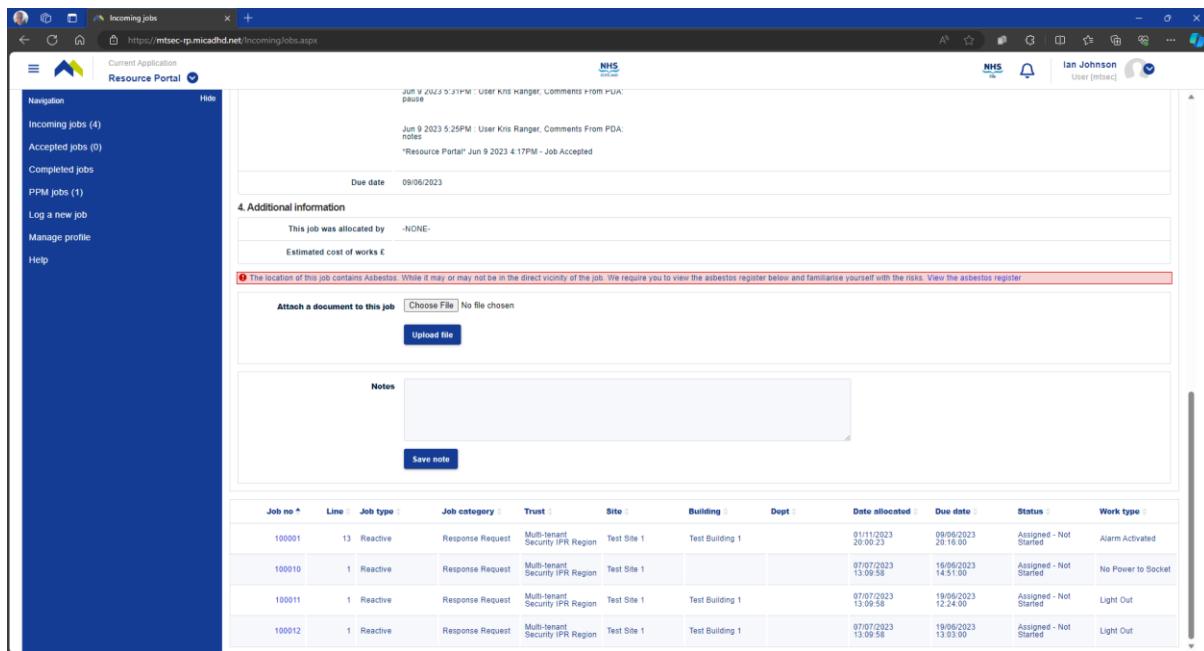
Job no	Line	Job type	Job category	Trust	Site	Building	Dept	Date allocated	Due date	Status	Work type
100001	13	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1	Test Building 1		01/11/2023 20:09:23	09/06/2023 20:15:00	Assigned - Not Started	Alarm Activated
100010	1	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1			07/07/2023 13:09:58	16/06/2023 14:51:00	Assigned - Not Started	No Power to Socket
100011	1	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1	Test Building 1		07/07/2023 13:09:58	19/06/2023 12:24:00	Assigned - Not Started	Light Out
100012	1	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1	Test Building 1		07/07/2023 13:09:58	19/06/2023 13:03:00	Assigned - Not Started	Light Out

Figure 31: New Resource Portal Interface



The screenshot shows the 'Resource Portal' interface with the 'Incoming jobs' page selected. The left sidebar includes 'Accepted jobs (0)', 'Completed jobs', 'PPM jobs (1)', 'Log a new job', 'Manage profile', and 'Help'. The top right shows the user 'Ian Johnson' and the NHS logo. The main content area shows a list of allocated jobs for 'Kris Ranger'. The first job in the list is for 'Test 2' at 'Test Site 1' with a due date of '14/06/2023 13:30:00'. Below the job list are three sections: '1. Reporter details', '2. Job location', and '3. Job details'. The '1. Reporter details' section shows the reporter's name as 'Kris Ranger', email as 'kris@micad.co.uk', and telephone number as '12345'. The '2. Job location' section shows the job is in the 'Multi-tenant Security IPR Region' at 'Test Site 1' in 'Test Building 1' on 'Test Floor 1'. The '3. Job details' section shows the job ref as '100001', short description as 'Test 2', and notes indicating a call line closure and resource notes. The notes also mention a completion date change to '14 June 2023 00:00'.

Figure 32: New Resource Portal Interface cont.



Job no	Line	Job type	Job category	Trust	Site	Building	Dept	Date allocated	Due date	Status	Work type
100001	13	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1	Test Building 1		01/11/2023 20:00:23	09/06/2023 20:16:00	Assigned - Not Started	Alarm Activated
100010	1	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1			07/07/2023 13:09:58	16/06/2023 14:51:00	Assigned - Not Started	No Power to Socket
100011	1	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1	Test Building 1		07/07/2023 13:09:58	19/06/2023 12:24:00	Assigned - Not Started	Light Out
100012	1	Reactive	Response Request	Multi-tenant Security IPR Region	Test Site 1	Test Building 1		07/07/2023 13:09:58	19/06/2023 13:03:00	Assigned - Not Started	Light Out

Figure 33: New Resource Portal Interface cont.

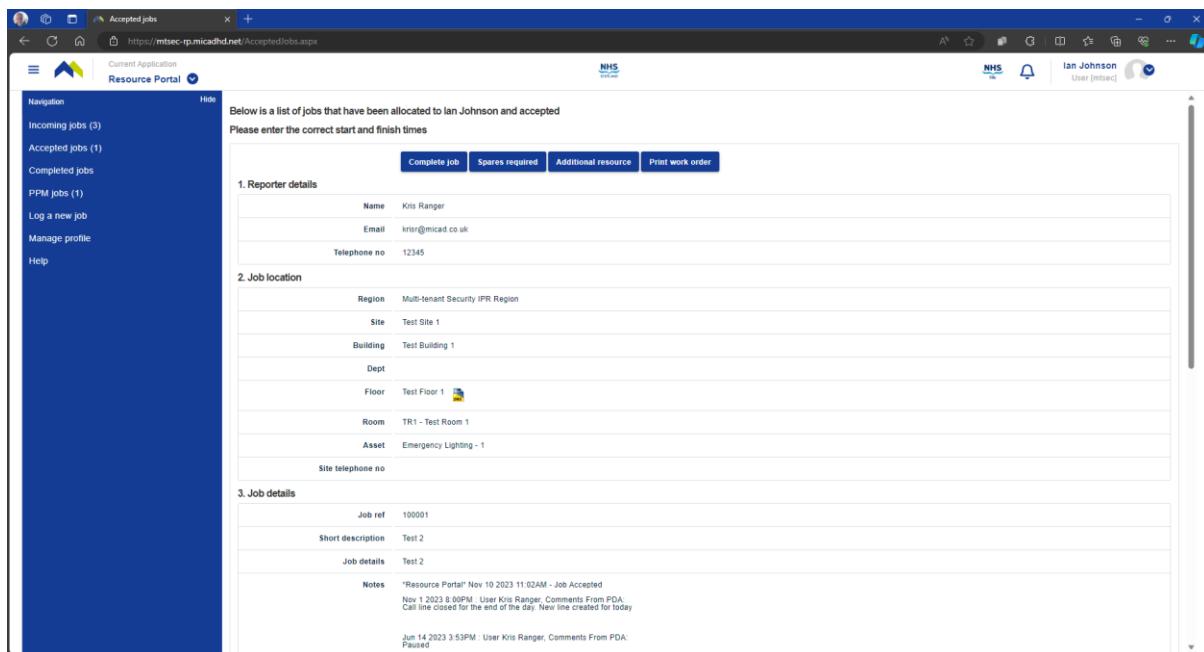


Figure 34: New Resource Portal Interface cont.

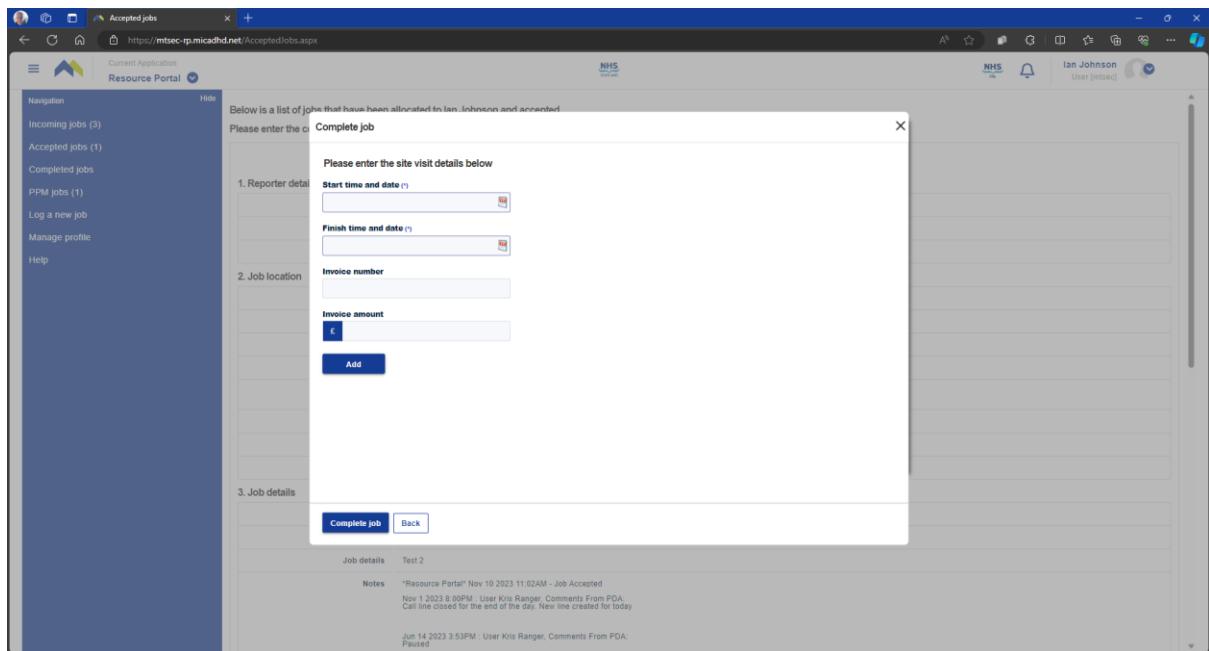


Figure 35: New Resource Portal Interface cont.

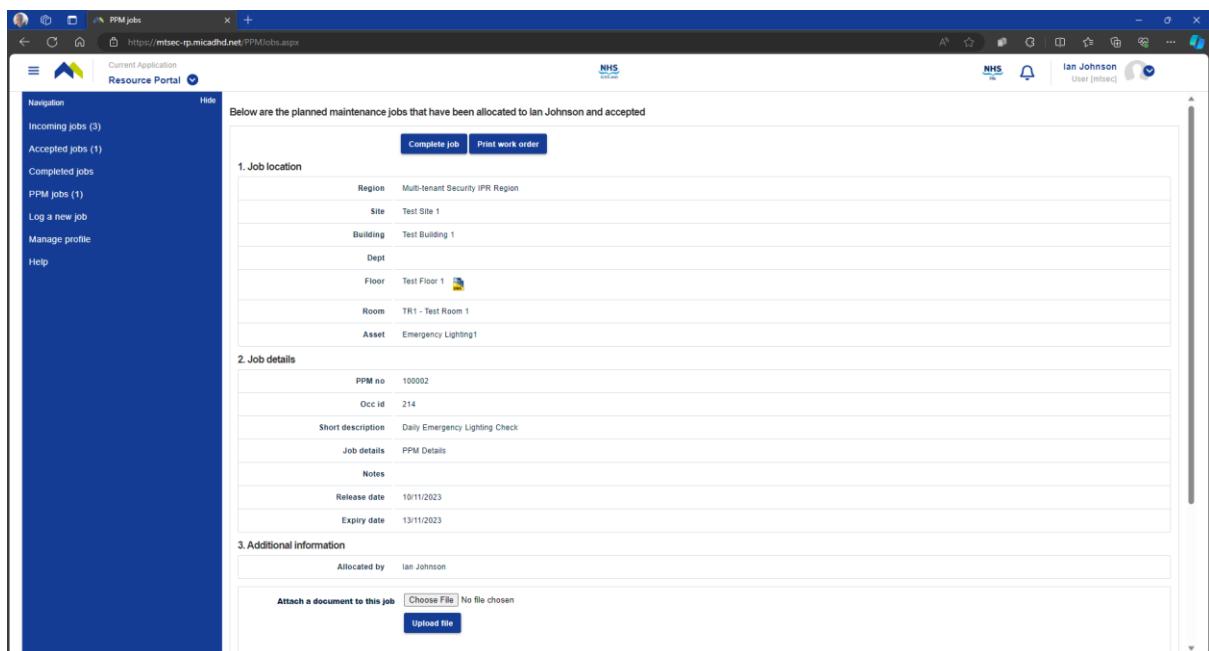


Figure 36: New Resource Portal Interface cont.

## Existing Micad Resource Portal Users

As some external resources may already have an account in Micad Central Security to access the IPR or Portals, again when upgrading to FM v3.2.0 we will cross check to see what emails in the "Portal Email" field already exist in accounts and match them to the FM External Resource. Similarly, if the account does not already exist, we will create one and let you know the default password so that the contractor can login and reset their password when required.

## New Micad Resource Portal Users

To create a new External Resource and give them access to the portal follow the steps below:

- Navigate to Administrate -> System Users -> System Users
- From the menu on the left click Add account user
- Complete the users' details including the companies email address as the username. A first and last name is required. If you want to enter the company name split it for example:



The screenshot shows a 'Details' form for creating a new user account. The 'Username (\*)' field contains 'resource@micad.co.uk'. The 'First name (\*)' field contains 'Micad' and the 'Last Name (\*)' field contains 'Systems'. There is a 'Clear all' button in the top right corner.

Figure 37: Creating the Resources Account

- Click Next and give them the below permission



The screenshot shows a dropdown menu for 'Micad FM Resource Portal' with 'FMRPUser' selected.

Figure 38: Account Permission

- After saving the user you can return to FM and click on Manage Resources -> External Resources
- From the menu on the left click Add resource
- Complete the form and in Portal email address you should see the email address of the account you just created

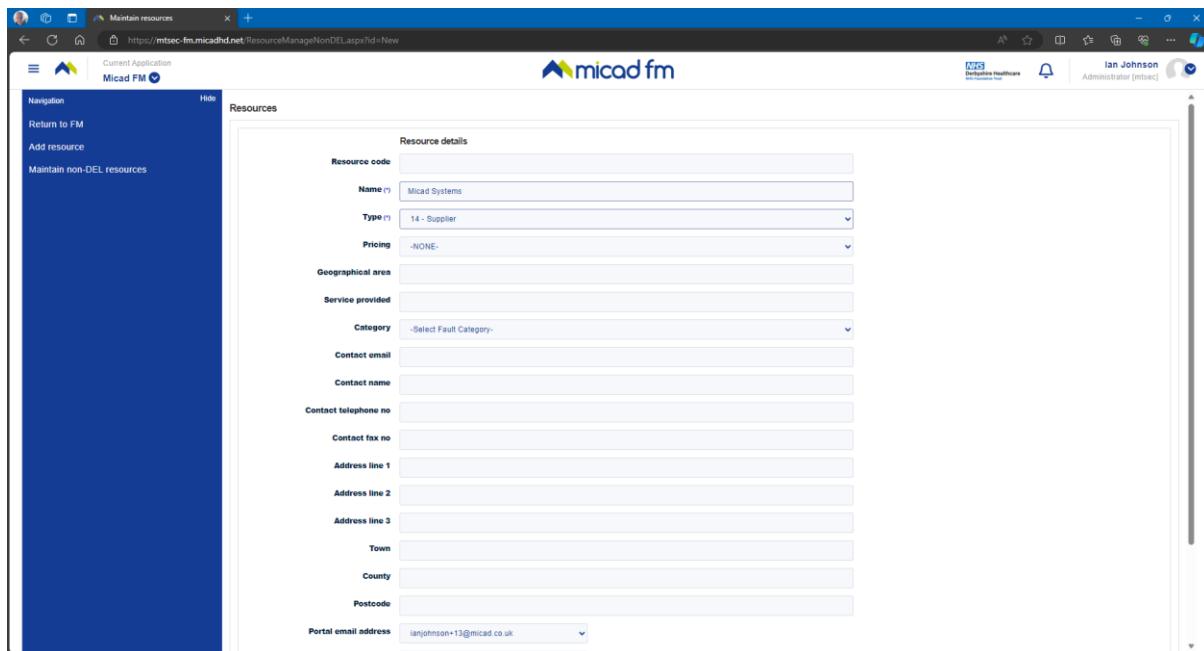


Figure 39: Adding Resource & Linking to Account

- Click save to create the resource which is linked to the account
- NOTE: If you add an account/portal email to a resource that already existed, the Name of the resource will get overwritten with the name of the accounts first and last name. Example: You've had a resource in your system for a long time called Company ABC, you decide to allow them access to the Resource Portal and setup an account in the name of your contact at the company John Smith. When attaching John's email account to this resource the name will change to John Smith so be mindful of what you use for the first and last name of External Resource Accounts.

## Security Changes to Micad FM Mobile App

As all mobile App users already have a Micad Central Security account very little has changed here. All that is different is on the DEL resource in the FM software, whereas before you would have manually typed the email address in to link to the micad account. This...

<b>Tel. No.:</b>	<input type="text"/>
<b>Email:</b>	<input type="text" value="ianJohnson@Micad.co.uk"/>

Figure 40: Existing DEL Resource Email Address

has as well been replaced with a drop down of all the accounts which have the permissions for Micad FM

Resources

Resource details	
Resource id	1668
Name	Matt de Garis
Type (t)	04 - Admin
Pricing	-NONE-
Geographical area	
Department	
Job description	
Telephone no	01619279573
Email address	mattd@micad.co.uk
Show on map	<input checked="" type="checkbox"/>
Disable	<input type="checkbox"/>
Authorise permit	<input type="checkbox"/>
Allocation type	All
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 41: New DEL Email Address

This is so that mistakes cannot be made with manual entry and the resources is now physically linked with a correct account. Whereas previously it was advised you create the DEL resource first and then the account. It is now reversed, create the account so that when creating the DEL resource, you can attach the resource to the correct account of the same email address.

## Existing Micad FM Mobile App Users

No changes other than once using the updated App v1.0.10 you will notice the login screen is different after entering the system ID. This is because it is now powered by Micad Multi-Tenant Security.

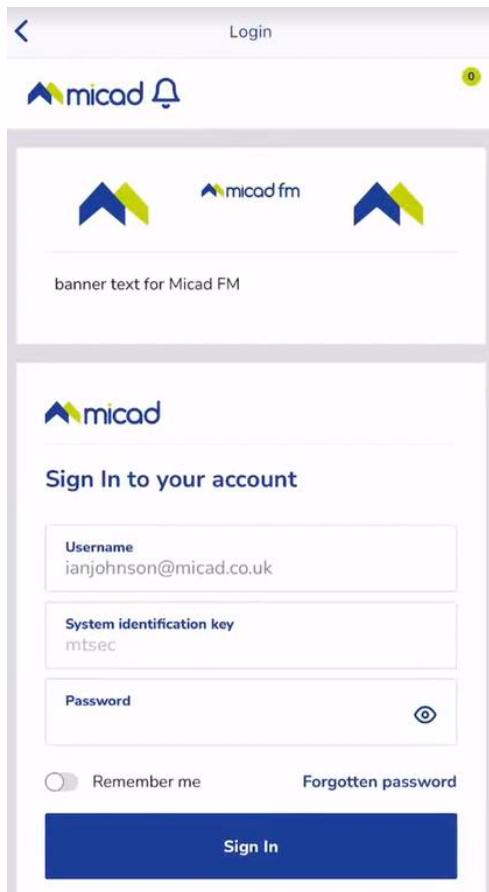


Figure 42: New FM Mobile App Password Page

## New Micad FM Mobile App Users

You can follow the same guide as above for creating a new Resource Portal user accept rather than give them the “FMRPUser” permission ensure to give them the below. This will make the email address visible in the DEL resources list of resources to match a resource to an account.

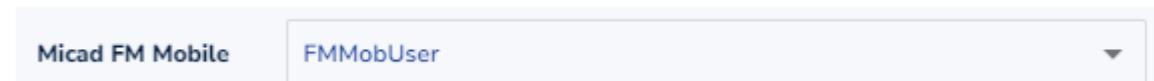


Figure 43: FM Mobile App Permission

## Branding

Much like the existing software where you can customise the homepage for the customer portal there are now branding options for all websites.

From the accounts software click **Branding** on the left menu, choose your module at the top and use the form on the right of the page to add custom text and images to brand your FM, CP or RP instance.

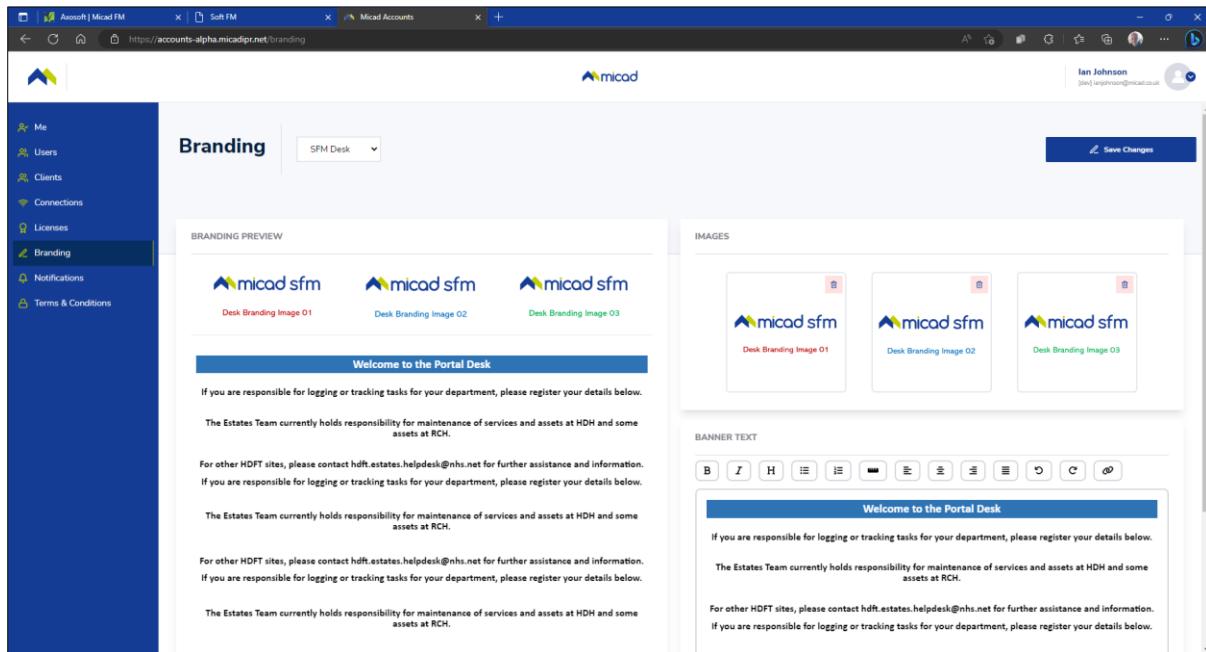


Figure 44: New Branding Options

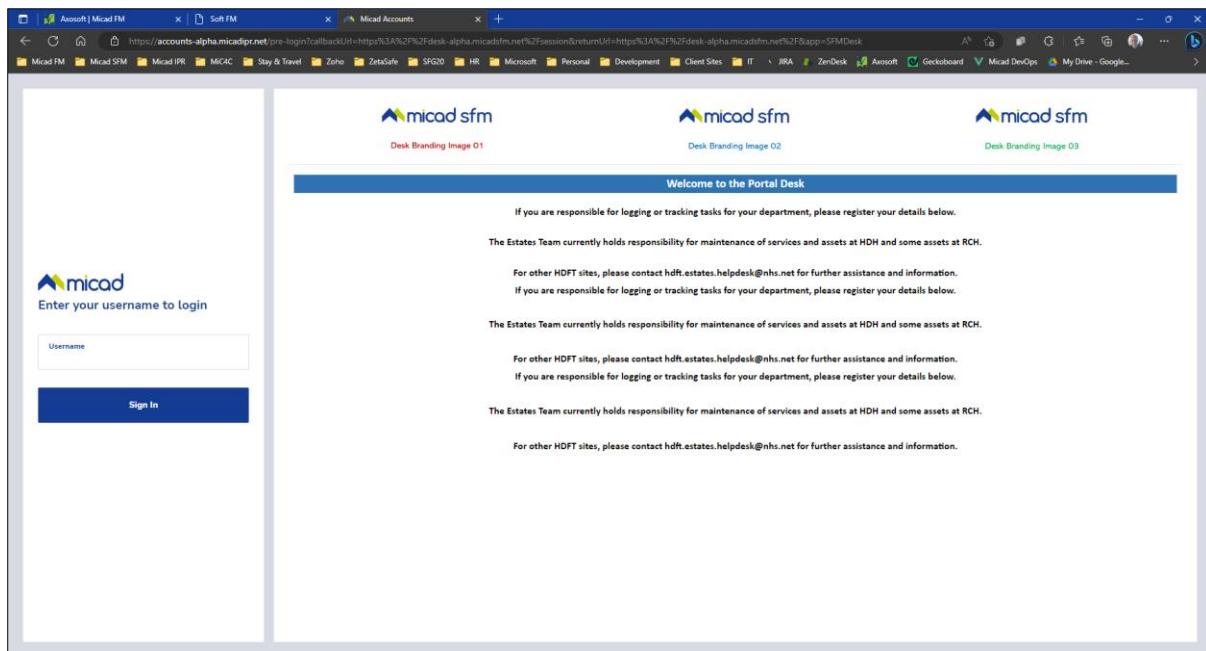


Figure 45: New Branding Options cont.

You can now also configure notifications to get important information to users on a temporary basis.

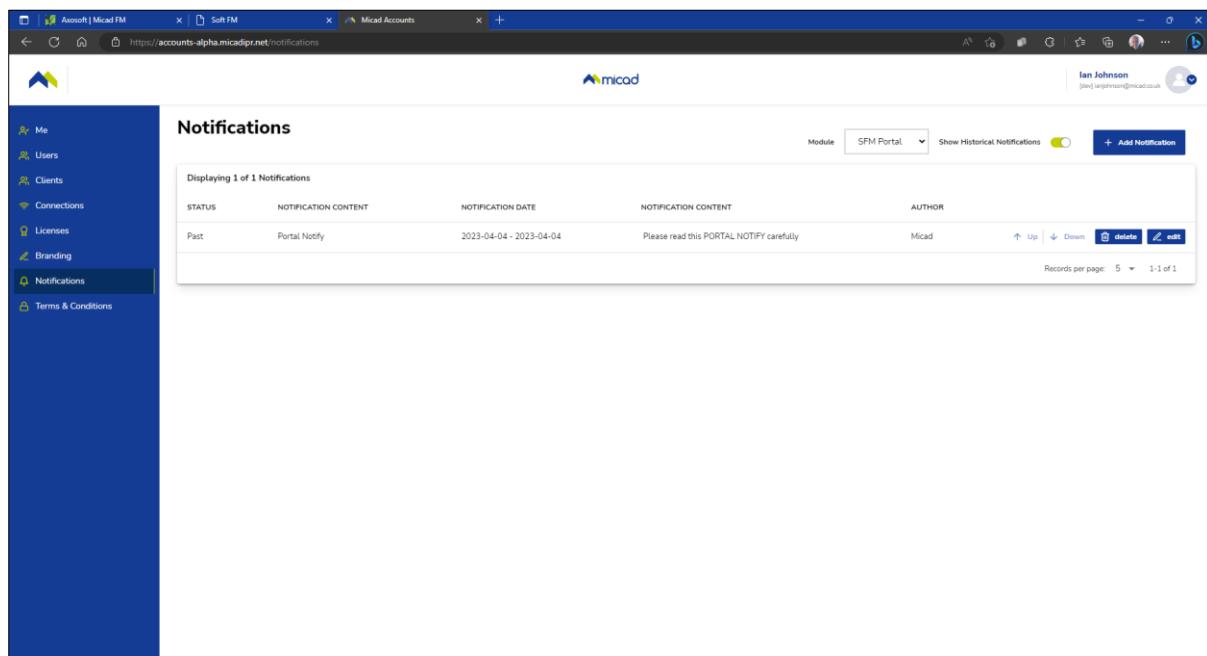


Figure 46: New Notification Options

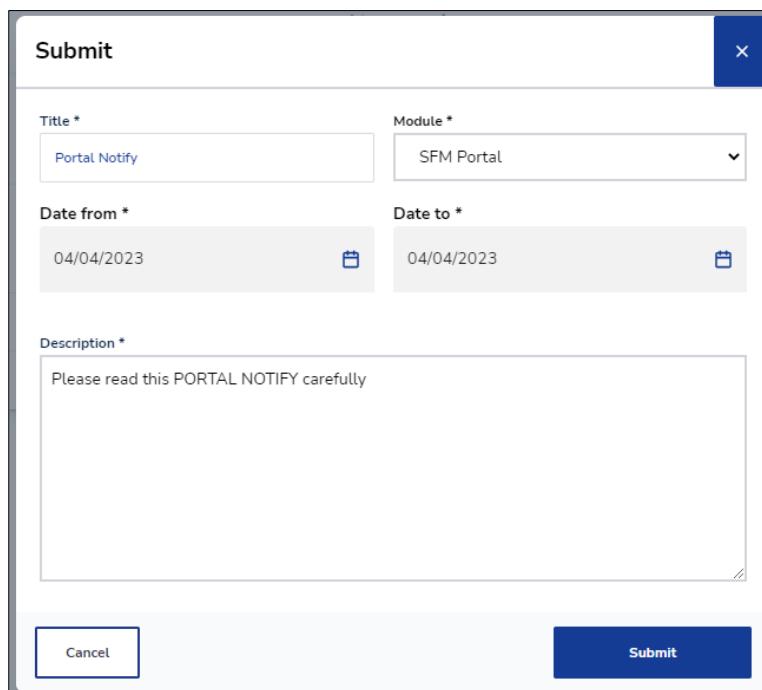


Figure 47: New Notification Options cont.

This will display on any device including mobile apps once all apps have been updated

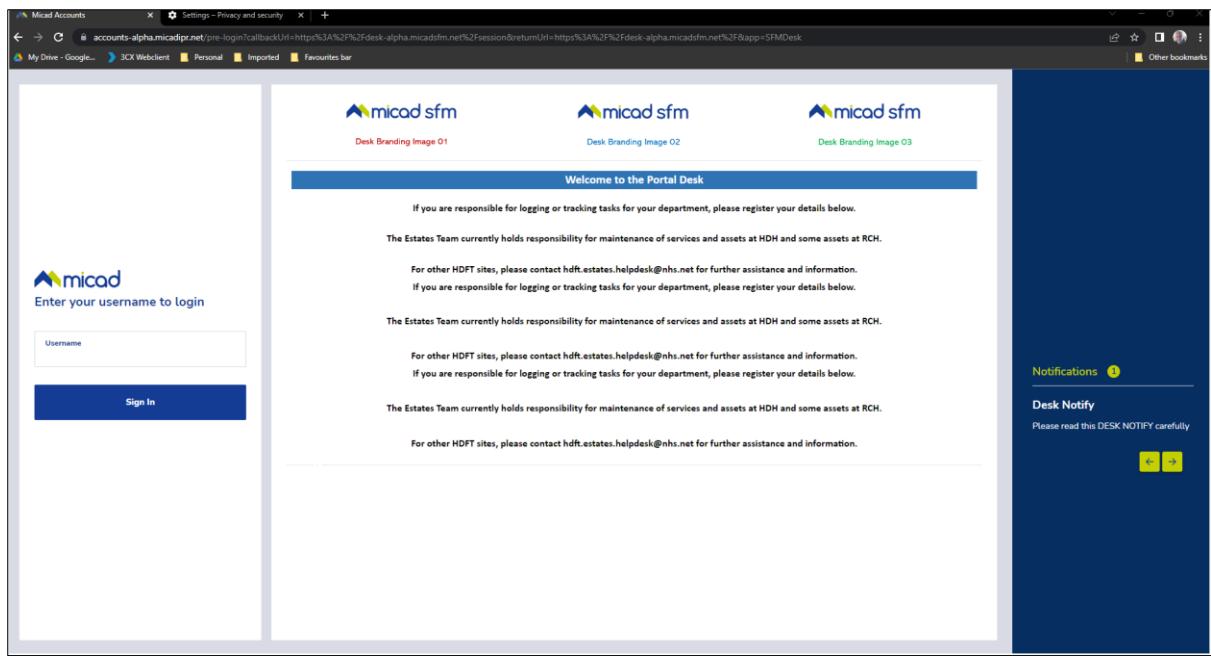


Figure 48: New Notification Options cont.

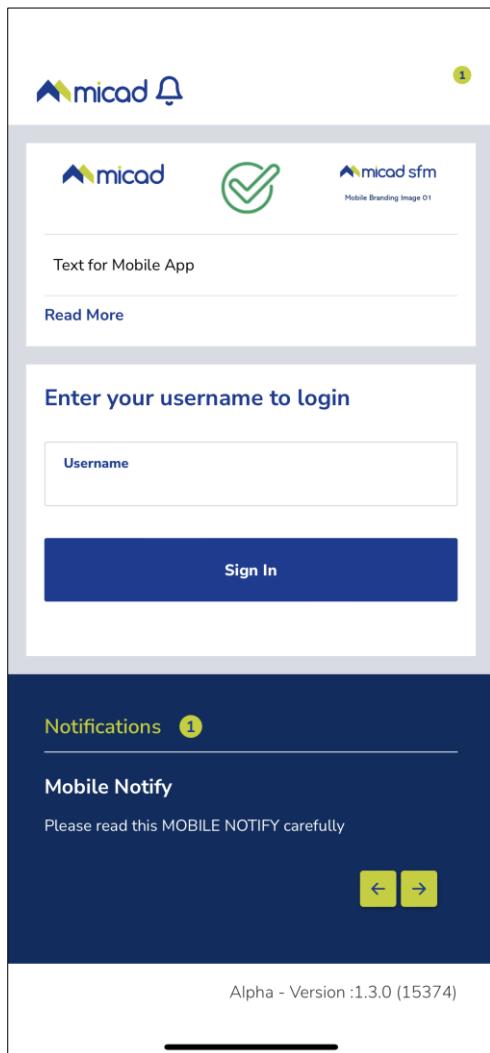
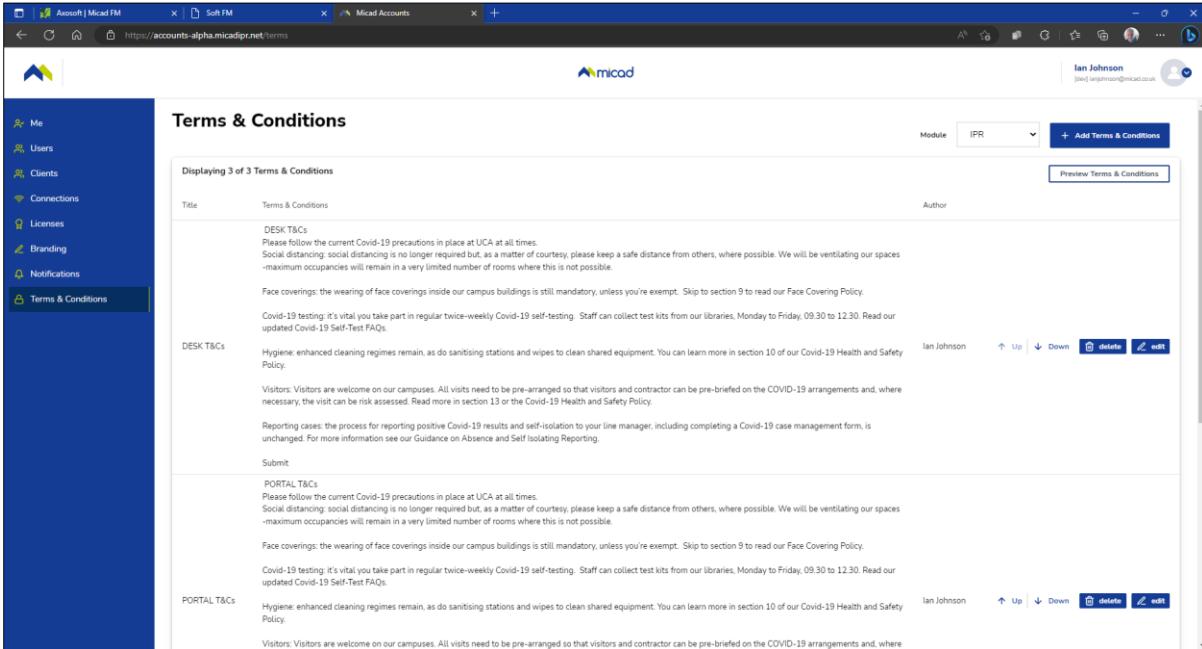


Figure 49: New Notification Options cont.

And you can now publish Terms and Conditions which users must agree to upon first login. Again, this works for desk and mobile applications.

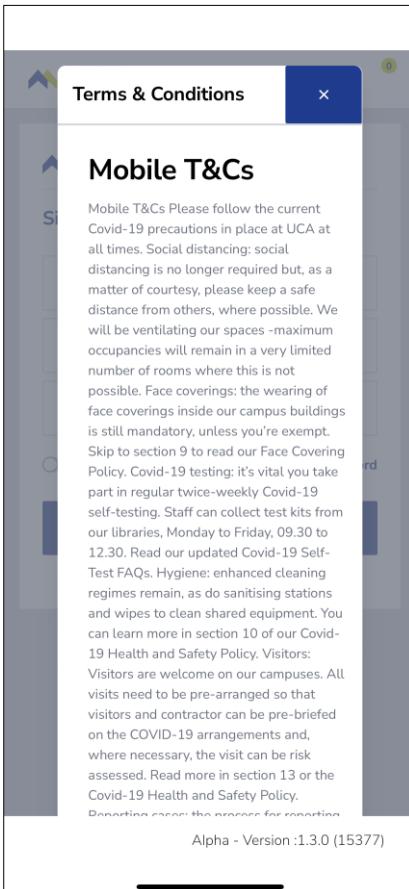


**Terms & Conditions**

Displaying 3 of 3 Terms & Conditions

Title	Terms & Conditions	Author
DESK T&Cs	<p>Please follow the current Covid-19 precautions in place at UCA at all times.</p> <p>Social distancing: social distancing is no longer required but, as a matter of courtesy, please keep a safe distance from others, where possible. We will be ventilating our spaces -maximum occupancies will remain in a very limited number of rooms where this is not possible.</p> <p>Face coverings: the wearing of face coverings inside our campus buildings is still mandatory, unless you're exempt. Skip to section 9 to read our Face Covering Policy.</p> <p>Covid-19 testing: it's vital you take part in regular twice-weekly Covid-19 self-testing. Staff can collect test kits from our libraries, Monday to Friday, 09.30 to 12.30. Read our updated Covid-19 Self-Test FAQs.</p>	Ian Johnson
DESK T&Cs	<p>Hygiene: enhanced cleaning regimes remain, as do sanitising stations and wipes to clean shared equipment. You can learn more in section 10 of our Covid-19 Health and Safety Policy.</p> <p>Visitors: Visitors are welcome on our campuses. All visits need to be pre-arranged so that visitors and contractor can be pre-briefed on the COVID-19 arrangements and, where necessary, the visit can be risk assessed. Read more in section 13 or the Covid-19 Health and Safety Policy.</p> <p>Reporting cases: the process for reporting positive Covid-19 results and self-isolation to your line manager, including completing a Covid-19 case management form, is unchanged. For more information see our Guidance on Absence and Self Isolating Reporting.</p>	Ian Johnson
PORTAL T&Cs	<p>Please follow the current Covid-19 precautions in place at UCA at all times.</p> <p>Social distancing: social distancing is no longer required but, as a matter of courtesy, please keep a safe distance from others, where possible. We will be ventilating our spaces -maximum occupancies will remain in a very limited number of rooms where this is not possible.</p> <p>Face coverings: the wearing of face coverings inside our campus buildings is still mandatory, unless you're exempt. Skip to section 9 to read our Face Covering Policy.</p> <p>Covid-19 testing: it's vital you take part in regular twice-weekly Covid-19 self-testing. Staff can collect test kits from our libraries, Monday to Friday, 09.30 to 12.30. Read our updated Covid-19 Self-Test FAQs.</p>	Ian Johnson
PORTAL T&Cs	<p>Hygiene: enhanced cleaning regimes remain, as do sanitising stations and wipes to clean shared equipment. You can learn more in section 10 of our Covid-19 Health and Safety Policy.</p> <p>Visitors: Visitors are welcome on our campuses. All visits need to be pre-arranged so that visitors and contractor can be pre-briefed on the COVID-19 arrangements and, where necessary, the visit can be risk assessed. Read more in section 13 or the Covid-19 Health and Safety Policy.</p>	Ian Johnson

Figure 50: New T&Cs Options



**Mobile T&Cs**

Mobile T&Cs Please follow the current Covid-19 precautions in place at UCA at all times. Social distancing: social distancing is no longer required but, as a matter of courtesy, please keep a safe distance from others, where possible. We will be ventilating our spaces -maximum occupancies will remain in a very limited number of rooms where this is not possible. Face coverings: the wearing of face coverings inside our campus buildings is still mandatory, unless you're exempt. Skip to section 9 to read our Face Covering Policy. Covid-19 testing: it's vital you take part in regular twice-weekly Covid-19 self-testing. Staff can collect test kits from our libraries, Monday to Friday, 09.30 to 12.30. Read our updated Covid-19 Self-Test FAQs. Hygiene: enhanced cleaning regimes remain, as do sanitising stations and wipes to clean shared equipment. You can learn more in section 10 of our Covid-19 Health and Safety Policy. Visitors: Visitors are welcome on our campuses. All visits need to be pre-arranged so that visitors and contractor can be pre-briefed on the COVID-19 arrangements and, where necessary, the visit can be risk assessed. Read more in section 13 or the Covid-19 Health and Safety Policy.

Reporting cases: the process for reporting positive Covid-19 results and self-isolation to your line manager, including completing a Covid-19 case management form, is unchanged. For more information see our Guidance on Absence and Self Isolating Reporting.

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Figure 51: New T&Cs Options cont.

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## Developments and changes

v3.2.0

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### PPM Module

#11166. A new page has been added for Allocated PPMs much the same as allocated jobs for reactive

#12770. You can now capture Cost Centre, Account Code & Scheme against a PPM location. The Cost Centre and Account Code field work the same way as reactive now either free text or drop downs based on system settings.

#12771. The data held within 12770 will now also get copied to the PPM Occurrence at the time the job is completed. Meaning if you change the values of those 3 fields at the location level, the occurrence will always have a historical record of what they were at the time they were completed.

#12772. The time bookings section of the PPM Occurrence has been expanded to include invoice information. Same as the reactive module, this information can be completed via the Resource Portal also.

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### Resource Module

#12773. Any documents uploaded by Resource Portal users are now visible against those External Resources in Micad FM and can be managed (deleted etc.) from there.

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### Assets Module

#12133. The asset page now has an export to excel option

#12136. Location cost code information has been added to the maintenance contracts assets now

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## Bug fixes and improvements

### v3.2.0

#11701 – If a file was uploaded that contained a # in the file name the system would allow the upload of that file but be unable to open it. Additional validations have been put in place to prevent this.

#11851 – Searching on the maintenance contracts page now also includes searching the contractor's name as well as the contractor reference.

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