



MOUNT ROYAL
UNIVERSITY
1910

Submitting a FrontLine Moves Request



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Logging onto FrontLine

You may navigate directly to the FrontLine website: <https://mrufrontline.mtroyal.ca/archibus/>

You may also go to MyMRU to access Frontline. The link is on the Employee tab/worktools on the lower left column labelled FrontLine Maintenance request.

Once the webpage has opened you will be prompted to enter your user name and password.

Frontline uses the same user name and password as your computer log in.

Types of Move Requests

Employee

Submit when an employee is moving (could include phone, computer).

New Employee

- 1) Submit ONLY when a new employee is starting and they do not have access to MRU servers yet.
- 2) An IT network request will also need to be submitted for access to the network drive.

Departing Employee

- 1) Submit when an employee is leaving MRU so that assets can be unassigned and future moves can be submitted smoothly.

Asset

Submit when no employees are moving and:

- 1) A phone is moving, or
- 2) Computer, printer, MFD, or other ITS asset is moving, and

Note: Furniture could be included as part of an asset move request

Furniture Only

Submit when no employees, computers, or phones are moving and you want to:

- 1) Add surplus or order new furniture
- 2) Remove existing furniture
- 3) Reconfigure existing furniture

Requesting a Move

- 1) Client creates a request for each person/asset separately and clicks the request button.

Note: The move team (Facility planning & operations, IT - Computers & Phones, & Environmental Services) meets every Wednesday. Requests submitted by noon Monday can be discussed/scheduled during the Wednesday meeting for prompt completion.

- 2) Request is reviewed by the Move Coordinator. A separate request will be required if:
 - a. Changing a single occupancy office into a double
 - b. Changing the use type of a space (ex. meeting room into an office)

- c. If the request involve renovations of any kind
- 3) A site verification may be conducted by the Moves Coordinator/designate to verify facts and site conditions. The requestor should be onsite at this time to answer questions regarding the request. The site verification will help ensure the move goes smoothly.
- 4) The move is discussed/scheduled at the Wednesday move meeting, delays may occur if:
 - a. New furniture is required
 - b. The “to” location does not have adequate power/data
 - c. The move affects another department
- 5) The request is “Issued and in Process” once scheduled. You will receive an email from FrontLine outlining the day and approximate time of the move.

Note: Move Requesters must be present on move day in case issues arise. Moves may be cancelled/delayed if the requestor is not available on move day.

- 6) The move is executed. Each person being moved will be down for 2-4 hrs.
- 7) Asset owner and location information is updated and request is closed.

Note: The Moves Team is able to complete up to 8 moves a day

Black Out or Limited Availability Dates

Campus events affecting move resources result in limited/decreased availability during:

January	1 and 2
April	Exam week mid-April (from the day before to the day after exams) Third week of April
June	Convocation, first Thursday/Friday of June, and previous Mon-Wed (Could be in May) Last two weeks - limited availability due to year end furniture installs
August	Last week - NSO
September	First week - NSO
November	Convocation, first Thursday/Friday of November, and previous Mon-Wed (Could be in October)
December	Exam week (from the day before to the day after exams) 24-31 (University closed for holidays)

What to Know About Your Move

Boxes and Packing

- 1) Boxes and tape will be provided based on the number of boxes on your request.
- 2) Pack all art and personal items in boxes provided (oversized art can be left out of boxes)
- 3) University Artwork may be moved by direction of the Art Committee. Requests can be made by contacting: TBD
- 4) Loose items (ex. pens, paperclips) can be sealed in envelopes.
- 5) Breakables should be well wrapped.
- 6) Desks, file cabinets, shelving and bookcases need to be emptied and will not be moved if contents are left in them.
- 7) Please close all boxes so they can be stacked. Items should not be hanging out of boxes.
- 8) Box labels are available upon request. Please label as follows:

- a. From: (location moving from)
 - b. To: (location moving to)
 - c. Box #__ of #__
 - d. Clearly mark as fragile in thick marker if applicable
- 9) Keys for filing, storage cabinets and desks should be labeled, and put in top drawer.

Technology

- 1) MFD moves are done by Document Services, we will coordinate this on your behalf when part of an employee or asset move request

In Your New Space

- 1) Submit key/appropriate card access request from security ahead of time
- 2) Please do not mount anything to the walls in your space. A general FrontLine work request can be submitted for this
- 3) Empty all boxes and flatten for pick up by Environmental Services. If urgent pick up is required email environmentalservices@mtroyal.ca

ITS and EHS Recommendations:

Computer Placement

- 1) Computers should not be on a carpeted floor – static discharge may damage internal components and the risk of kicking over a desktop may cause damage
- 2) Computers should not be enclosed in a space that restricts air flow – this will impede performance and increase component failure rate due to excessive heat
- 3) Computers may not be elevated off a desk unless properly supported by certified mounting equipment

Furniture Clearance

- 1) Furniture should be placed in front of data ports and power receptacles: with a minimum 4" clearance to avoid pinching of cables and to allow for technician access
- 2) Furniture must allow a minimum 2" floor clearance for the effective movement of computer power cables

Power Bar & Extension Cord Usage

Power bar: is a length of flexible electrical power cable with a block of electrical sockets on one end

Extension Cord: is a length of flexible electrical [power cable](#) with a [plug](#) on one end and one or more sockets on the other end. **Extension cords have NO surge protection.**

Guidelines:


- 1) Purchase of power bars are the responsibility of the faculty/department and are not supplied by IT Services.
- 2) All power bars must have surge suppression capabilities
- 3) Daisy chaining is not permissible (plugging one cord into another)
- 4) Laser printers, printers, microwaves and toaster ovens may NOT be plugged into a power bar – this may cause a trip and/or damage all other devices on same circuit

- 5) Extension cords are not permitted for plugging in computer equipment
- 6) Lamps with bulbs in excess of 60W w/o full bulb coverage are not recommended near computers or peripherals due to the heat generated that may damage the exterior of equipment
- 7) Power bars and extension cords should never be nailed or stapled to another object
- 8) Do not cover cords of any kind. Heat can build up and become a fire hazard

Submitting an Employee Move request

To submit an Employee Move request you:

Step 1: Initiate

- 1) Select **Request an Employee Move** from the left hand menu, the *Request an Employee Move, Step 1: Initiate* tab opens.
- 2) Fill in the fields marked with a red Asterix*
 - a. To fill in the *Employee, Department Contact* and *To Room* fields select the  button and the corresponding table will open up

Select Value - Employee

Employee Code: **C**[1] **K**[1] **M**[1] **T**[3] All[6] Page 1 of 1

Employee Code	Name - First	Name - Last	Email Address	Employee Standard	Building Code	Floor Co
<input type="text"/>	ti	ha	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
KCHAPUT	Katie	Chaput	kchaput@mtroyal.ca	BANNER		
CHAMRELL	Curtis	Hamrell	chamrell@mtroyal.ca	BANNER		
MHAWORTH	Martin	Haworth	mhaworth@mtroyal.ca	BANNER	EB	02
THANEY	Tim	Haney	thane@mtroyal.ca	BANNER	MB	03

- a. The top row of the table is a filter to find the correct information. Enter a few characters in the fields as below. Your search narrows the list down to a few entries.
- b. Click ON the text to auto fill your form

NOTE: When a room number is selected this way it back fills in the floor and building

- 3) Once the employee is selected an equipment list populates below the other details

Employee to Move* THANSEN

Move Description* This is a test move for training purposes.

Requestor Name THANSEN

Department Contact* THANSEN

Requested Move Date* 10/18/2017

To Room* EA1010

To Bldg.* EA

To Floor* 01

Move Equipment Assigned To Employee?

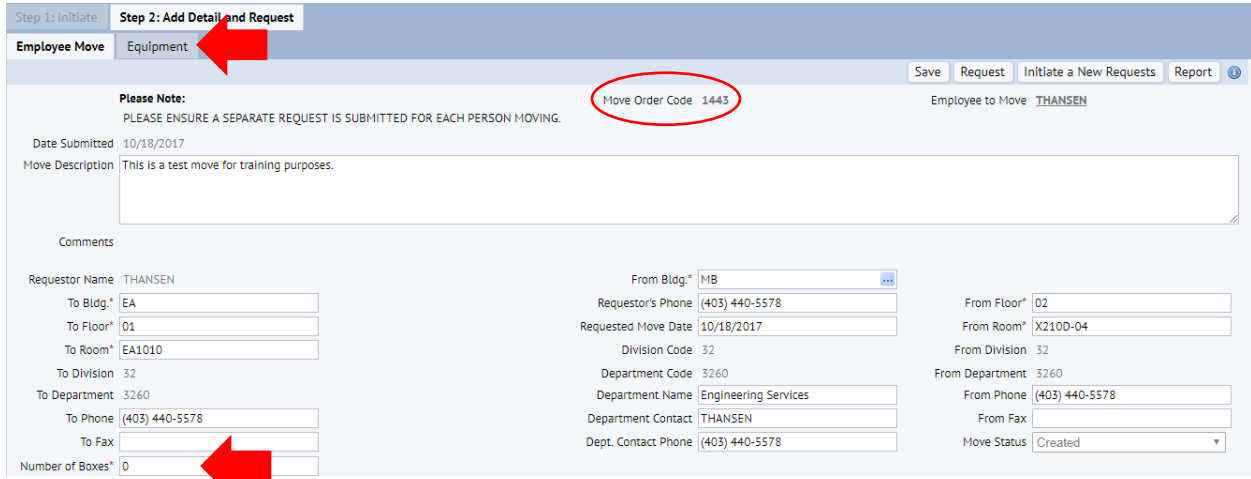
Equipment Code	Equipment Use	From Bldg.	From Floor	From Room
MRDT504734	Data Existance require Validatio	MB	02	X210D-04
MRDT507825	Desktop Computer	MR	02	X210D-04

- 4) For the moves description please include any special instructions or details that are different for this move such as:
 - a. speakers or double monitors
 - b. desktop printers
 - c. phone extensions that are shared
 - d. Individuals having two phone extensions

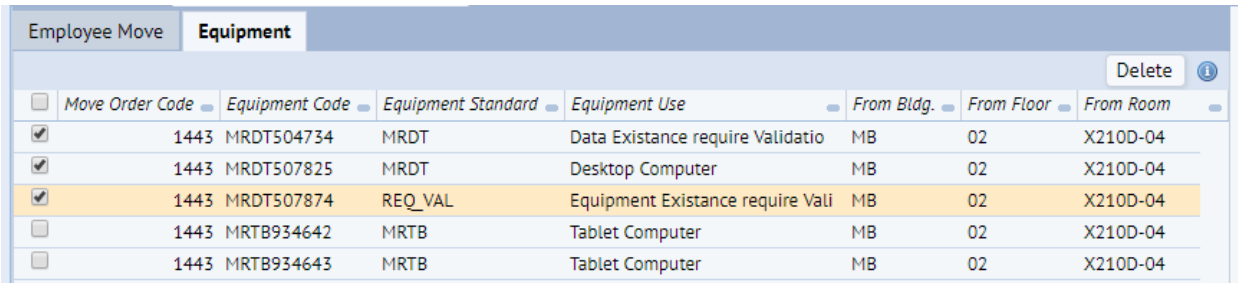
- e. Ergonomic equipment that has been bought specifically for the person such as keyboard trays, chairs and foot rests
- 5) Once the **Step 1: Initiate** tab is completed click **Go to next Step** button in top RH corner.

Step 2: Add Detail and Request

- 1) **Step 2: Add Detail and Request** tab opens. Most of the detail should already be filled in.
- 2) Click on the **Equipment** Tab



- 3) A list of equipment opens up, this is a list of all computers/equipment that the employee has signed onto recently
- 4) Check the boxes of the computers that do NOT belong to the employee and click the **Delete** button



<input type="checkbox"/>	Move Order Code	Equipment Code	Equipment Standard	Equipment Use	From Bldg.	From Floor	From Room
<input checked="" type="checkbox"/>	1443	MRDT504734	MRDT	Data Existance require Validatio	MB	02	X210D-04
<input checked="" type="checkbox"/>	1443	MRDT507825	MRDT	Desktop Computer	MB	02	X210D-04
<input checked="" type="checkbox"/>	1443	MRDT507874	REQ_VAL	Equipment Existance require Vali	MB	02	X210D-04
<input type="checkbox"/>	1443	MRTB934642	MRTB	Tablet Computer	MB	02	X210D-04
<input type="checkbox"/>	1443	MRTB934643	MRTB	Tablet Computer	MB	02	X210D-04


- 5) Click back on the **Employee Move** Tab.
- 6) Verify data is correct
- 7) Fill in number of boxes
- 8) Click **Request** button – you will see the Date Submitted changes to Date Requested at the top portion of your screen

NOTE: The Moves Coordinator does not receive your request until the **Request** button has been pressed. If you select **Save** your request will be logged only as created, allowing you to return at a later date to add/edit the move.

Submitting an Asset move request


To submit an Asset Move request you:

Step 1: Initiate

- 1) Select **Request an Asset Move** from the left hand menu, the *Request and Employee Move, Step 1: Initiate* tab opens (this form is similar to the Employee Moves Form, except it is for assets).
- 2) Enter one of the following:
 - a. Computer or printer asset number NOT assigned to an individual
 - b. Phone number NOT assigned to an individual
 - c. A piece of ergonomic equipment or furniture
- 3) Fill in the fields marked with a red asterix*
 - a. To fill in the *Department Contact* and *To Room* fields select the  button and the corresponding table will open up. To select this button hover the mouse over the field and this button will appear.

Select Value - To Room □ ×

Building Code: E[1] All[1]

Building Code	Floor Code	Room Code	Room Type
<input type="text"/>	<input type="text"/>	<input type="text" value="ec20"/> 	<input type="text"/> ✕
EC	02	EC2003	RECEPTION
EC	02	EC2005	OFFICE
EC	02	EC2007	OFFICE
EC	02	EC2009	SERVICE-RM
EC	02	EC2010	CLASSROOM
EC	02	EC2012	CORR

- b. The top row of the table is a filter to find the correct information. Enter a few characters in the fields and your search narrows the list down to a few entries
- c. Click on the TEXT to auto fill your form

NOTE: When a room number is selected this way it back fills in the floor and building.

- 4) In the moves description include special instructions/details that are unique to the move
- 5) Once the **Step 1: Initiate** tab is completed click **Go to next Step** in the top RH corner

Step 2: Add Detail and Request

- 1) **Step 2: Add Detail and Request** tab opens
- 2) Fill in From Room field as per above. The floor and building will back fill

Step 1: Initiate **Step 2: Add Detail and Request**

Asset Move Save Request Initiate a New Request Report

Move Order Code 1444 Date Submitted 10/18/2017

Asset to Move XXXXX Move Type Asset

Move Description test move

Requestor Name THANSEN Requestor's Phone (403) 440-5578

Department Contact THANSEN Dept. Contact Phone (403) 440-5578

Division Code 32 Department Code 3260

Department Name Engineering Services Requested Move Date 10/18/2017

Move Status Created

From Bldg.* From Floor* From Room* From Division

To Bldg.* EC From Department

To Floor* 02 Number of Boxes* 0

To Room* EC2005

To Division

To Department

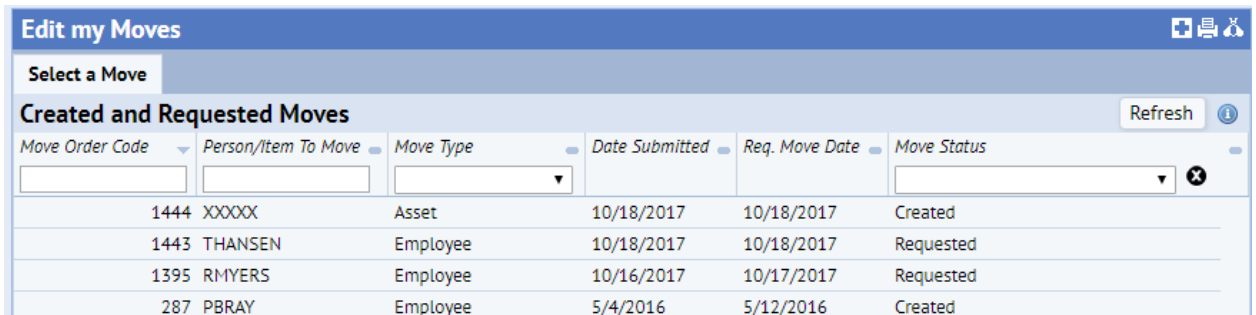
- 3) Verify data is correct
- 4) Fill in number of boxes
- 5) Click **Request** button – the Date Submitted changes to Date Requested (top LH corner)

NOTE: The Moves Coordinator does not receive your request until the **Request** button has been pressed. If you select Save your request will be logged only as created, allowing you to return at a later date to add/edit and request the move.

Edit my Moves

If you saved a request and want to complete it at a later date:

- 1) Click on **Edit my Moves** from the tasks menu on the LH side of the page
- 2) The Edit My Moves>Select a Move tab opens and a list of created AND requested moves
- 3) Click on the TEXT of the desired entry (clicking on a space will not open anything)



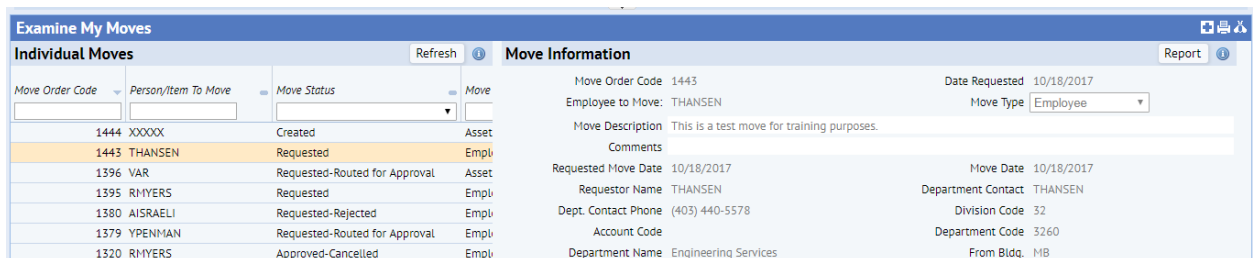
Move Order Code	Person/Item To Move	Move Type	Date Submitted	Req. Move Date	Move Status
1444	XXXXX	Asset	10/18/2017	10/18/2017	Created
1443	THANSEN	Employee	10/18/2017	10/18/2017	Requested
1395	RMYERS	Employee	10/16/2017	10/17/2017	Requested
287	PBRAY	Employee	5/4/2016	5/12/2016	Created

- 4) The screen that opens up is the same as the Step 2: Add Detail and Request screen.
- 5) Verify data is correct and make updates.
- 6) Click Request button – the Date Submitted changes to Date Requested on the top portion

Examine my Moves

You requested a move and want to review it:

- 1) Click on **Examine my Moves** from the tasks menu on the LH side of the page
- 2) The *Examine My Moves\Individual Move* tab opens and a list of all moves in the system.
- 3) Click on the TEXT of the desired entry and a non-editable view opens with move details.



Move Order Code	Person/Item To Move	Move Status	Move
1444	XXXXX	Created	Asset
1443	THANSEN	Requested	Empl
1396	VAR	Requested-Routed for Approval	Asset
1395	RMYERS	Requested	Empl
1380	ISRRAELI	Requested-Rejected	Empl
1379	YPENMAN	Requested-Routed for Approval	Empl
1320	RMYERS	Approved-Cancelled	Empl

Move Information	
Move Order Code	1443
Employee to Move:	THANSEN
Move Description	This is a test move for training purposes.
Comments	
Requested Move Date	10/18/2017
Requestor Name	THANSEN
Dept. Contact Phone	(403) 440-5578
Department Name	Engineering Services
Date Requested	10/18/2017
Move Type	Employee
Move Date	10/18/2017
Department Contact	THANSEN
Division Code	32
Account Code	
Department Code	3260
From Bldg.	MB

Move Status Definitions

- 1) **CREATED** - requestor has initiated but not requested
- 2) **REQUESTED** - request is completed and displays on Moves Coordinator's que
- 3) **ROUTE FOR APPROVAL** - Moves Coordinator assigns site verification, requestor is asked to meet and review move
- 4) **APPROVED** – Request to be discussed at the weekly moves meeting for scheduling.
- 5) **ISSUED** – Move has been assigned a date by the Moves Team
- CLOSE** - Move has been completed