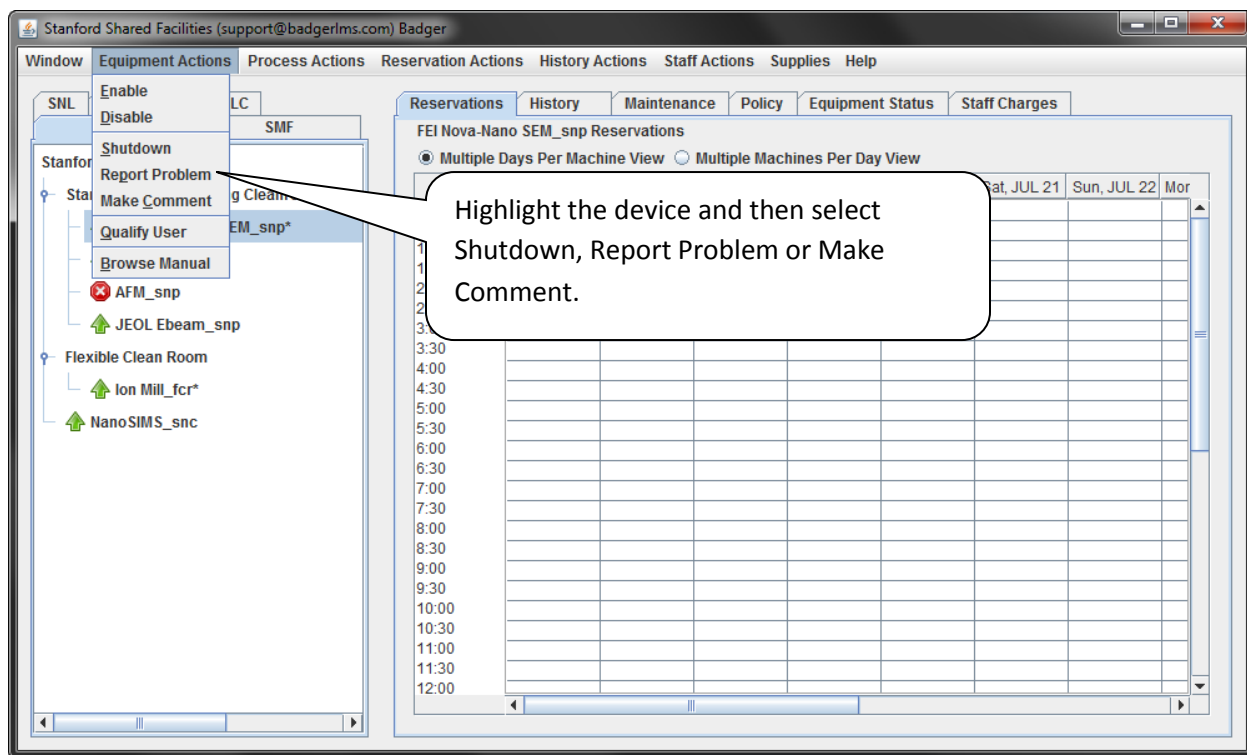


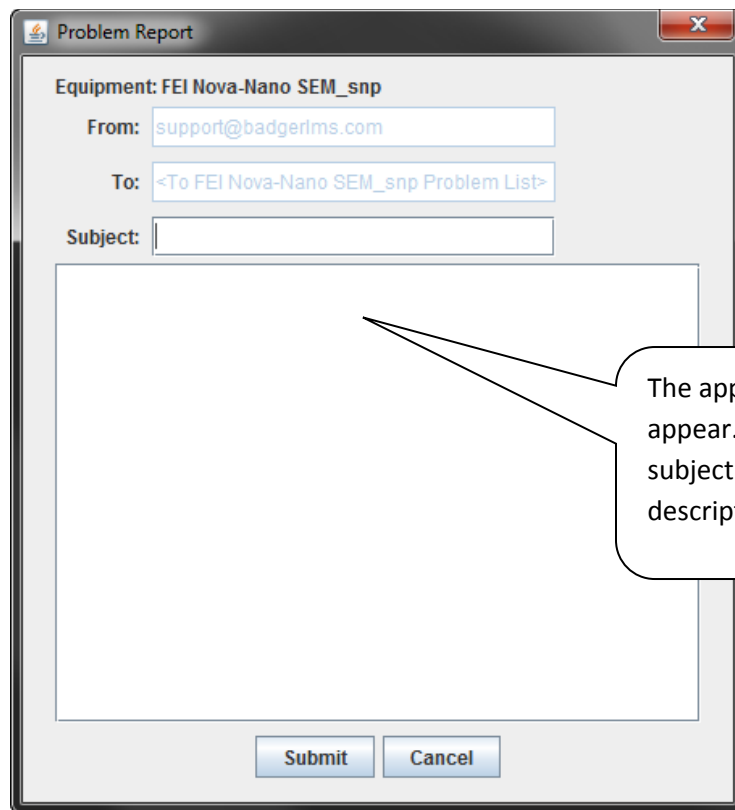
Badger Docs – Equipment Maintenance Information

A member can report problems with equipment make comments and also log a serious issue that will result in a shutdown of the device within the Badger system. All Problems, Comments and Shutdowns result in an entry being added to the Maintenance screen for that device. A Problem or Shutdown will result in a change to the icon for the device. A Shutdown or Problem may only be cleared by staff. While a device with an open Problem can still be used, a Shutdown device cannot be enabled by members. If a mailing list is associated with the device, then an email will be posted to that list. Check with your lab staff for specific policies concerning the use of Problems, Comments and Shutdowns and device related lists.

Creating a Problem, Comment or Shutdown –



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The screenshot shows a window titled "Problem Report" with a close button in the top right corner. The window contains the following fields:

- Equipment: FEI Nova-Nano SEM_snp
- From: support@badgerfms.com
- To: <To FEI Nova-Nano SEM_snp Problem List>
- Subject: [Empty text box]

Below these fields is a large empty text area for a detailed description. At the bottom of the window are two buttons: "Submit" and "Cancel".

A callout box with a pointer to the large text area contains the text: "The appropriate screen will appear. Here you can add a subject and a detailed description of the problem."

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Reviewing Maintenance Information -

A member can review maintenance issues to see unresolved as well as resolved issues.

The screenshot shows the 'Badger' software interface for Stanford Shared Facilities. The main window is titled 'FEI Nova-Nano SEM_snp Maintenance Record'. On the left, a tree view shows the hierarchy: Stanford Nano Center > Stanford NanoPatterning Cleanroom > FEI Nova-Nano SEM_snp*. The main area has tabs for Reservations, History, Maintenance (selected), Policy, Equipment Status, and Staff Charges. Below the tabs are checkboxes for 'Unresolved', 'Resolved', 'Comments', 'Problems', and 'Shutdowns'. A search section includes a 'Search' button and date pickers for 'From' (2012/4/17) and 'To' (2012/7/16). A table displays one record: a 'PROBLEM' type issue from 2012/07/16, submitted by support@badgerfms.com with the subject 'test lazer is down'. At the bottom, there are buttons for 'Clear Comment/Problem/Shutdown' and 'Show Message', and a status 'Showing 1 record(s)'.

To see more detailed information about a piece of equipment highlight the entry and select Show Message.

Specify the type of information you are interested in and the date range, the select Search. Notice that you can elect to see Resolved issues as well as those still Unresolved.

- Note that only staff members may clear Maintenance issues.