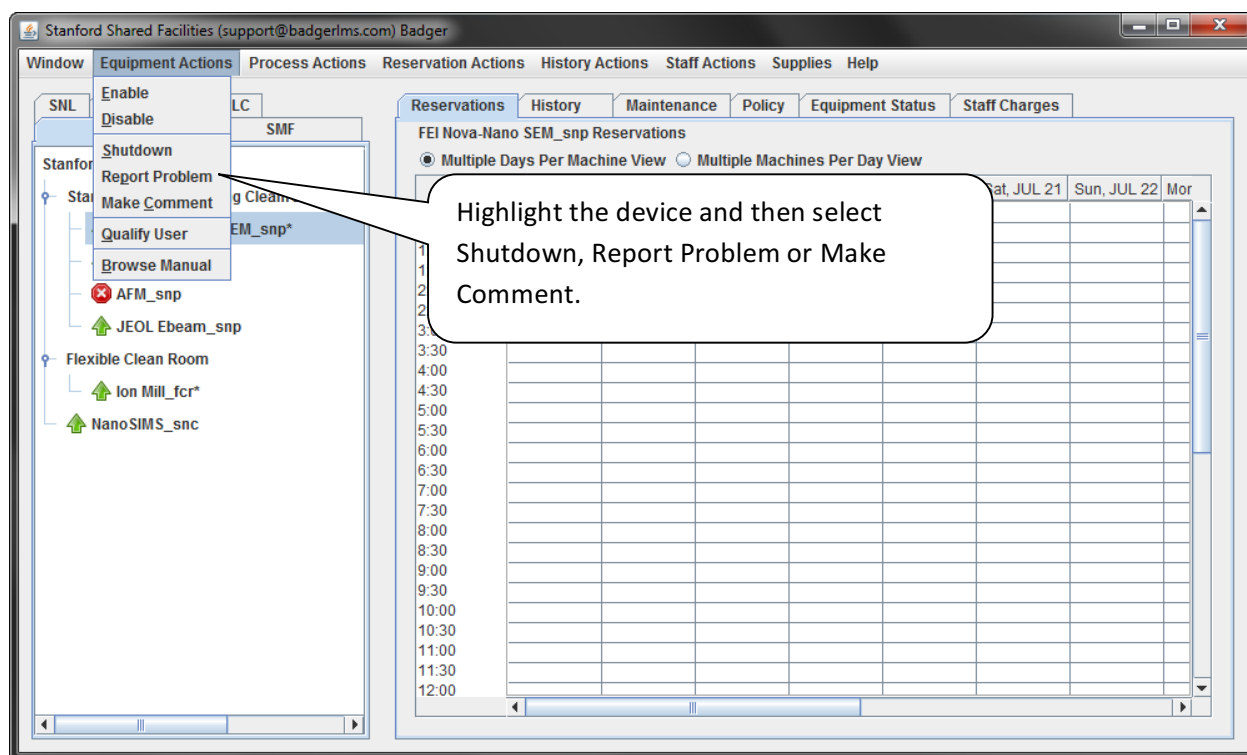


# Badger Docs – Equipment Maintenance Information

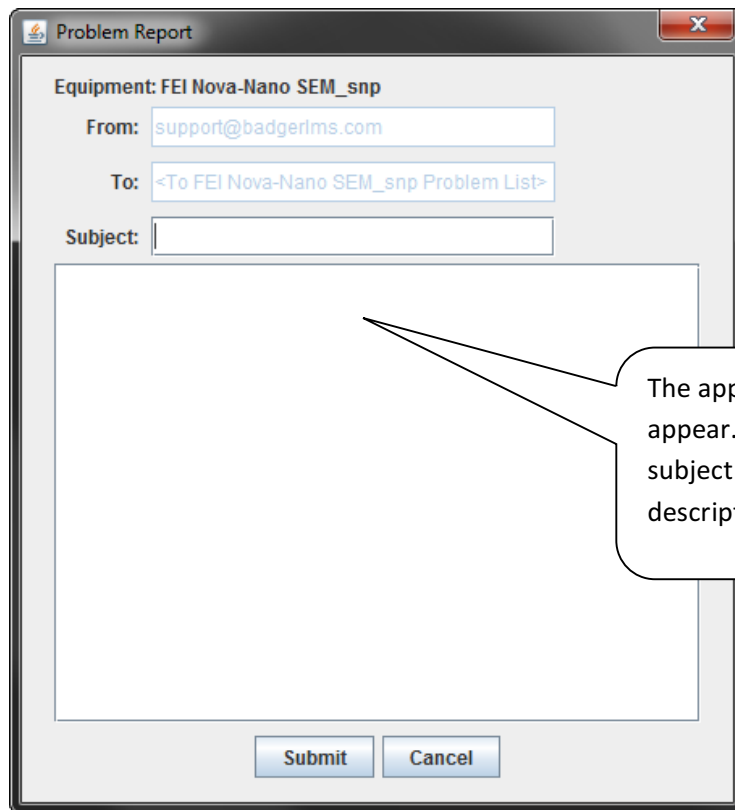
A member can report problems with equipment make comments and also log a serious issue that will result in a shutdown of the device within the Badger system. All Problems, Comments and Shutdowns result in an entry being added to the Maintenance screen for that device. A Problem or Shutdown will result 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@badgerlms.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 of the problem. 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 following 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 displays the 'Maintenance' tab for the 'FEI Nova-Nano SEM\_snp' record. The interface includes a navigation tree on the left, a search and filter section at the top, and a table of maintenance records. Two callout boxes provide instructions:

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.

Resolved?	Type	Time	Submitter	Subject
<input type="checkbox"/>	PROBLEM	2012/07/16	support@badgerim...	test lazer is down

- Note that only staff members may clear Maintenance issues.