

# Motor Pool Reservation Training

AssetWORKS



# The Service Request Web Portal

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The ***Motor Pool Reservation Portal*** is designed to provide Iowa DOT staff with a single, easy-to-use portal to make reservations for motor pool vehicles. The portal allows staff to do the following:

- ❖ Create motor pool reservations
- ❖ Track reservations
- ❖ Cancel reservations

# Where Can I Find The AssetWorks (AW) System?

Click on your internet browser. This could be Internet Explorer  or Google Chrome . It is recommended that you use Chrome, Internet Explorer may not be supported in the future.

## You have 2 Options to find AssetWorks information:

1. DOTnet- intranet
2. DOT Website- internet. You can click on the AssetWorks Icon on your desktop- or the AssetWorks located in center of the page.

### Option 1 - DOTnet URL Address to log into the system.

If your homepage is not the DOTnet site, navigate to DOTnet site using this address <http://dotnet/>

On the DOTnet site, go to the left blue margin.

See the following options to log into AW.

- PRODUCTION with SSO
- PRODUCTION without SSO
- TEST with SSO
- TEST without SSO

*If you do not see AssetWorks Option 1, click the **F5** button and the '+' button on your keyboard, this will clear out your cache. Then these log in types should appear.*

**Option 2** - AW icon will be sent to your desktop. This will take you to training materials. Here is the DOT AW Website URL address: <https://iowadot.gov/assetworks>



The screenshot shows the DOTnet website interface. At the top, there is a navigation bar with links for Highway, Information Technology, Modal, Motor Vehicle, Operations & Finance, Planning & Programming, and Public Affairs. Below this is a large banner with the DOTnet logo and an "Emergency Outage Information" section. On the left side, there is a vertical blue navigation menu with various links. A red box highlights the "AW - PRODUCTION with SSO", "AW - PRODUCTION without SSO", "AssetWorks - TEST with SSO", and "AssetWorks - TEST without SSO" links. A red arrow points from the text "Log into AW" to this box. On the right side, there are several dropdown menus for "EMPLOYEE RESOURCES and INFORMATION", "EMPLOYMENT TOPICS", "PUBLICATIONS", "DOTNET/WEB INFORMATION", and "OTHER TOPICS". Below these are links for "Iowa DOT Office 365", "AssetWorks" (highlighted with a red box), "Training Materials", "Workday", and "Supervisor's Toolbox".

## What is Single Sign On (SSO)

- If you click on the with Single Sign On (SSO) this will automatically log into AssetWorks.
- If you click on the without Single Sign On (SSO) you will need to type in your **IDOT User ID and password1** to log in.  
You can then change your password.

# SNOW Service Request Ticket

## If you have problems logging into AssetWorks please submit a Service Ticket in Service Now (SNOW)

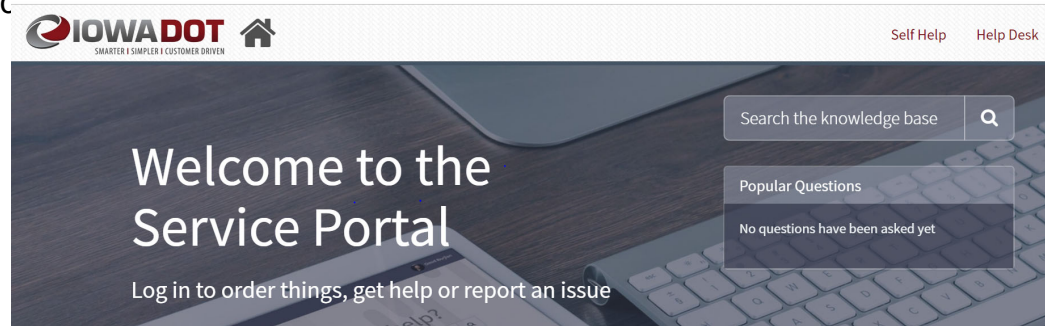
- If you have any questions or issues in the AssetWorks (AW) system, please submit a Service Ticket SNOW. Your ticket will be forwarded to the appropriate office.

### Where do I find SNOW?

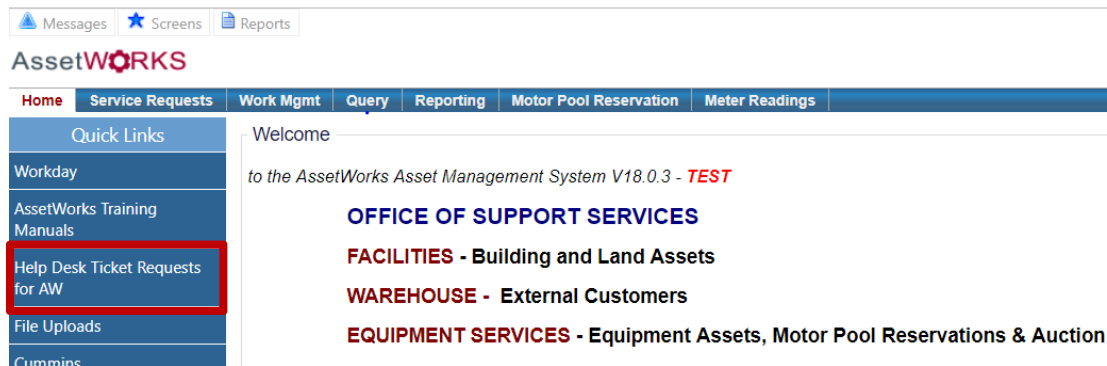
You have 2 Options to find SNOW:

1. Here is the URL to the SNOW system

<https://iowadot.service-now.com/itsm>



2. On the AssetWorks Home page, go to the Quick Links section located in the left margin.



To submit a Service Ticket for AssetWorks, click on the Quick Link named Help Desk Ticket Requests for AssetWorks located on the Home portal. In the field named, “Please Describe the Issue in a few words” please start with **AssetWorks** – then provide what you need help with. *For Example*, AssetWorks- cannot log in.

# Logging on to the Web Portal

1. Enter the User ID.
2. Enter the Password.
3. Click the Login button.

The screenshot shows the AssetWORKS login interface. At the top left is the logo 'AssetWORKS'. Below it is a navigation bar with 'Home' highlighted. The main content area is titled 'Welcome' and includes the text 'The AssetWorks Asset Management System V18.0.3 - TEST'. On the left side, there is a 'Quick Links' menu with items: 'AssetWorks Training Manuals', 'Help Desk Ticket Requests for AW', 'File Uploads', 'Cummins', 'International Fleet Parts and Service', and 'Alldata'. The login form is on the right, featuring a 'User ID:' field with the text 'dhl' and a 'Password:' field with masked characters. A 'Login' button is positioned below the password field. Three red circles with white numbers 1, 2, and 3 are overlaid on the form: circle 1 is around the User ID field, circle 2 is around the Password field, and circle 3 is around the Login button. To the right of the login form, there are sections for 'OFFICE OF SUPPORT SERVICES', 'FACILITIES - Building and Land Assets', 'WAREHOUSE - External Customers', and 'EQUIPMENT SERVICES - Equipment Assets, Motor Pool Reservations & Auction'. Below these is a link '2 Ways to Sign into AssetWorks in Test- Single Sign On is NOW working' as of FEB 12, 2019, followed by two numbered steps explaining SSO and non-SSO login methods, and a section titled 'How to Log in Without SSO' with instructions to use 'password1' for the first login.

# The Home Screen

The **Home Screen** provides access to content and functionality that Iowa DOT staff may need to perform their daily work, a user's role within the organization defines the specific content and functionality (tabs) available. To access the **Reservations Portal**, click the **Motor Pool Reservation** tab.

1. Click the **Motor Pool Reservation** tab to open the **Reservations Portal**.

The screenshot shows the Iowa DOT AssetWorks Home Screen. At the top, there are navigation links for Messages, Screens, and Reports. The main navigation bar includes tabs for Home, Service Requests, Work Mgmt, Storekeeper Portal, Mechanic, Query, Reporting, **Motor Pool Reservation** (circled in red with a '1' above it), and Meter Readings. The user is logged in as TEST, and the time is GMT-8. The main content area displays a welcome message and lists services: OFFICE OF SUPPORT SERVICES, FACILITIES - Building and Land Assets, WAREHOUSE - External Customers, and EQUIPMENT SERVICES - Equipment Assets, Motor Pool Reservations & Auction. A note at the bottom states: "Single sign-on is now working in the AssetWorks test environment."

# Creating a New Reservation

1. Click **New Reservation**.
2. A list of previous/current reservations will display

Messages Screens Reports

Welcome JMONSER Help Logoff GMT-5

AssetWORKS

Home Service Requests Work Mgmt Catalog Request Storekeeper Portal Motor Pool Reservation Meter Readings Query Reporting Scheduler Asset Mgmt Mechanic Technician Portal Purchasing Errors GIS Errors

My Info

Operator ID 74310  
Name JENNIFER MONSERUD  
Department ID 752000  
Email Address jennifer.monserud@iowadot.us

What Do You Want To Do?

New Reservation **1**

My Reservations Expand All Collapse All

Reservation ID	Status*	Pickup Date & Time	Return Date & Time	Vehicle Type	Pickup Location
14 Confirmation Code:	APPR REQD	11/26/2018 07:20 AM	11/26/2018 10:02 AM	A01C - SEDAN, COMPACT	753000-ES - SUPPORT SERVICES - MOTOR POOL
19 Confirmation Code: 054872	CONFIRMED	11/26/2018 09:10 AM	11/26/2018 04:46 PM	A01B - SEDAN, MID-SIZE	753000-ES - SUPPORT SERVICES - MOTOR POOL
21 Confirmation Code: 075926	CONFIRMED	11/30/2018 04:30 PM	11/30/2018 11:28 PM	A01B - SEDAN, MID-SIZE	753000-ES - SUPPORT SERVICES - MOTOR POOL
23 Confirmation Code: 037065	DISPATCHED	12/13/2018 07:00 AM	12/13/2018 04:35 PM	A01B - SEDAN, MID-SIZE	753000-ES - SUPPORT SERVICES - MOTOR POOL
54 Confirmation Code:	APPR REQD	01/17/2019 12:25 PM	01/18/2019 12:25 PM	A01C - SEDAN, COMPACT	753000-ES - SUPPORT SERVICES - MOTOR POOL
63 Confirmation Code: 195531	CONFIRMED	07/12/2019 10:30 AM	07/13/2019 10:30 AM	A04G - MINIVAN, EXT FWD	753000-ES - SUPPORT SERVICES - MOTOR POOL

\* APPR REQD: Dispatch has not yet approved reservation.  
COMMITTED: Reservation confirmed for a specific vehicle  
CONFIRMED: Reservation confirmed

**2**

# Creating a New Reservation

3. The **Employee/Operator ID** and associated Cost center of the individual making the reservation will be used for the reservation by default.
4. Enter the proposed pick-up and drop-off times. Once these are entered the list of available vehicle types will display
5. Click **Show More** to display vehicle types.
6. Click the **Select** button for the vehicle type you want to reserve.

The screenshot displays the Motor Pool Reservation system interface. At the top, a navigation bar includes links for Home, Service Requests, Work Mgmt, Catalog Request, Storekeeper Portal, Motor Pool Reservation, Meter Readings, Query, Reporting, Scheduler, and Asset. The main content area is divided into two panels. The left panel, highlighted in yellow, contains a 'Pickup Location' dropdown menu set to '753000-ES - SUPPORT SERVICES - MOTOR POOL' and a 'VEHICLE RECEIVING CENTER' address: '800 LINCOLN WAY, AMES, IA 50010'. Below this, a red box labeled '4' highlights the 'Pickup' and 'Return' date and time fields, both set to '07/12/2019 10:30 AM'. The right panel, highlighted in light blue, shows 'Reservation for 74310: JENNIFER MONSERUD' and 'Department: 752000 - SUPPORT SERVICES - EQUIPMENT S', with a red circle labeled '3' around the reservation ID. Below the first panel is a 'Back' button and a green header 'TYPES AVAILABLE TO RESERVE'. A second screenshot below shows the 'Show More' button highlighted with a red box and a red circle labeled '5'. Below this, the same reservation details are shown, but the 'TYPES AVAILABLE TO RESERVE' section is expanded into a table. A red bracket and a red circle labeled '6' highlight the table. The table lists several vehicle types with their respective capacities and rates per meter.

TYPES AVAILABLE TO RESERVE			
A01C ★ SEDAN, COMPACT	Capacity: 3	\$0.27 / meter 1 unit	Select
A01B SEDAN, MID-SIZE	Capacity: 4	\$0.27 / meter 1 unit	Select
A01E STATION WAGON COMPACT	Capacity: 3	\$0.27 / meter 1 unit	Select
A01G SEDAN, COMPACT HYBRID	Capacity: 3	\$0.32 / meter 1 unit	Select
A04C VAN, 15 PASSENGER	Capacity: 10	\$0.44 / meter 1 unit	Select
A04G MINIVAN, EXT FWD	Capacity: 6	\$0.44 / meter 1 unit	Select



# Creating a New Reservation

7. Enter the **Destination**.

8. Add a **Note** to the reservation (optional).

9. If reserving for another person, enter them as an Additional Operator, or enter multiple additional operators. If the cost center to be billed is different than that of the person making the reservation, leave a note to the dispatcher (see #7) to remove the name of the person who made the reservation and with the correct cost center to charge to.

10. When finished click **Confirm** button.

The screenshot shows the 'Motor Pool Reservation' interface. At the top, a navigation bar includes 'Home', 'Service Requests', 'Work Mgmt', 'Catalog Request', 'Storekeeper Portal', 'Motor Pool Reservation', 'Meter Readings', 'Query', 'Reporting', 'Scheduler', and 'Asset'. The main content area is divided into several sections:

- Pickup Location:** A dropdown menu is set to '753000-ES - SUPPORT SERVICES - MOTOR POOL'. To the right, the address is 'VEHICLE RECEIVING CENTER, 800 LINCOLN WAY, AMES, IA 50010'. A '[ Change ]' link is visible.
- Pickup/Return:** 'Pickup' is '07/25/2019 08:00 AM' and 'Return' is '07/26/2019 04:30 PM'.
- Reservation for 74310: JENNIFER MONSERUD:** Department: 752000 - SUPPORT SERVICES - EQUIPMENT S.
- Vehicle type:** A01E STATION WAGON COMPACT. Rate per meter 1 unit is \$0.27. Max Capacity is 3.
- Destination:** A dropdown menu is set to 'MASON CITY' (callout 7).
- Reservation Note:** A text box contains 'NEED A LIGHT HAULING TESTING EQUIPMENT' (callout 8).
- Additional Operators:** A table with columns 'Operator ID' and 'Name'. The first row has '00000' and 'TEST OPERATOR'. A callout 9 points to the '...' button next to the Operator ID.
- Select Operator ID:** A search modal is open. It has a search criteria dropdown set to 'Operator ID' and a search box containing '00000'. Below the search box is a table of results:

Operator ID	Name	Department ID
00001	DAVE E CHRISTENSON	555662
00002	BRANDON J CONGDON	554803
00004	JOSEPH J. GILMAN	553812
00012	KELLY EITTER	431018
00015	WILLIAM SUTFIN	551802
00021	CHAD UHLENHOPP	552635
00029	RICHARD G THOMPSON	555662
00038	TIMOTHY CAREY	554603
00039	CALEB B WILSON	551809
00042	JOSE MALDONADO	431000

At the bottom of the interface are 'Back', 'Cancel', and 'Confirm' buttons. A callout 10 points to the 'Confirm' button. A note box at the bottom left contains the following text:

**Note:** Click the ... next to the Operator ID box and change the search criteria to Name and then in the search box below, enter the name or a portion of the name to find the correct person.

# Reservation Status Definitions

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## CONFIRMED

A vehicle of the specified vehicle type is available on the **Date and time required** until the **Date and time of expected return** for the reservation. Confirmed reservations can be:

- Updated without changing the status
- Updated by changing the status to DISPATCHED, STANDBY, REFUSED, or NO-SHOW

A reservation with the status of CONFIRMED does not have any specific vehicles assigned to it.

# Reservation Status Definitions (cont.)

## STANDBY

No vehicles of the vehicle type are available at the dispatch location on the **Date and time required** until the **Date and time of expected return**:

- Reservations can be inserted or deleted with the status STANDBY
- Reservations can be updated without changing the status (via end of day processing) or status can also be changed to CONFIRMED or REFUSED.

## COMMITTED

Reservation is for a specific vehicle and is confirmed. A vehicle can be committed to more than one reservation, as long as the **Date and time required** and **Date and time of expected return** fields on the Status/Other Info tab do not overlap.  
Equipment ID must be specified on the Dispatch tab.

## APPR REQD

“Approval Required” status means that the dispatcher needs additional information from the driver (e.g., to receive approval) before the dispatcher will change its status to confirmed. This status allows operators to make “requests” for vehicles via the Reservations Portal without them automatically being confirmed.

# Reservation Status Definitions (cont.)

## DISPATCHED

A vehicle has been dispatched for the reservation.

Reservations in DISPATCHED status can be:

- Updated reservations without changing the status or changing the status to RETURNED or CONFIRMED
- Reservations with this status cannot be deleted.

## RETURNED

The vehicle dispatched for this reservation has been returned.

- Reservations with this status can be updated but the status cannot be changed.

## LATE

The vehicle that was dispatched for the reservation has not yet been returned and the **Date and time of expected return** has passed.

Reservations with this status can be updated without changing the status or changing the status to RETURNED. End of day processing will change to this status if equipment has not been returned when processing occurs.

## Reservation Status Definitions (cont.)

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### REFUSED

Previously CONFIRMED reservation that has been cancelled or upgraded. STANDBY reservation was unacceptable.

### EXPIRED

STANDBY reservation that has exceeded the parameters on the Motor Pool tab of the Locations screen.

### NO SHOW

CONFIRMED or COMMITTED reservation not dispatched prior to the **Date and Time Required** (updated via end of day processing).

### CANCELED

User may change to this status from a status of CONFIRMED, COMMITTED, STANDBY, EXPIRED, REFUSED, LATE or NO SHOW.