



Albert Einstein College of Medicine

MicroMain Request Guide and Procedure

I. Purpose

The purpose of this procedure is to detail how to request work from Facilities and Engineering via MicroMain.

II. Scope

This procedure applies to all users of MicroMain at Einstein.


III. Procedure

The MicroMain Web Request system allows the requester to create and track work request via the web, which automatically generates a work orders. The requesters will also be sent an email confirming their request. At any time and from any location using a web browser, the requester will be able to log-on to check the status of their work requests. This will help improve and streamline the process and give the user easy access to information. MicroMain can be accessed at <https://eng.einsteinmed.edu/webrequest/>.

To create a MicroMain Web Request (see picture 1):

- 1) Enter your User name.
- 2) Enter your Password.
- 3) Select Building from the dropdown menu. When you select a building, it will only list assets for that location.
- 4) Select asset from dropdown menu. Assets are room location or equipment.
- 5) Enter Location. This allows you to be more specific.
- 6) Select a Service from Dropdown. If the service is not listed on the dropdown, then go to step 7.
- 7) Select the link "Other." This will allow you to type in a service.
- 8) Enter a Description; it must include a funding source/index.
- 9) Select Create Request.

Picture 1:

MICRO MAIN
WEB REQUEST 

Create a RequestView Status

Create a Request

Requester Information

Requester Name

Maria Tartarone

Email

Phone

Work Location

Property

Building

Asset

Asset Location

Work Details

Service

Other

Description

Submit Request

Reset

To check the status of a request (see picture 2):

- 1) Enter your User name.
- 2) Enter your Password.
- 3) Select Status.
- 4) Select Building, Asset or Status. You can filter by these groups; if no need, skip this step and go to Step 5.
- 5) Select Update view. This will list all work request.
- 6) Select "number"; this will list the details of your request.

Picture 2:

IV. Definitions

None.

V. Effective Date

Effective as of: 30 March 2018

VI. Procedure Management and Responsibilities

Einstein's Facilities Management and Engineering Department is the Responsible Office under this procedure. Einstein's Associate Dean for Finance and Administration is the Responsible Executive for this procedure. Einstein's Associate Vice President for Facilities Management and Engineering is the Responsible Officer for the management of this procedure.