



1. Q: What is the CMMS website address?

A: <http://cmms.sfdpw.org>

2. Q: Can I use Firefox or Google Chrome?

A: No. CMMS is compatible with Internet Explorer 5.5 and up only.

3. Q: Can I access CMMS when I am not in the office?

A: Yes. CMMS is a publicly available website.

4. Q: Can I still submit Service Requests to propertymanagement.RED@sfgov.org?

A: No. Real Estate will no longer be accepting Service Requests from propertymanagement.RED@sfgov.org starting 9/29/2010.

5. Q: What if I don't see the floor where I want to request work?

A: We can quickly correct this data issue. Please send an email to CMMS.RED@sfgov.org or call 554-9850.

6. Q: What if I don't see the SPC in the Requested By field?

A: We can quickly correct this data issue. Please send an email to CMMS.RED@sfgov.org or call 554-9850.

7. Q: What if I don't see a Problem Code that fits my issue?

A: Please select the OTHER code.

8. Q: What if this is an Emergency?

A: Please follow your standard protocols in your building. Real Estate will enter the Service Request after the emergency has been resolved.

9. Q: I would like to submit a Service Request but am not near a computer. How can I do this?

A: You can contact Real Estate at CMMS.RED@sfgov.org or call 554-9850.

10. Q: How do I execute a filter?

A: Enter the filter criteria and select F8 or the "running man" icon.



11. Q: How do I export data?

A: Go to the list view select Excel icon.



12. Q: Who do I contact if I have questions?

A: You can contact Real Estate at CMMS.RED@sfgov.org or call 554-9850.