



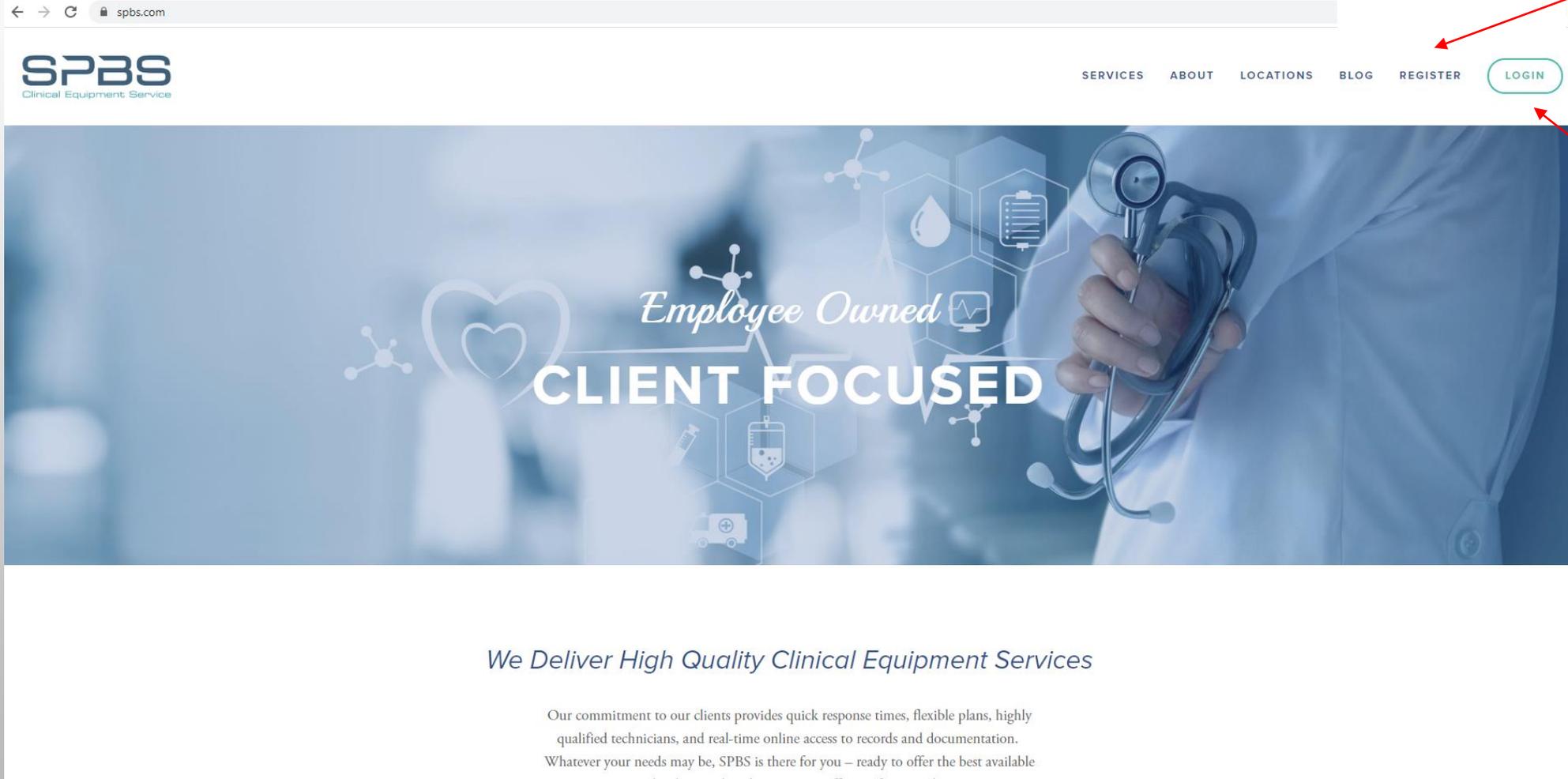
CUSTOMER PORTAL

ACCESS & GUIDE

UPDATED APRIL 2020

HOW TO NAVIGATE TO THE PORTAL

WWW.SPBS.COM



Select to register for a new account

Select to login with existing credentials

REGISTRATION

← → ↻ spbs.com/client-portal-registration

Please complete the form below to register your account to the client portal.

After submission, please allow **24-48 business hours** for your request to process. Once confirmed, you will receive an e-mail containing your login credentials.

If you have any questions, please contact us at (800) 713-2396.

Name *

First Name Last Name

Email Address *

City, State *

Facility Name *

Additional Locations? *

Yes

No

If YES, please list below

Complete form
with as many
details as
possible and
submit

LOGIN

← → ↻ spbs.service-now.com/nuvolo_eam

servicenow

Login

briannas@spbs.com

.....

Remember me

Login

Enter
credentials
provided to
you & select
login

OVERVIEW



- Create service requests
- View Asset Inventory
- View open work orders
- View all work orders
- Generate reports

Search

Asset Search Asset/Work Order



New Service Request

Create a work order to report a Clinical Device Issue

My Work Orders

TEST SERVICE REQUEST_1
CWKD0388627 • 02-07-2020 13:21:41

Report List

- Active Equipment List
- PM Work Order Report
- Discrepancy Work Orders
- Q/A Report
- PM Completion Rates

☰ All Work Orders

 All

Number	Work Order Type	Order Summary	Priority	Issue Date	Control Number	Asset Type	Model	Manufacturer
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SEARCH

- SEARCH BY ASSET
- SEARCH BY WORK ORDER NUMBER
 - THESE OPTION ALLOW YOU TO FIND DETAILS SPECIFIC TO WORK COMPLETED OR A SINGLE ASSET

Search

Search

SERVICE REQUESTS



How can we help?

Search

Work Order ▾ Search Asset/Work Order



[New Service Request](#)

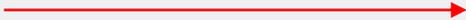
Create a work order to report a Clinical Device Issue

Select to place a service request

SERVICE REQUESTS



Complete form
in its entirety &
submit at the
bottom of the
form



New Service Request

Create a work order to report a Clinical Device Issue

For urgent requests, outside normal business hours, call (800) 713-2396.

Please complete the form, in its entirety, to the best of your ability. Please note*** the following:

- Fields marked with an asterisk * or * are required fields.
- Complete each field by either selecting a drop down item from the drop down list or by typing text describing the information you want to enter.
- In the "Order Summary" field, please make sure to fully describe the problem, including a full description of its location with as much detail as possible.

Service may be impacted or delayed if unable to provide valid control number (Asset tag number).

* Priority

Reported By

* Reported By Phone

* Reported By Email

* Work Order Type

Do You Have a Valid Control Number?

SERVICE REQUESTS

- Select priority/urgency
- Contact information will automatically generate (update as needed)
- Select service request type
- Provide Control Number if available
- Select your Facility & Department
- Estimate Required?
- PO Number if available
- Provide comments, description of issue, specific requests
- Add any attachments, documents, photos

*Priority
Routine

Reported By
Brianna Shearer

*Reported By Phone
489-702-0041

*Reported By Email
briannas@spbs.com

*Work Order Type
Repair

Do You Have a Valid Control Number?

*Control Number

Asset Type

Model

Manufacturer

*Facility

*Department

*Estimate Required
-- None --

PO Number

Location

*Order Summary
Report a Clinical Device Issue

Submit

 Add attachments

Required information **Control Number** **Facility** **Department** **Estimate Required** **Order Summary**

WORK ORDERS

SHOWS WORK ORDERS PLACED BY YOU

CLICK ANY COLUMN TO CHANGE SORTING

My Work Orders

[TEST SERVICE REQUEST_1](#)
CWKD0388627 • 02-07-2020 13:21:41

Report List

- [Active Equipment List](#)
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SHOWS ALL WORK ORDERS (OPEN/CLOSED) FOR YOUR FACILITY(IES)

CLICK ON WORK ORDER NAME TO VIEW DETAILS OR STATUS

☰ All Work Orders



Number	Work Order Type	Order Summary	Priority	Issue Date	Control Number	Asset Type	Model	Manufacturer
CWKD0423937	Admin/Rounds/Project	TEST MISSING RULES, SCRIPTS, ACTIONS AND POLICIES	Routine	04-09-2020 20:13:00				
CWKD0423933	Parts Sale	TEST RECEIVING OF PURCHASE ORDER LINE ITEMS	Routine	04-09-2020 18:42:44				

REPORTS

Report List	
Active Equipment List	←
PM Work Order Report	←
Discrepancy Work Orders	←
Q/A Report	←
PM Completion Rates	←

Priority	Issue Date	Control Number	Asset Type	Model	Manufacturer
routine	04-09-2020 20:13:00				
routine	04-09-2020 18:42:44				

- SHOWS THE ACTIVE INVENTORY MANAGED BY SPBS
- SHOWS DETAILED PM COMPLETION STATUS
- PULLS THE WORK ORDERS THAT SHOW ON THE QA REPORT TO INCLUDE DETAILED NOTES
- WILL PULL WORK ORDERS FOR EVERY PIECE OF EQUIPMENT THAT RECEIVED OR HAS BEEN SCHEDULED TO RECEIVE INSPECTION
- SUMMARIZATION OF INCOMPLETE PMS BY SITE/DEPARTMENT – USED TO RECONCILE ISSUES SUCH AS REPAIRS NEEDED, MISSING EQUIPMENT, ETC.

REPORTS – ACTIVE EQUIPMENT LIST

- UPDATE FILTERS FOR CORRECT FACILITY
- SELECT FILTERS FOR DEPARTMENT
- SELECT SUBMIT TO REFRESH LIST

Home > Active Equipment List Page

Active Equipment List

Facility: Department:

All > Status in (In Service, Inventory Only)

Control#	Serial Number	Asset Type	Asset Manufacturer	Asset Model Name	Owning Department	Room Number	Schedule	Risk Group
PM SPPHD		PM Inspection	SPBS	PMA	BROWNFIELD	919 E. MAIN ST	Annual - July	Patient Care
DFW79062	908033565	Stretcher	Stryker	1115 BIG WHEEL	PRE-OP		Annual - January	Patient Care
W067302	6708	Chair, Exam	Dental EZ	PCA-200	CLINIC		Annual - May	Patient Care
DFW10224	R31459	Bed, Electric	Stryker	FL28C	BEDS		Annual - February	Patient Care
DFW10166	R27050	Bed, Electric	Stryker	FL28C	BEDS		Annual - February	Patient Care
DFW68488	134T0884	Thermometer	Welch Allyn	SURE TEMP PLUS	ARDMORE		Annual - December	Patient Care
L39417		Ophthalmoscope/Otoscope	Welch Allyn	71110 CHG	BRIERCROFT		Annual - November	Patient Care
RB634011	G38L20130135	Microscope, Lab	UNICO	G380	IRVING #420		Annual - August	Patient Care

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REPORTS – PM WORK ORDER REPORT

- UPDATE FILTERS FOR CORRECT FACILITY
- SELECT FILTERS FOR DEPARTMENT
- SELECT DATE RANGE
- SELECT SUBMIT TO REFRESH LIST

Home > PM Work Order Report

PM Work Order Report

Facility

Select Facility

Department

ALL

Submit

Export PDF Report

Issue Date From

Issue Date To

All > Work Order Type = Incoming/New Equip Insp .or. Work Order Type = PM Inspection > Status = Closed

Number	Customer	Department	Control Number	Asset Type	Asset Manufacturer	Asset Model Name	Serial Number	Assigned To	Risk Group
CWKD0001001	WISE REGIONAL	WOMEN AND INFANT CTR.	RB625606	Scale	Olympic Medical	SMART SCALE	3704	Staadan Sawyer	Patient Care
CWKD0001002	WISE REGIONAL	WOMEN AND INFANT CTR.	RB625702	Warmer, Blanket	Enthermics	DC250		Staadan Sawyer	Patient Care
CWKD0001003	WISE REGIONAL	WOMEN AND INFANT CTR.	RB625707	Resuscitator	Fisher & Paykel Healthcare	NEO PUFF	120117000161	Staadan Sawyer	Patient Care
CWKD0001004	WISE REGIONAL	WOMEN AND INFANT CTR.	RB224540	Monitor, Patient	Fukuda Denshi USA	DS-7100	37110496	Staadan Sawyer	Patient Care
CWKD0001005	WISE REGIONAL	WOMEN AND INFANT CTR.	RB224950	Monitor, Fetal	GE - General Electric	259A	06272680PA	Staadan Sawyer	Patient Care

EXPORT PDF REPORT TO
DOWNLOAD, EMAIL OR PRINT
REPORTS

REPORTS – DISCREPANCY WORK ORDERS

- UPDATE FILTERS FOR CORRECT FACILITY
- SELECT FILTERS FOR DEPARTMENT
- SELECT DATE RANGE
- SELECT SUBMIT TO REFRESH LIST

Home > Discrepancy Work Orders

Discrepancy Work Orders

Facility
Select Facility

Department
ALL

Issue Date From

Issue Date To

Submit **Export PDF Report**

All > Work Order Type = Incoming/New Equip Insp .or. Work Order Type = PM Inspection > Resolution Code = Normal PM - Routine Maint .or. Resolution Code = Normal PM - Failure Occur > Status = Closed

Number	Customer	Department	Control Number	Asset Type	Asset Manufacturer	Asset Model Name	Serial Number	Assigne
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- EXPORT PDF REPORT TO DOWNLOAD, EMAIL OR PRINT REPORTS

REPORTS – Q/A REPORT

- UPDATE FILTERS FOR CORRECT FACILITY
- SELECT FILTERS FOR DEPARTMENT
- SELECT DATE RANGE
- SELECT SUBMIT TO REFRESH LIST

Home > QA Report

Q/A Report

Facility
Select Facility

Department
ALL

Issue Date From

Issue Date To

Submit **Export PDF Report**

🔍 All > Work Order Type = PM Inspection .or. Work Order Type = Incoming/New Equip Insp > Resolution Code = Equipment not Found .or. Resolution Code = Equipment in Use .or. Resolution Code = Normal PM - Failure Occur .or. Resolution Code = Normal PM - Routine Maint .or. Resolution Code = Out for Repair .or. Resolution Code = Removed from Service

Number	Control Number	Asset Type	Asset Manufacturer	Asset Model Name	Serial Number	Owning Department	Issue Date	Assigned To
CWKD0001007	DFW35126	Monitor, NIBP	GE - General Electric	PROCARE 300	2019494-001	CLINIC	05-15-2015 13:17:06	Staadan Sawyer
CWKD0001022	RB628351	EKG	Cardio Dynamics	BIO Z DX	US20503571	FORT WORTH	05-31-2015 14:00:00	Staadan Sawyer

- EXPORT PDF REPORT TO DOWNLOAD, EMAIL OR PRINT REPORTS

REPORTS – PM COMPLETION RATES

- UPDATE FILTERS FOR CORRECT FACILITY
- SELECT FILTERS FOR DEPARTMENT
- SELECT DATE RANGE
- SELECT SUBMIT TO REFRESH LIST

Home > PM Completion Rates

PM Completion Rates

Facility **Department**

Issue Date From **Issue Date To**

All > Work Order Type = Incoming/New Equip Insp .or. Work Order Type = PM Inspection

Number	Control Number	Work Order Type	Status	Current Asset Location	Issue Date	Completed Date
CWKD0001001	RB625606	PM Inspection	Closed		03-31-2013 10:11:11	03-31-2013 10:11:16
CWKD0001002	RB625702	PM Inspection	Closed		03-31-2013 10:12:24	03-31-2013 10:12:20
CWKD0001003	RB625707	PM Inspection	Closed		03-31-2013 10:13:52	03-31-2013 10:13:49

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REPORTS