Administration

The Gateway desktop application allows users to submit and review requests for Work and Visitors. This document focuses on the administration of Work-specific features.

By selecting the Portal Work Fields tab within a permission group record, you have the ability to define which Work-related fields appear in the Gateway desktop application. For each field you can specify the following:

- Field Name: adding a field name will enable that field to appear in Gateway desktop
- Division: select the division you want the field to appear in (selecting Global will make that field available across all divisions)
- Persistent: this will save your selection within that specific field name for the duration of your current session (For example: if you select "HVAC" under Work Type, this will automatically be selected if you enter another issue while still logged in to Gateway)
- Mandatory: requires the field to be filled out before the Work request can be submitted
- Add: check this box if you want this field available during entry
- Edit: check this box if you want this field available when editing work
- View: check this box if you want this field to be visible when viewing work

Fields | Other Access | Purchases | Work | External | Applications | PDA Fields | Mobile Fields | **Portal Work Fields** | Portal Visitor Fields | Port

Field Name	Division	Persistent	Mandatory	Add	Edit	View	Search	List
Client	Global	☐	☐	✔	☐	✔	✔	✔
Work Person: Work Contact	Global	☐	☐	✔	☐	✔	✔	✔
Building	Global	☐	☐	✔	☐	✔	✔	☐
Unit	Global	☐	☐	✔	☐	✔	✔	✔
Work Type	Global	☐	☐	✔	☐	✔	✔	✔
Description	Global	☐	☐	✔	☐	✔	☐	✔
Work Status	Global	☐	☐	☐	☐	☐	✔	✔
Notes	Global	☐	☐	☐	✔	✔	☐	✔

All linked fields included will appear as drop-downs/lists to the user. For any linked fields, you can specify which values will be available by assigning Web Text to these fields. Any fields without web text will not appear as an option in the drop-down menus in Gateway.

Web Text:	AHU-01
Mobile Text:	

To further constrain what values can be seen in Gateway on an individual basis, Access Groups can be assigned to each user. For more information, please see the reference on Access Groups.