# TMA SYSTEMS

## 1st Quarter Newsletter, 2017

## In This Issue

**TMA News**

**Product Spotlight**

**TMA Tech Tips**

**TMA Training**

**TMA Software Releases Available**

**Meet the New Crew**

## TMA News

**UC17 - April 11th - 13th at the Hyatt Regency Hotel in Tulsa, Oklahoma.**

This year we celebrate the 20th anniversary of our Annual User Conference! This special event is a celebration of our client's investment in not only our software but in making certain their associates have the knowledge necessary to operate our products at the highest level. This year's event will again bring together an outstanding group of leaders and professionals for a week of hands-on workshops, product case studies, industry roundtable discussions, best practice demonstrations, and most importantly, networking opportunities. In addition, the event offers attendees the ability to take advantage of a state-of-the-art computer lab staffed by TMA support personnel, the Basics Boot Camp offered on Monday, April 10th, Bonus Sessions offered on Friday, April 14th, and a variety of evening events including:

- Tuesday Evening - [Philbrook Museum of Art](#) for an evening of dinner, drinks, and music.
- Wednesday Evening - Our continued tradition of Casino Night where participants use play money to challenge Lady Luck in Blackjack, Texas Hold'em, Roulette, and Craps followed by drawings for great prizes.
- Thursday Evening - 20th anniversary party at [Cain's Ballroom](#) with the [Spazmatics](#)!

Join the attendees who for more than 20 years have left the conference with innovative ideas that they can hardly wait to take back and implement within their organizations. To join us at the conference or to learn more, please visit the [UC2017 website](#).

We look forward to seeing you there!

**Conference Dates:**

| | | |
|---|---|---|
| Monday, April 10, 2017 | Welcome Reception | 5:30 PM - 7:30 PM |
| April 11 - 13, 2017 | Conference Sessions | 8:30 AM - 4:30 PM |
| Friday, April 14, 2017 | Bonus Sessions | 9:00 AM - 10:30 AM |

*Note: Optional Basics Boot Camp is offered on Monday, April 10th from 3:00 PM - 5:00 PM.*

**Conference Fees:**

Early Registration Conference Fee: $750 per attendee
(Payment must be received by February 27, 2017)

Conference Fee: $850 per attendee
(Payment received after February 27, 2017)

## Product Spotlight

**StarRez Interface for WebTMA\***

If your institution or organization utilizes StarRez's housing solution, you may be interested in TMA's new release of WebTMA. In January 2017, TMA completed the development of a StarRez Interface (optional module). This interface will streamline your work request and work order process by providing you the ability to configure near real-time, bi-directional communications between StarRez and WebTMA.

The interface allows you to automatically transfer work orders created by students and staff in StarRez to work requests within WebTMA. These can either be automatically\*\* or manually converted to work orders within WebTMA. As your maintenance department updates the work order in WebTMA, the work order status is electronically transferred to and updated in StarRez. Additionally, common details for each work order that originate in StarRez are shared between StarRez and WebTMA - making it very easy to cross-reference and look up the work order in both systems.

**Features and Benefits**

- Provide residents one consolidated online solution for all their housing related work orders
- Receive near real-time updates on the status of work orders in StarRez as maintenance technicians update the status in WebTMA
- Automate the export of StarRez work orders to WebTMA created by students and staff
- Filter exported work orders by building and maintenance category
- Minimize student phone calls and emails asking for work order status updates
- Eliminate redundant messaging and communication between Residence Life and the Maintenance department
- Provide students with the ability to view status updates in the StarRez student portal in near-real time
- Remove the need for technical resources and custom development via intuitive, built-in configuration tools

\* Client must have licensed related optional modules from StarRez.
\*\* Client must have licensed related optional modules from TMA for functionality to be active.

For more information on the StarRez Interface or any other product,
contact sales@tmasystems.com or visit tmasystems.com.

## TMA Tech Tips

**Quick View Popup Window - Work Orders Tab**

In WebTMA version 5.1.18, TMA added a new Quick View Popup Window on the Work

Orders Tab.  This function was added to allow users who may not normally see work orders (due to restrictions of their Repair Center settings) to view the "full" work order history for the maintenance worthy item they are maintaining. The popup window shows only the needed information (Tasks, General Comments, Task Comments, Date, etc.), but does not give the user access to the entire work order record.

The functionality related to the Quick View Popup Window is activated in User Management by the following: If Show Complete History is marked as True on the Admin > User Management > Records / Preferences Tab, the user can:

1. Go to the Work Orders Tab of the given window.

2. Click the Work Order number to open the Work Order Quick View Popup Window.

3. Review all work done for a particular item.



## TMA Training

Each month we release free training videos for WebTMA users. This allows you to download and watch the training at your convenience. The videos detail product features, modules, and tricks of the trade that make your use of TMA products more efficient and rewarding. Instead of shuffling your schedule to make time for a monthly training, you are now able to take advantage of our presenters' expertise when it is convenient for you.

The videos below have been released to the TMA Support Site at  www.tmasystems.net. To be notified about new videos as they become available for download, please contact us at CRM2@tmasystems.com.

**WebTMA**

**January** - Reimplementing Your Organization

Identify key elements of your data structure that can be improved for enhanced reporting.  Gain an understanding of how to assess your organization's workflow and what tools are available in WebTMA to increase efficiency.

**February** - Overview of Time Manager

Schedule current and future work orders by technician or technicians using the Scheduling Tool. Learn how to utilize the module to manage and change both direct and indirect labor for your workforce.  Review tools for batch scheduling of work

orders and for reassigning work orders as a batch process.

**March** - <u>Setup Considerations - Best Practices</u>

Gain an understanding of all of the settings and preferences throughout WebTMA that impact your workflow and overall use of the system. Review important concepts from Client setup to Repair Center setup in order to take full advantage of the valuable features available within WebTMA.

## TMA Software Releases Available

All current versions are available on the TMA Support site. Contact TMA Client Support at 800.228.8765, or via e-mail at <u>support@tmasystems.com</u>, for assistance or questions.

### WebTMA Client Hosted Updates

Release Version 5.1.19  (Current Release)

### WebTMA Handheld Device Updates (The following are paired with the current release of WebTMA shown above)

WebTMA GO CH 5.1: Release Version 2.1.9 (Current App Store Release)
mobileTMA GO CH 5.1: Release Version 1.3.9 (Current App Store Release)

### TMA Desktop Updates

**<u>Client Server Maintenance Releases</u>**
Release Version 8.1.2.14  (Current Release)

**<u>Non-Client Server Maintenance Release</u>**
Release Version 7.7.16 for non-client server

## Meet the New Crew

**Josh Moore**  -  Josh graduated from Oklahoma State University with a degree in Public Relations and Advertising. He joined our Client Support Services group in May where he is a Client Support Specialist. He is a foodie and self-professed coffee expert and enjoys traveling to visit local restaurants and coffee roasters. Other hobbies include golfing and reading.

**Sophia Hargis**  -  Sophia joined our Engineering Department in May. Originally from Morocco, she attended University of Central Oklahoma where she received a Bachelor of Science in Computer Science. She resides in midtown Tulsa with her husband, Andrew and their dog, Ray. In her free time, she enjoys time with her family and friends, playing video games, and traveling.

## About Us

To learn more about TMA, please visit <u>www.tmasystems.com</u>.

**TMA Systems**
5100 E. Skelly Drive, Suite 900
Tulsa, Oklahoma 74135
918.858.6600
800.862.1130