

# GLOBAL CRUISE QUICK GUIDE

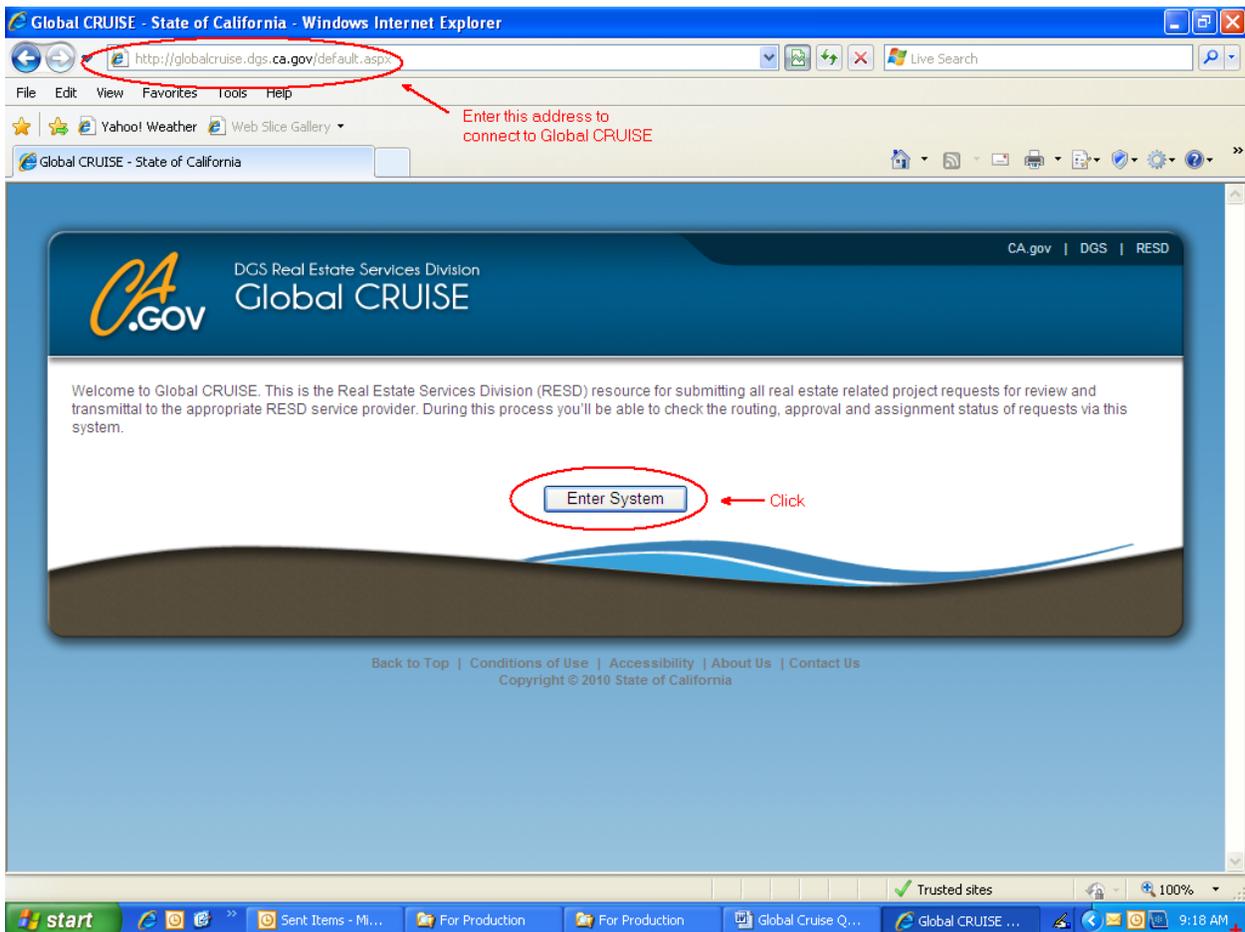
## Instructions for RESD Regional Portfolio Managers (RPM)

Welcome to Global CRUISE. This Quick Guide introduces some of the basic features of Global CRUISE and, beginning on page 6, demonstrates how the Regional Portfolio Manager (RPM) accepts requests and submits them to a Branch Catcher. If you need help with Global CRUISE, click Contact Us for Customer Services Manager contact information. Contact Us is located under HELP on the Main Menu.

**ACCESS THE GLOBAL CRUISE SITE:** Via the link on an email alert or at <http://globalcruise.dgs.ca.gov>

- Click the Enter System button.

👉 RESD employees are not required to enter a password. You are automatically logged in when you click the Enter System button.



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### **GETTING STARTED**

Before performing the RPM functions in Global CRUISE, take a moment to go over some of the features of the Global CRUISE workspace, so you can effectively navigate the system.

The HOME page (also referred to as your Dashboard) contains three grids to help you manage your requests:

**RPM POOL** – All RPMs receive an email alert when a request is forwarded to the RPM Pool. RPMs claim the requests for their geographic regions and/or client agencies. The RPM Pool contains:

- Requests forwarded from CSMs that require an RPM's review and acceptance.
- Requests returned from a Branch Catcher.

**PENDING** – The Pending grid displays requests that require your action:

- Requests that you claimed from the RPM Pool.
- Requests routed to you by another user that require your action.
- Requests you routed to another user that the recipient has not yet claimed. The request will remain in your Pending grid until the recipient claims it.

**TRACKING** – The Tracking grid contains requests you are monitoring:

- Requests you forwarded to a Branch Catcher or routed to another user. The request automatically moves from your Pending to your Tracking grid after the recipient claims it.
- Requests that you added to your Tracking grid. To add a request to your Tracking grid, use one of the following options:
  - ♦ **Click ID** to view a request and then **click Track on the Request Menu**.
  - ♦ From the Search Results grid, **click the Track/Remove icon** for the request you want to add.

 *To remove a request from your Tracking grid, click the Track/Remove icon for the request you want to remove. Within a request, click Remove Tracking on the Request Menu.*

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

**Announcements** (Click to Show/Hide)

**Welcome to Global CRUISE! - 7/21/2011**  
 Have fun creating CRUISE requests and checking out the features of the new Global CRUISE. Refer to the 'Quick Guide' for help creating requests and the 'Testing Features' document for more detailed info on the Read More...

**RPM Pool** [Export to Excel](#)

ID	Routing Histo	Claim	Date Sub	Agency	Request Type	Street Address	City
No records to display.							

Page: 1 of 1 Go Page size: 10 Change

**Pending** [Export to Excel](#)

ID	Routing Histo	Date Submitted	Agency	Request Type	City	County	Previous Ov
82		8/16/2011	Real Estate Services [	Environmental	W Sacramento	SACRAMENTO	Test_GC_C
80		8/16/2011	Real Estate Services [	Sustainable or Resou	Sacramento	SACRAMENTO	Melehani, C
68		8/12/2011	Real Estate Services [	Sustainable or Resou		SACRAMENTO	Test_GC_C
33		7/25/2011	Real Estate Services [	Alterations in a Lease	SACRAMENTO	SACRAMENTO	Cacciar, Mi
20		7/20/2011	Real Estate Services [	Delegation for Alterati	SACRAMENTO	SACRAMENTO	Garbeff, Anr
18		7/20/2011	Real Estate Services [	Acquisition Review	SACRAMENTO	SACRAMENTO	Alden, Dan
13		7/20/2011	Real Estate Services [	Additional Leased Sp	ELK GROVE	SACRAMENTO	Alden, Dan

Page: 1 of 1 Go Page size: 7 Change Item 1 to 7 of 7

**Tracking** [Export to Excel](#)

ID	Routing Histo	Date Sub	Agency	Request Type	City	County	Status
6		7/25/2011	Real Estate Services [	Construction	SACRAMENTO	SACRAMENTO	Broadcasted
14		7/20/2011	Real Estate Services [	Relinquishment of DG	SACRAMENTO	SACRAMENTO	Pending
21		7/20/2011	Real Estate Services [	Sustainable or Resou	Santa Ana	ORANGE	Broadcasted

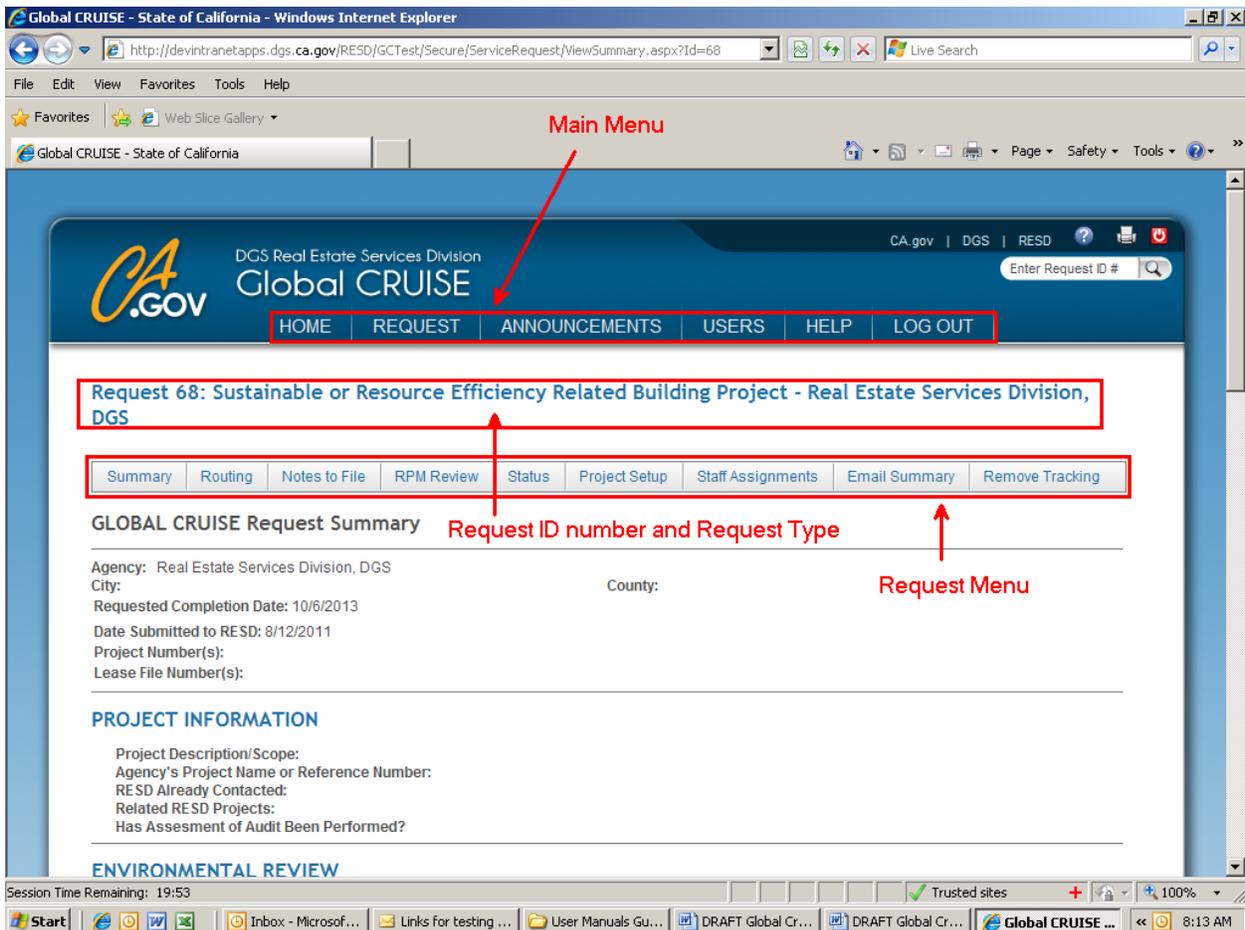
# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

**MENUS** – Global CRUISE utilizes three different menus to access various functions:

- **Main Menu (HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP AND LOG OUT):** Located directly under the Global CRUISE header, this menu provides access to your dashboard as well as functions to search for a request, manage user accounts, display announcements and obtain help documentation.
- **Request Menu (Claim, Summary, Routing, Status, Notes to File, Staff Assignments and Track):** This menu is displayed when viewing a request and provides functions and commands to view, route, change status, or define project setup information for a specific request.

 *When viewing a request, the Request ID, Request Type, Agency and County are displayed between the Main Menu and the Request Menu to identify the request.*



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

- **Left Navigation Menu:** When viewing the information entered by customers, this menu appears on each step (page) and displays a list of the sequential steps required to complete the request. The list of steps is displayed in two colors and fonts:
  - ♦ **Blue** indicates **steps** that have already been completed. You may revisit any step that is a blue link in the Left Navigation Menu at any time should you need to review the data entered.
  - ♦ **Black** indicates steps that have not been completed. However, all steps should be completed before a request is submitted to RESD.
  - ♦ **Italic** designates the step you are currently viewing.

👉 *Each step in a request consists of a question or group of related questions.*

The screenshot displays the Global CRUISE web application in Internet Explorer. The browser address bar shows the URL: <http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/Steps/ProjectInformation.aspx?k>. The page title is "Global CRUISE - State of California". The main navigation bar includes links for HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP, and LOG OUT. A search box for "Enter Request ID #" is located in the top right corner.

The current request is titled "Request 14: Relinquishment of DGS-Owned Space - Real Estate Services Division, DGS - SACRAMENTO COUNTY". Below the title is a horizontal menu with options: Summary, Routing, Notes to File, Status, Project Setup, Address Lookup, Staff Assignments, Email Summary, and Remove Tracking. A red arrow points to the "Notes to File" option, labeled "Left Navigation".

On the left side, there is a vertical navigation menu with the following items: Begin Request, Project Information, Project Contact, Existing Lease, Current/Project Location, Project Funding, Assignment Termination Date, Justification, General Comments, Attach Documents, and Select Approver. A red box highlights this menu. A red arrow points to the "Project Information" item, which is italicized, labeled "Italic to show current step".

The main content area is titled "Project Information" and contains the following form fields:

- What is the project description/scope of this request?
- Is there a project name or reference number that your agency refers to for this project?
- If trying to meet a specific project completion date, please provide the date and explain the circumstances. RESD and your agency will work together to establish a project schedule.  
Requested Completion Date:    
Explanation:

The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, FW: Links - Message, Links for testing - Mes..., DRAFT Global Cruise), and the system clock showing 7:51 AM on 10/6/2011.

# GLOBAL CRUISE QUICK GUIDE

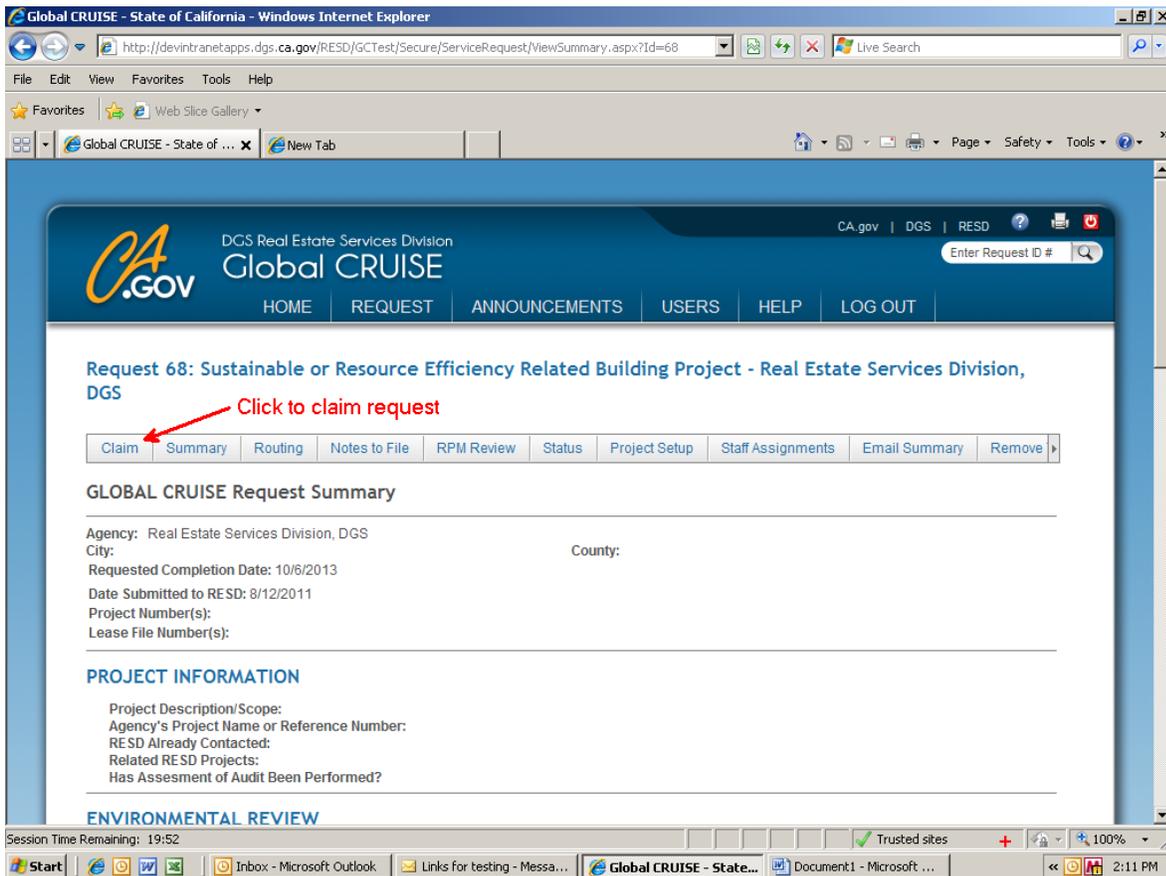
## Instructions for RESD Regional Portfolio Managers (RPM)

### CLAIM A REQUEST

To enter the system and claim a request from the RPM Pool, use one of the following options:

- If you click a link in an email alert, the request Summary will be displayed. **Click Claim on the Request Menu** to claim the request.
- If you use the web address to enter the system, you will see your HOME page (Dashboard). From the RPM Pool, **click the ID** for the request you want to view, and the Summary will be displayed. **Click Claim on the Request Menu** to claim the request.
- If you use the web address to enter the system, you will see your HOME page (Dashboard). Use the scroll bar to view the Agency and County for any requests in the RPM Pool. **Click the Claim icon in the RPM Pool grid**, if you want to claim the request without viewing it first.

 *The request will automatically move from the RPM Pool to your Pending grid after you claim it.*



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

**Global CRUISE - State of California**

CA.gov | DGS | RESD

Global CRUISE

HOME | REQUEST | ANNOUNCEMENTS | USERS | HELP | LOG OUT

Enter Request ID #

**Announcements** (Click to Show/Hide)

Welcome to Global CRUISE! - 7/21/2011

Have fun creating CRUISE requests and checking out the features of the new Global CRUISE. Refer to the 'Quick Guide' for help creating requests and the 'Testing Features' document for more detailed info on the Read More...

**RPM Pool** Export to Excel

ID	Routing Histo	Claim	Date Sub	Agency	Request Type	Street Address	City
87			8/18/2011	Real Estate Services I	Appraisal Review		
88			8/19/2011	Real Estate Services I	Construction Services	707 3rd st	W. Sac

Click ID or click icon to claim request

**Global CRUISE - State of California**

CA.gov | DGS | RESD

Global CRUISE

HOME | REQUEST | ANNOUNCEMENTS | USERS | HELP | LOG OUT

Enter Request ID #

**Pending** Export to Excel

ID	Routing History	Request Type	County	Agency	City	F
93		Space Planning Services in a Leased Facility	SACRAMENTO	Real Estate Services I	SACRAMENTO	Y
88		Construction Services	SACRAMENTO	Real Estate Services I	W. Sac	Y
82		Environmental	SACRAMENTO	Real Estate Services I	W Sacramento	T

After claiming request, it automatically moves to the Pending grid

Request that had been claimed in the RPM Pool and now in the Pending grid

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### RPM REVIEW

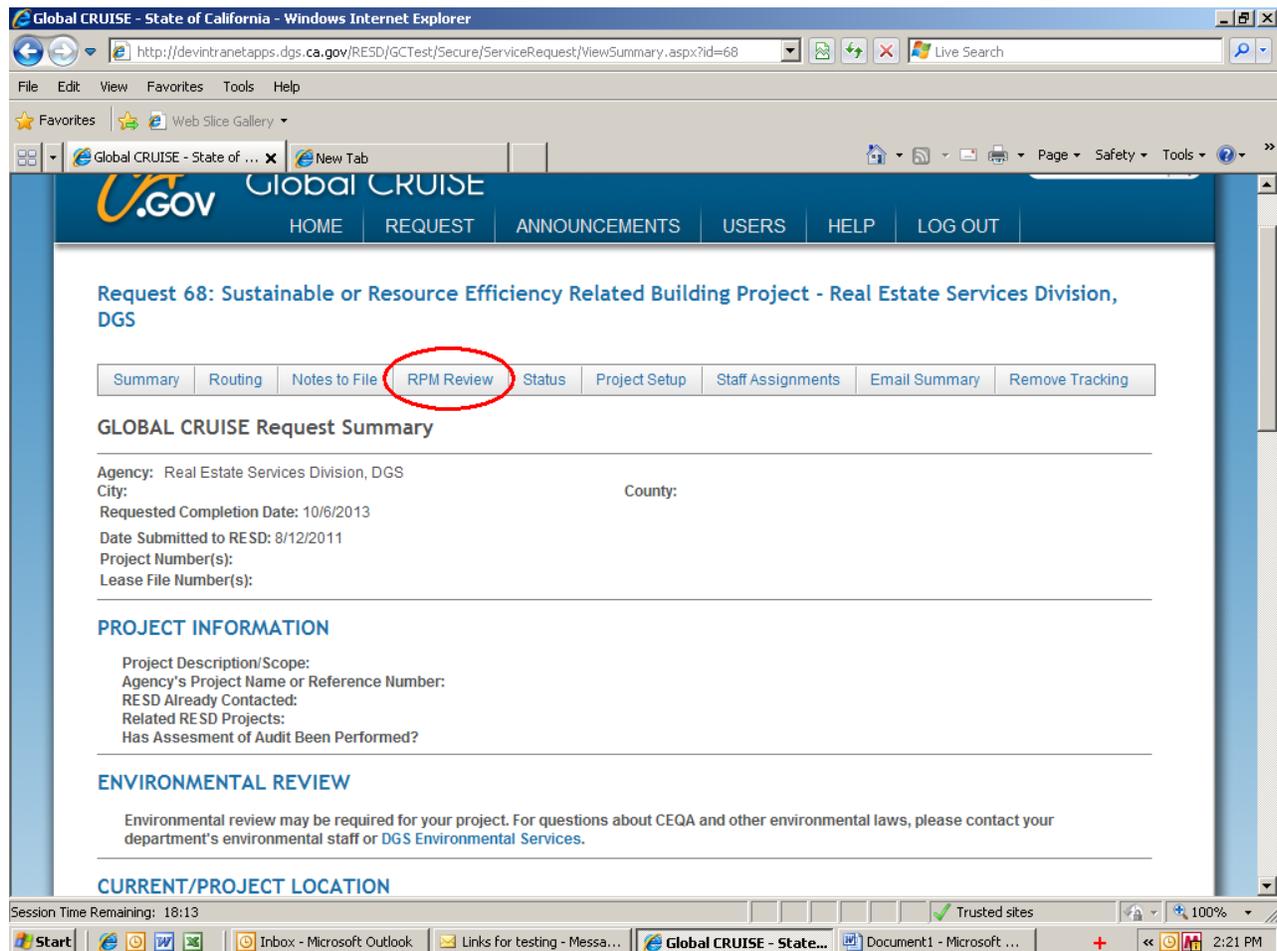
1. Review the Summary.

 Step titles are represented as blue links on the Summary. Click a step title link to view the data entry page.

Note: To place a request On Hold, see Change Request Status on page 12.

2. To access the RPM Review page, use one of the following options:

- **Click RPM Review on the Request Menu.**
- Scroll down to the bottom of the Summary and **click the Regional Portfolio Manager (RPM) Review link.**



The screenshot shows a Windows Internet Explorer browser window displaying the Global CRUISE web application. The browser's address bar shows the URL: <http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/ViewSummary.aspx?id=68>. The page title is "Request 68: Sustainable or Resource Efficiency Related Building Project - Real Estate Services Division, DGS". A navigation menu at the top includes links for HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP, and LOG OUT. Below the menu, a horizontal bar contains several tabs: Summary, Routing, Notes to File, RPM Review (circled in red), Status, Project Setup, Staff Assignments, Email Summary, and Remove Tracking. The main content area displays the "GLOBAL CRUISE Request Summary" for the selected request, including fields for Agency, City, Requested Completion Date, Date Submitted to RESD, Project Number(s), and Lease File Number(s). Below this, there are sections for "PROJECT INFORMATION" and "ENVIRONMENTAL REVIEW". The browser's taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, Links for testing - Messa..., Global CRUISE - State..., Document1 - Microsoft ...), and the system clock showing 2:21 PM on 10/6/2011.

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GC/Secure/ServiceRequest/ViewSummary.aspx?id=20002

File Edit View Favorites Tools Help

Global CRUISE - State of California

### ROUTING HISTORY

Date/Time:	From:	To:	Routing
9/6/2011 @ 2:57 PM	Melehani, Candace Customer Services Manager	Test_GC_RPM, Test_GC_RPM Regional Portfolio Manager	Submitted for Acceptance / Rejection

Comment: Please approve and forward to Test BC. This is only a test. Please disregard.

### DELEGATED AUTHORITY (DA) APPROVAL

Date/Time:	Name	Telephone	Status
9/6/2011 @ 2:21 PM	DA-Candace Melehani	(916) 376-1894	Approved and Submitted

### CUSTOMER SERVICES MANAGER (CSM) REVIEW

Date/Time	Name	Telephone
9/6/2011 @ 2:22 PM	Melehani, Candace	916-376-1894

Comment: CSM enters review comments here.

**REGIONAL PORTFOLIO MANAGER (RPM) REVIEW** ← Click

Date/Time	Name	Telephone	Status
9/6/2011 @ 2:28 PM	Test_GC_RPM, Test_GC_RPM		Accepted

Comment: RPM enters acceptance comments here.

Session Time Remaining: 13:50

Trusted sites + 100%

Start | Inbox - Microsoft Ou... | FW: CSM Guide Read... | Global CRUISE - St... | For Production | Global Cruise Quick G... | 2:15 PM

## GLOBAL CRUISE QUICK GUIDE

### Instructions for RESD Regional Portfolio Managers (RPM)

3. On the RPM Review page, **select an Acceptance Status, enter a review comment and click the Save button.** Your comment will appear on the RPM Review page and on the Summary.

 Click the *Edit button* to edit or delete your RPM Review comment.

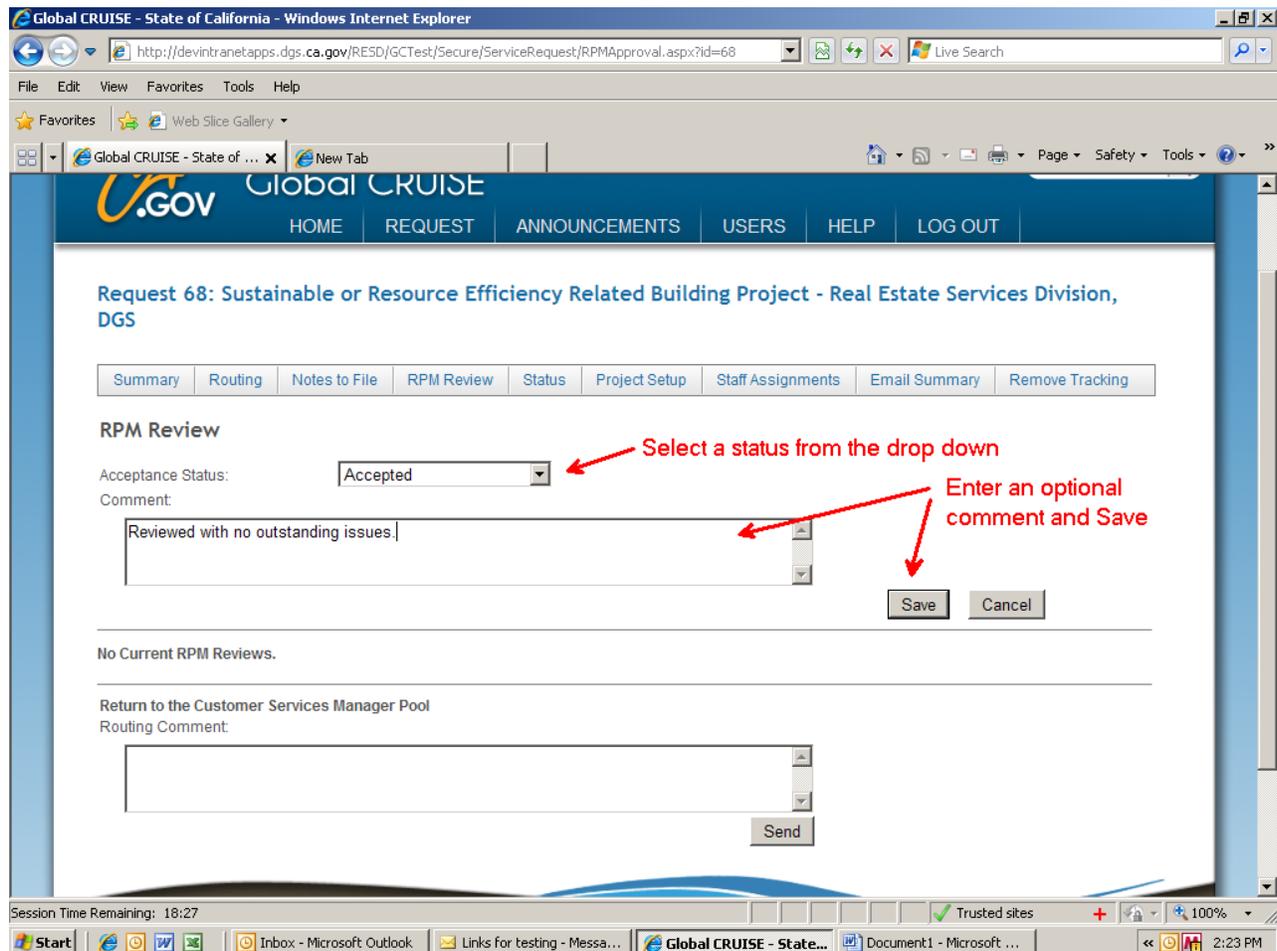
Note: To ensure the BPM Regional and Building Managers receive an assignment broadcast for projects involving DGS-managed buildings, see Project Setup on page 13.

4. To forward the request to the Branch Catcher Pool, **enter a Routing Comment (optional) and click the Send button.**

 *The routing comment will appear in the email alert sent to the Branch Catcher Pool and in the Routing History under Routing.*

5. After you click the Send button, you are redirected to your HOME page (Dashboard).

 *The request will display in your Pending grid until it is claimed from the Branch Catcher Pool, and then it will move to your Tracking grid.*



Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/RPMApproval.aspx?id=68

File Edit View Favorites Tools Help

Global CRUISE - State of ... x New Tab

Global CRUISE .GOV HOME REQUEST ANNOUNCEMENTS USERS HELP LOG OUT

Request 68: Sustainable or Resource Efficiency Related Building Project - Real Estate Services Division, DGS

Summary Routing Notes to File RPM Review Status Project Setup Staff Assignments Email Summary Remove Tracking

RPM Review

Acceptance Status: Accepted

Comment: Reviewed with no outstanding issues.

Save Cancel

No Current RPM Reviews.

Return to the Customer Services Manager Pool

Routing Comment:

Send

Session Time Remaining: 18:27

Trusted sites

100%

2:23 PM

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

Comment

Save Cancel

Accepted 8/17/2011 @ 2:25 PM  
by Test\_GC\_RPM, Test\_GC\_RPM  
Reviewed with no outstanding issues. Edit

Forward to the Branch Catcher Pool  
Routing Comment:

Send

OR

Return to the Customer Services Manager Pool  
Routing Comment:

Send

Enter an optional comment and click Send

Or, Enter an optional comment and return to the CSM Pool

Session Time Remaining: 14:14

Trusted sites 100%

Start | Inboxes - Microsoft Outlook | Links for testing - Messa... | Global CRUISE - State... | Document1 - Microsoft ... | 2:34 PM

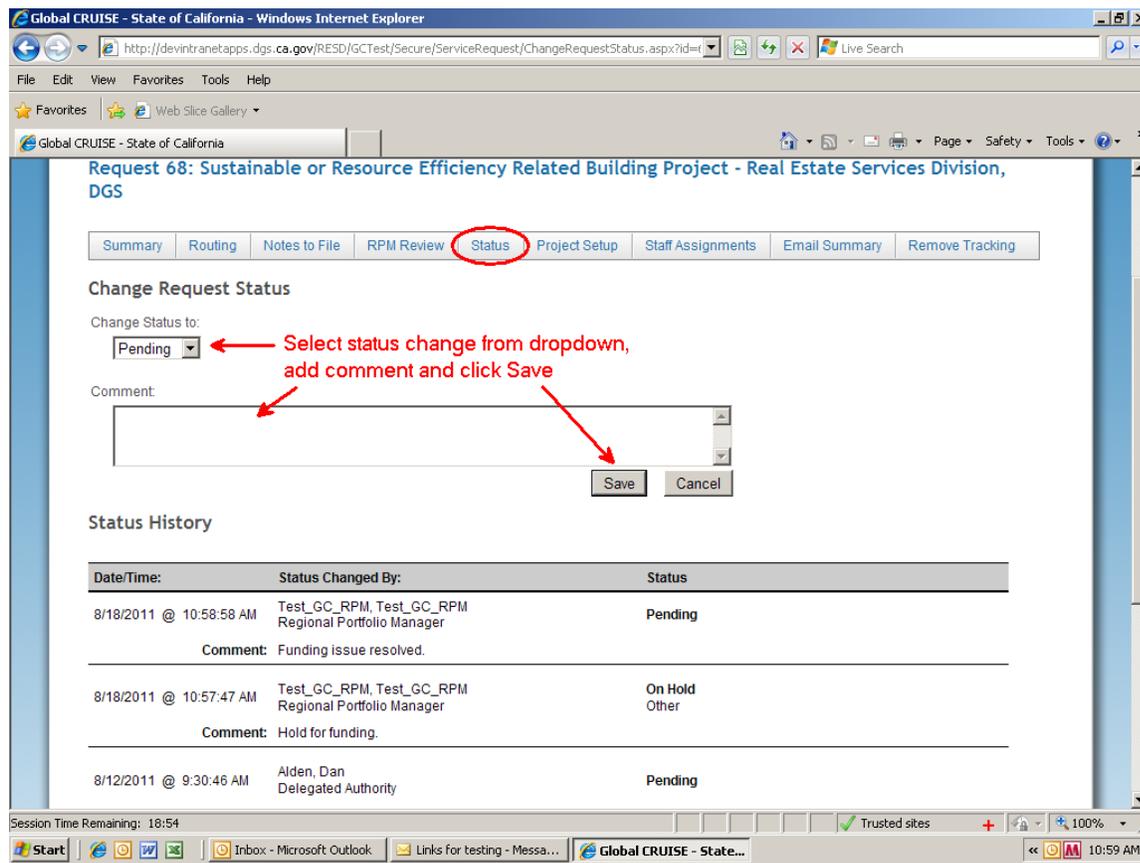
# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### CHANGE REQUEST STATUS

1. From within a request, **click Status on the Request Menu**. The Change Request Status page will be displayed.
2. **Select a status** from the dropdown list under “**Change Status to:**”.
3. **Select a Hold Category** to place a request on hold.
4. **Enter a comment** describing the reason for the change of status.
5. **Click the Save button**.
6. The new status is displayed in Status History directly under Change Request Status.
7. Key members are sent an email alert of the status change.

 *The request will display in your Tracking grid if it was placed On Hold, Canceled or Deleted. The request will display in your Pending grid if it was placed in Pending status.*



Request 68: Sustainable or Resource Efficiency Related Building Project - Real Estate Services Division, DGS

Summary Routing Notes to File RPM Review **Status** Project Setup Staff Assignments Email Summary Remove Tracking

**Change Request Status**

Change Status to:  
Pending

Comment

Save Cancel

**Status History**

Date/Time:	Status Changed By:	Status
8/18/2011 @ 10:58:58 AM	Test_GC_RPM, Test_GC_RPM Regional Portfolio Manager	Pending
Comment: Funding issue resolved.		
8/18/2011 @ 10:57:47 AM	Test_GC_RPM, Test_GC_RPM Regional Portfolio Manager	On Hold Other
Comment: Hold for funding.		
8/12/2011 @ 9:30:46 AM	Alden, Dan Delegated Authority	Pending

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### PROJECT SETUP

Add the BPM Regional and Building Managers to projects involving DGS-managed buildings. Key members entered in Global CRUISE will also be entered in ABMS. All key members with Global CRUISE accounts will receive a broadcast email when the project is assigned.

1. From within a request, **Click Project Setup on the Request Menu**, and the Project Setup page will be displayed.

The screenshot displays the Global CRUISE web application interface within a Windows Internet Explorer browser window. The browser's address bar shows the URL: <http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/ViewSummary.aspx?id=68>. The page title is "Global CRUISE - State of California".

The application header includes the CA.GOV logo, "DGS Real Estate Services Division Global CRUISE", and navigation links: HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP, LOG OUT. A search bar for "Enter Request ID #" is also present.

The main content area displays "Request 68: Sustainable or Resource Efficiency Related Building Project - Real Estate Services Division, DGS". Below this, a horizontal menu contains several options: Summary, Routing, Notes to File, Status, **Project Setup** (circled in red), Address Lookup, Staff Assignments, Email Summary, and Remove Tracking. Below the menu is the "GLOBAL CRUISE Request Summary" section, which includes fields for Agency (Real Estate Services Division, DGS), City, County, Requested Completion Date (10/6/2013), Date Submitted to RESD (8/12/2011), Project Number(s), and Lease File Number(s). Below this is the "PROJECT INFORMATION" section with fields for Project Description/Scope, Agency's Project Name or Reference Number, RESD Already Contacted, Related RESD Projects, and Has Assessment of Audit Been Performed? At the bottom, the "ENVIRONMENTAL REVIEW" section is partially visible.

The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, FW: Links - Message, Links for testing - Mes..., DRAFT Global Cruise, Global CRUISE - Sta...), and the system clock showing 8:07 AM on 10/06/2011.

## GLOBAL CRUISE QUICK GUIDE

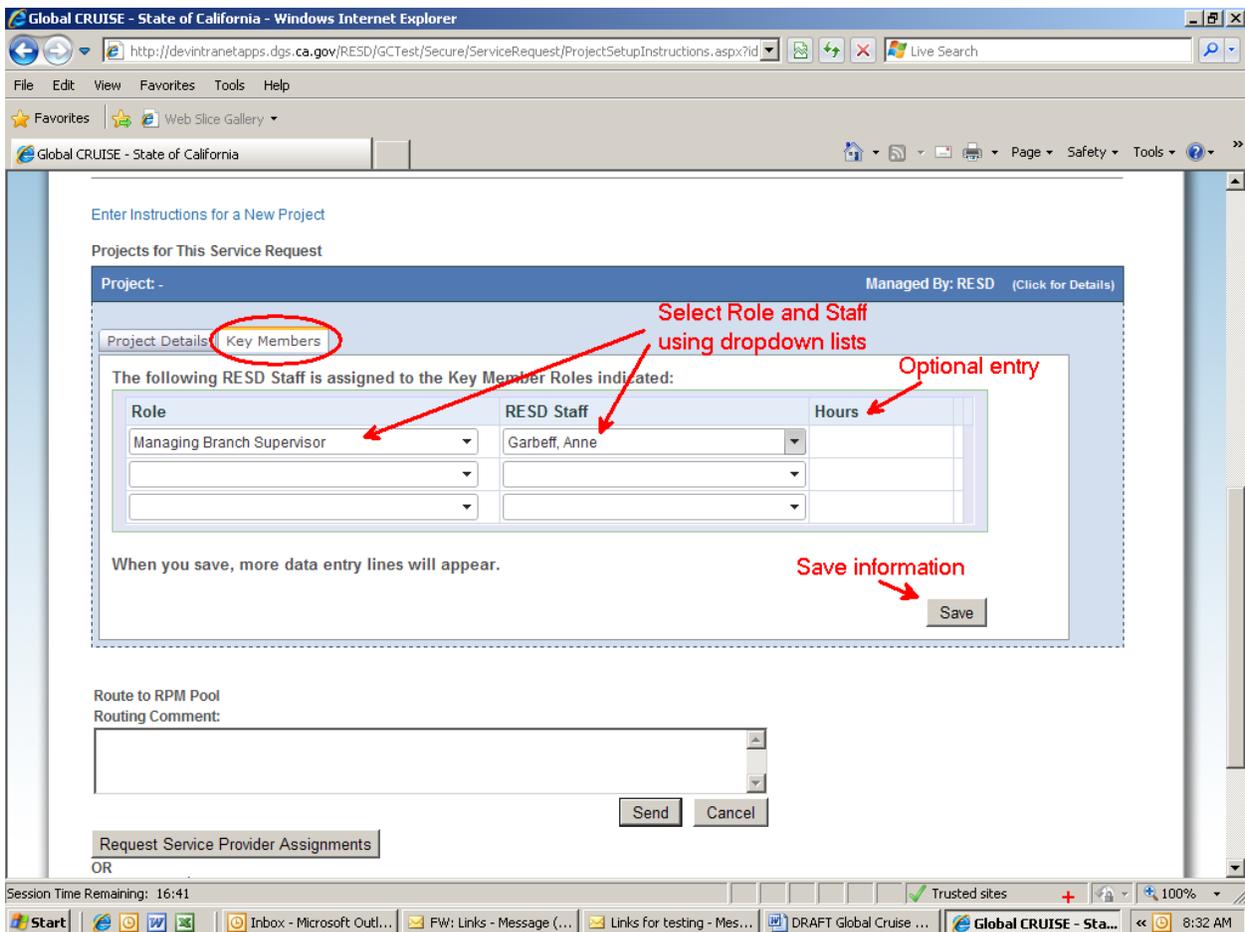
### Instructions for RESD Regional Portfolio Managers (RPM)

2. On the Project Setup page, scroll down the page to view the projects identified for the request.

 *If more than one project is displayed, click anywhere on a blue bar to expand and view the project setup instructions for the identified project.*

3. Each project contains two tabs: Project Details and Key Members. **Under the Key Members tab**, add any additional key members to those already entered by the CSM. **Select the Role and RESD Staff from the dropdown lists, and click the Save button.**

 *A red **X** next to your entries indicates your staff assignments have been saved. Use this icon to delete an entry, if necessary.*



Global CRUISE - State of California - Windows Internet Explorer

http://devintranet.apps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/ProjectSetupInstructions.aspx?id=...

Global CRUISE - State of California

Enter Instructions for a New Project

Projects for This Service Request

Project: - Managed By: RESD (Click for Details)

Project Details | **Key Members**

The following RESD Staff is assigned to the Key Member Roles indicated:

Role	RESD Staff	Hours
Managing Branch Supervisor	Garbeff, Anne	

When you save, more data entry lines will appear.

Save information

Save

Route to RPM Pool

Routing Comment:

Send Cancel

Request Service Provider Assignments

OR

Session Time Remaining: 16:41

Trusted sites

100%

Start | Inboxes - Microsoft Out... | FW: Links - Message (... | Links for testing - Mes... | DRAFT Global Cruise ... | Global CRUISE - Sta... | 8:32 AM

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### QUICK SEARCH

To find a single request, use the Quick Search field located in the top right-hand corner of the screen. **Enter the request ID number and click the magnifying glass icon.** The request Summary will be displayed.

The screenshot shows the Global CRUISE web application interface. At the top, there is a navigation bar with the CA.GOV logo and the text "DGS Real Estate Services Division Global CRUISE". The navigation bar includes links for HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP, and LOG OUT. In the top right corner, there is a search field labeled "Enter Request ID #" with a magnifying glass icon. Two red arrows point to the search field and the magnifying glass icon, with a red text box next to them that says "Enter ID and click to find request".

Below the navigation bar, there is an "Announcements" section with a "Welcome to Global CRUISE! - 7/21/2011" message. Below the announcements, there is a "Pending" section with a table of requests. The table has columns for ID, Routing Histo, Request Type, Date Submitted, Agency, City, County, and Branch Catcher. The table contains five rows of data.

ID	Routing Histo	Request Type	Date Submitted	Agency	City	County	Branch Catcher
95		Agency Master Plan	8/22/2011	Real Esta	SACRAMENTO	SACRAMENTO	Test_GC_BC, Test_G
92		Delegation for Alteratic	8/19/2011	Real Esta	SACRAMENTO	SACRAMENTO	Test_GC_BC, Test_G
90		Sustainable or Resou	8/19/2011	Real Esta	Sacramento	SACRAMENTO	Test_GC_BC, Test_G
68		Sustainable or Resou	8/12/2011	Real Esta			Test_GC_BC, Test_G
34		Infrastructure Study	7/26/2011	Real Esta	Disney	MERCED	Test_GC_BC, Test_G

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### SEARCH FOR A REQUEST

1. From any page, **hover your cursor over REQUEST on the Main Menu, and click Search**. You will be redirected to the Search for Service Requests page.
2. **Enter search criteria** in one or more fields. Additional fields are available under the More Search Options link.
3. **Click the Search button**. The results display in the Search Results grid at the bottom of the page.
4. To view a request, **click the ID** for the request you want to see.
5. To add a request to your Tracking grid, **click Track on the Request Menu**. From the Search Results grid, **click the Track/Remove icon** for the request you want to add.

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/SPDashboard.aspx

CA.gov | DGS | RESD

Enter Request ID #

HOME REQUEST ANNOUNCEMENTS USERS HELP LOG OUT

Search

Generate Blank Request

(Click to Show/Hide)

Welcome to Global CRUISE! - 7/21/2011

Have fun creating CRUISE requests and checking out the features of the new Global CRUISE. Refer to the 'Quick Guide' for help creating requests and the 'Testing Features' document for more detailed info on the Read More...

Pending

Export to Excel

ID	Routing Histo	Request Type	Date Submitted	Agency	City	County	Branch Catcher
95		Agency Master Plan	8/22/2011	Real Esta	SACRAMENTO	SACRAMENTO	Test_GC_BC, Test_G
92		Delegation for Alteratic	8/19/2011	Real Esta	SACRAMENTO	SACRAMENTO	Test_GC_BC, Test_G
90		Sustainable or Resou	8/19/2011	Real Esta	Sacramento	SACRAMENTO	Test_GC_BC, Test_G
68		Sustainable or Resou	8/12/2011	Real Esta			Test_GC_BC, Test_G
34		Infrastructure Study	7/26/2011	Real Esta	Disney	MERCED	Test_GC_BC, Test_G

Session Time Remaining: 19:56

Trusted sites

100%

Start | Inbox - Microsoft Ou... | Links for testing - Me... | GC ID: 96 Has Been ... | DRAFT Global Cruise ... | Global CRUISE - St... | 2:46 PM

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/Search.aspx

File Edit View Favorites Tools Help

Global CRUISE - State of ... X MSN.com

CA.gov | DGS | RESD

Enter Request ID #

### Search For Service Requests

Enter one or more fields to find request(s).

Request ID:

Project Number:

Request Type:

Agency:

Billing Code:

Street Address:

City:

County:

State:

Zip Code:

[More Search Options](#) (Click to Show/Hide)

Search Clear

Session Time Remaining: 19:36

Trusted sites + 100%

Start | Calendar - Micro... | Links for testing ... | User Manuals Gu... | Global CRUISE ... | DRAFT Global Cr... | DRAFT Global Cr... | 1:35 PM

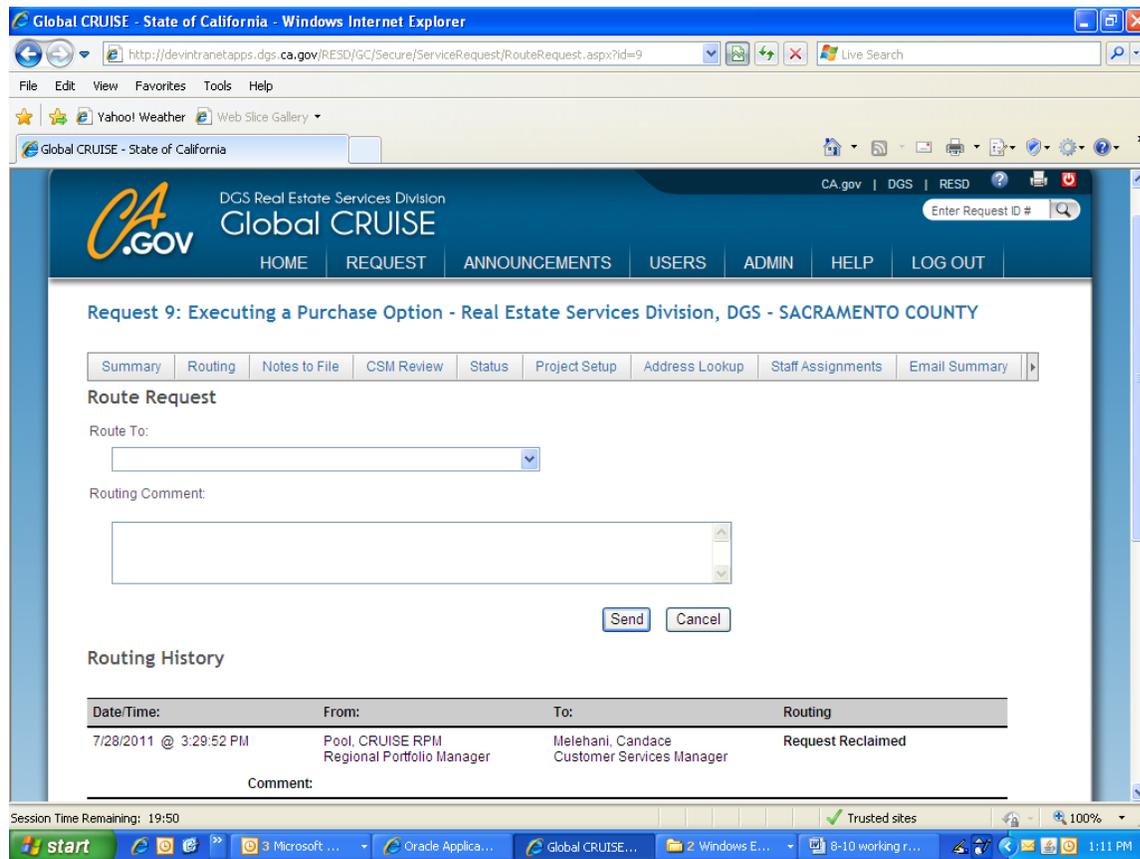
# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### ALTERNATE ROUTING

This feature is used when a Global CRUISE user needs to route a request outside of the regular process flow; for example, when an RPM needs to forward a pending request to another RPM.

**Click Routing on the Request Menu. Under Route Request, select a recipient from the dropdown list and click the Send button.** The recipient will receive an email alert, and the request will be displayed in their Pending grid.

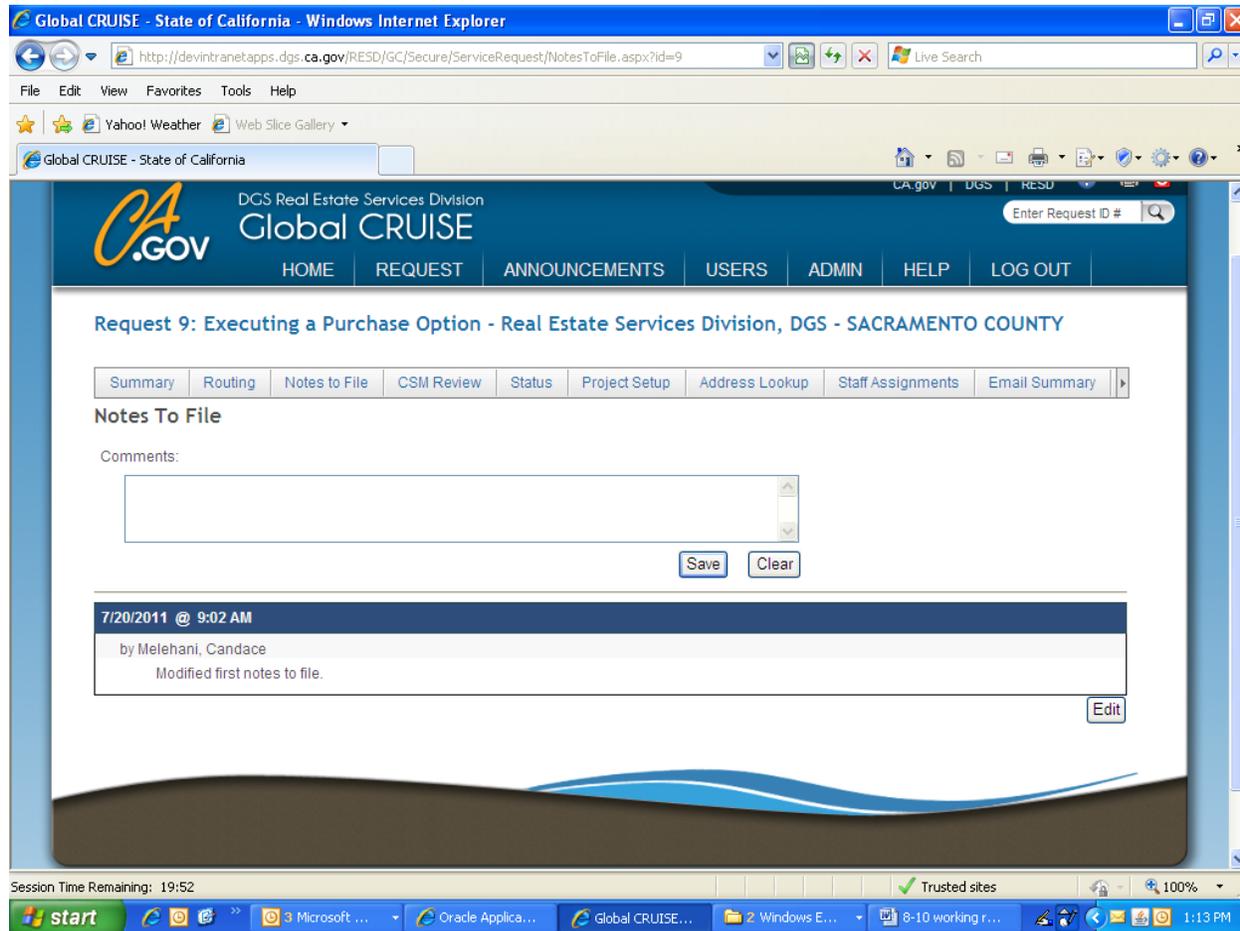


# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### NOTES TO FILE

On the Request Menu, click Notes to File to add notes to a request or to read other users' notes. RESD's Notes to File are available only to RESD users.



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Regional Portfolio Managers (RPM)

### CUSTOMIZE GRID FEATURES

These features allow you to manipulate requests in your grids and to customize the layout of the columns.

- **Sort by Column:** Requests within a grid can be sorted by a column. Right click on the column name to see a dropdown list of options that include ascending and descending. Left click to select an option.
- **Resize or Reorder Columns:** Columns can be resized or reordered. Place the cursor left of the column name that you want to reposition. A two-way arrow is for resizing the column. A four-way arrow allows for the column to be moved. Both are done by dragging and dropping while keeping the cursor within the header.
- **Hide or Display Columns:** Select the columns you want to display in a grid. Right click on the column header and select Columns. Select the checkboxes for the column names you want to display.
- **Scroll to View Columns:** Use the horizontal scroll bar to view all columns that are displayed in a grid.
- **Define Grid Page Size:** Define the number of requests to view in a grid using the page size field. You can choose to view all requests in the grid on one page with a vertical scroll bar or you can choose to view multiple pages.

The screenshot displays the Global CRUISE web application interface. The main content area shows a grid of pending requests. The grid has columns for ID, Routing History, Request Type, Date Sub, Agency, City, County, and Current O. The 'Request Type' column is re-ordered to the right of 'Routing History'. The 'City' column is sorted in ascending order. The 'Page size' field is set to 3, and the 'Number of requests in grid' is 3. The 'Page size' field is circled in red, and the 'Number of requests in grid' is also circled in red. The 'Page size' field is labeled 'Change' and the 'Number of requests in grid' is labeled 'Item 1 to 3 of 3'.

ID	Routing History	Request Type	Date Sub	Agency	City	County	Current O
89		Sustainable or Resource Ef	8/19/2011	Real Estate Services I			Test_GC_
62		Lease Renewal	8/11/2011	Real Estate Services I	SACRAMENTO	SACRAMENTO	Test_GC_
35		Special Repair Study	7/26/2011	Employment Develop	West Sacramento	YOLO	Test_GC_

ID	Routing Histo	Date Sub	Agency	Request Type	City	County	Status
14		7/20/2011	Real Estate Services I	Relinquishment of DG	SACRAMENTO	SACRAMENTO	Pending
25		7/22/2011	Real Estate Services I	Infrastructure Study	SACRAMENTO	SACRAMENTO	Pending
34		7/26/2011	Real Estate Services I	Infrastructure Study	Disney	MERCED	Pending