Guide to

TRS
TOTAL RIG SUPPORT

by

Zeefax Limited

Zeefax Limited

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1.   **What is TRS ?**

TRS is an on-line service and repair tracking and logging system for Oil Rig electrical and SCR systems which is unique to Zeefax Limited.

With *TRS* you can:

- Create and maintain a list of rigs and system configuration
- Create and maintain a rig documentation, drawings and manuals
- Create and maintain a complete inventory of the system equipment and spares for each rig
- Maintain a log of all repairs
- Request technical support from Zeefax
- Track progress of your service requests and equipment repairs
- View equipment repair reports
- Grant access rights to other users

Although *TRS* has special extensions aimed at rigs with Ross Hill, Hill Graham or Zeefax type SCR systems, it can be used to record maintenance records for any piece of rig equipment, and because it is an on-line system, it can be accessed and updated from almost anywhere in the world where there is internet access

2.   Quick Start

To get started with Zeefax *TRS*, go to http://www.totalrigsupport.com

If you don't already have a *TRS* account, you can request one by completing your name, company, telephone and email address details on this screen and clicking *Request.*

If you would like to try *TRS*, we have set up a demo account for you with the following user name and password:

> User Name: demo@totalrigsupport.com
>
> Password: demo

If you already have an account, enter your details and click *Log In*

The first screen you see displays the account details. If you have *Account Holder* access rights you will be able to amend these details, otherwise you can not.

Navigation through the system is via the tabs at the top of the screen.

Step 1 – Enter Drilling Rigs

The first task is to set up at least one Drilling Rig. Click the *Drilling Rigs* tab, and a list of any previously entered rigs will be displayed. Click the *Add Rig* button add a new rig, and enter the details on the on-screen form. When complete, click *Update Rig Details*. To add another rig, click *Back To Rig List* and repeat the process. It's a good idea to set up a 'General' rig for general enquiries.

Step 2- Enter Equipment Inventory

Click the *Equipment Inventory* tab. This will display a list of all the equipment you are tracking in *TRS*. To add equipment, click the *Add Equipment* button.

Equipment is added by completing the on-screen form then clicking the *Update Equipment Details* button. The form contents depends on the Equipment Type you select (for example, special information is required about AC and DC control modules).

Once your equipment inventory is complete, you are ready to start recording information and raising service tickets against items on it.

Step 3 – Raising a Service Ticket

All records in *TRS* are in the form of a service ticket. A service ticket can be anything from a request to send a service engineer, to a suggestion for improving the *TRS* system. Correspondence related to a ticket is stored in the form of Messages. It's a personal judgment call as to what constitutes a continuation of an existing ticket or a when a new ticket is required.

To raise a ticket, click the *Service Tickets* tab and select the rig to which the ticket applies. After the screen refreshes select the piece of equipment it relates to or the 'Not Applicable' option. Complete the rest of the form and enter your message in the box provided. You can attach a document (photo, report, PDF) to your message by clicking *Browse…* and selecting the file to attach. When finished, click *Raise Ticket.*

An email with details of your ticket will be sent to the appropriate person nominated within the Account Details section to receive messages of a particular type, who will respond through the *TRS* system, or by telephone if applicable. A copy of the email is sent to your email address for your records.

That's it! Read on for more detailed information about *TRS.*

3.   Logging In

Before logging in to *TRS*, you must have first been given an account on the system. To log in go to http://www.totalrigsupport.com and enter your user name (email address) and password in the boxes provided and click *Log In.*

Lost Password

If you have lost your password you can ask *TRS* to send you a reminder by entering your email address in the box provided in the *Lost Password* section and clicking *Send.* Your password will be sent to the email address provided. If, for any reason, your email address is not the same as that on the *TRS* system you will have to contact Zeefax directly to have your account re-set.

Requesting an Account

If you don't have a *TRS* account you can request details about how to obtain one from Zeefax by completing the *Request an Account* section and clicking *Request.*

Access Rights

All users have access rights which restrict some of the available functions. For example, only 'Account Holders' have the rights to amend the *Account Details*, add *Drilling Rigs* or add and amend other users' *User Accounts*.

Selecting Accounts

After logging in, a list of the accounts which you have access to is displayed:

This list displays all the accounts which are available to you. If you have more than one account, you might want to work on one account at a time or a selection of accounts. The working accounts are selected in the panel at the top of the screen. To select you working accounts click on the account name in the panel (it will automatically expand). To select more than one account, or de-select an account, use Control-Click. Use Shift-Click to select a block of accounts.

4.   General Navigation

Once logged in, navigation to each section is via a series of 'tabs' at the top of the screen. A typical screen might look like this:

Sorting and Filtering Lists

On screens which display lists there is usually a set of filters which can be used to filter down the list to include information of a particular type, and appear as drop-down lists. Filters are turned on by selecting options from the drop-down lists in the filter section (except for the search box where you must click *Go* after entering your search word or phrase). To clear a filter, select the All option in the drop-down list. To clear the search box simply delete the contents of the box then click *Go*.

Lists can be sorted by any column by click the up or down arrows in the title bar of the list (up to sort in an ascending order, down for descending order).

Action Icons

In the right hand column of most lists are some icons which are used to edit or delete information, or provide other functions. Hover your mouse over each icon to see what it does. The following is an explanation of each icon used in *TRS*:

edit an item or information

delete an item

send an email

download attachment

Page Selector

Some lists are split over a number of pages. At the top left f the screen is a series of icons to navigate through the pages, which appear as: |← ← 1 → →|. Clicking each does the following:

|←   go to first page

←   go to previous page

1 2 3 etc   go to the selected page number

→   go to the previous page

→| go to the last page

The actual number of pages will depend on the number of items in the list and whatever is selected in the *Items per page* selector. This can be set to show as few as 10 items per page, or all items if required.

Export To Excel

This button opens a pop-up window which containing your list in excel format. All the filters which you have set on the list page are obeyed, so to when you want to download a complete list make sure the items per page is set to 'All' and any other filters are removed.

5.　　Accounts

Only users with *Account Holder* status have the rights to amend the account details. You can check your access rights level after logging in by looking at the top tight-hand side of the page where you will see your name, followed by your access level in brackets.

To amend your account details, log in and click the ✎ icon of the account you want to edit from the Accounts list:
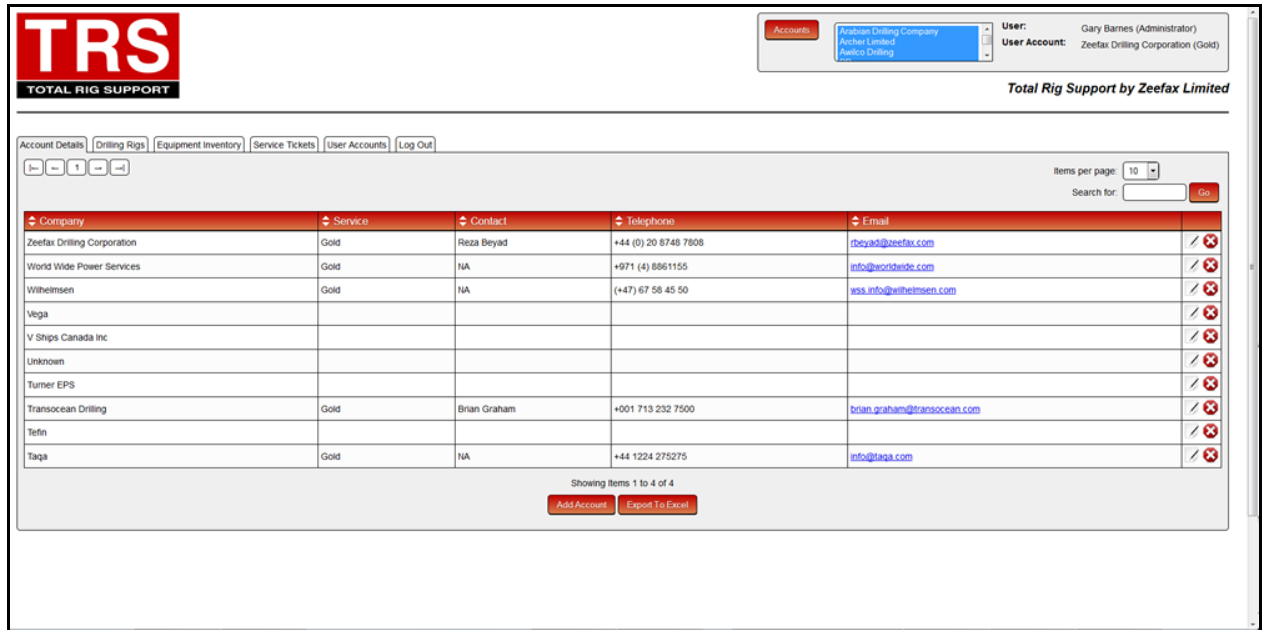

This opens up the Accounts detail page:
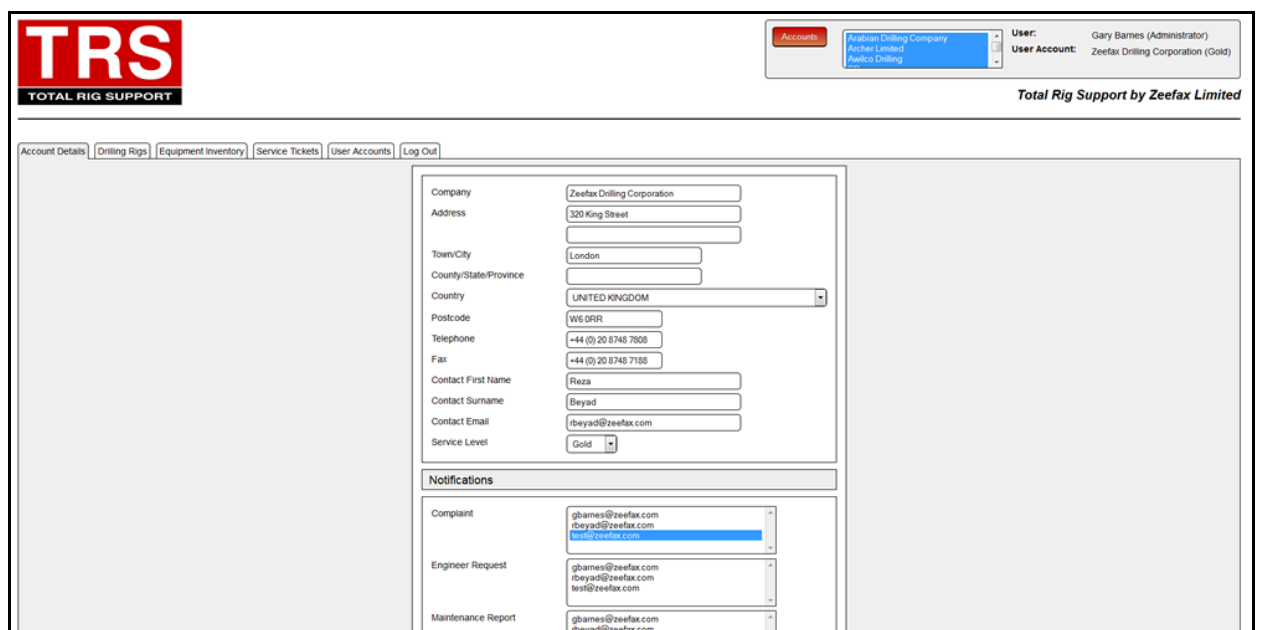
On this screen you can amend name and address details and also select the email addresses of persons who received notifications when certain types of ticket are raised. To select more than one recipient, or de-select a recipient, use Control-Click. Use Shift-Click to select a block of recipients.

Once the on-screen form is complete click *Update Account Details*. This will be confirmed with the following dialogue box:
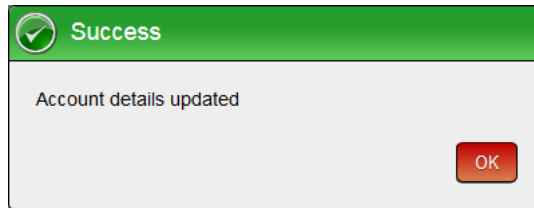
Click *OK* to return to the detail screen.

You can not change the Service Level from this screen: to upgrade please contact Zeefax Limited.

5.   Drilling Rigs

The drilling rigs section is used to create a list of the rigs or installations which have equipment which you want to log in *TRS*. Only users with *Account Holder* status have the rights to amend the rig details. You can check your access rights level after logging in by looking at the top tight-hand side of the page where you will see your name, followed by your access level in brackets.

In fact, these don't have to be drilling rigs – they can be any type of installation, or simply a section header to help you organize your service tickets. We recommend you create at least one 'General' section for tickets raised which don't relate to one particular installation.

To set up a rig, click the *Drilling Rigs* tab, and this will display a list of any previously entered rigs. To learn how to navigate list screens, please refer to the General Navigation section of this manual.

To add a rig click the *Add Rig* button, or to amend the details of an existing rig, click the ✎ icon. This opens up the detail editing screen:

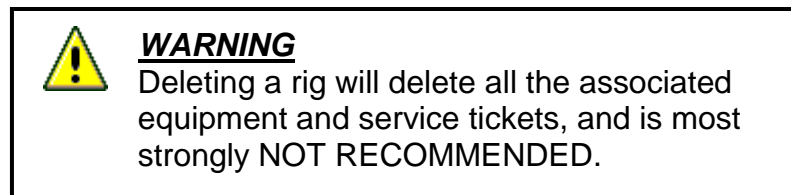Each field is described as follows:

Rig Name	The name or reference number of the rig. This doesn't have to be an actual drilling rig – it can be an installation or simply a section name to help you organize your service tickets.
Rig Type	Select the rig type, or select 'Other' if it's not a rig.
Year of Manufacture	Year in which the rig was built, or year of last major upgrade if more relevant and preferred.
Location	Entering the location will help Zeefax organize the support services to fulfill your service requests.
Shipping Instructions	Entering any instructions for shipping spares or returning items for repair and return.
SCR System Manufacturer	Select the manufacturer of the SCR system on the rig, or select 'Other' if it's not a rig.
No. of SCRs	Enter the number of SCRs sections in the SCR system, or zero if not applicable.
No. of Generators	Enter the number of Generator sections in the SCR system, or zero if not applicable.
Total KW	Enter the total amount of generated engine KW available on the rig
Total KVA	Enter the total amount of generator KVA available on the rig

Enter the details as appropriate then click the *Update Rig Details* button. You should see a confirmation message:
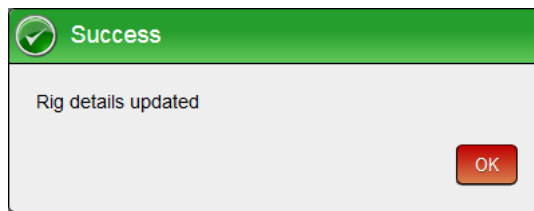

Click *OK* to return to the rig detail screen, followed by *Back To Rig List* to return to the list of rigs.

Deleting Rigs

> ⚠ **_WARNING_**
> Deleting a rig will delete all the associated equipment and service tickets, and is most strongly NOT RECOMMENDED.

To delete a rig, go to the list screen and click the corresponding ❌ icon. Deleting rigs which have equipment and service tickets against them is not recommended. After clicking the delete icon, you will be asked to confirm this action:
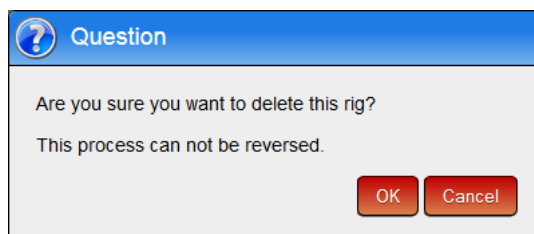
Click OK if you want to proceed with deleting, or click Cancel to return to the rig list.

7.   Equipment Inventory

The equipment inventory section is used to manage and maintain a list of equipment which might be serviced or repaired, and to be able to identify individual items and maintain a log of its service record. All users have the rights to add or amend equipment.

To add equipment, click the *Equipment Inventory* tab, and this will display a list of any previously entered equipment. To learn how to navigate list screens, please refer to the General Navigation section of this manual.

To add a rig click the *Add Equipment* button, or to amend the details of existing equipment, click the ✎ icon. This opens up the detail editing screen, which will depend on the equipment type selected. The piece of equipment shown below is an AC Control Module, and has extra data fields:

Each field is described as follows. Many are optional, so complete what you can and the system will tell you if any important information is missing. Once the on-screen form is complete, click *Update Equipment Details* to save the changes.

Equipment Type	Select from the drop-down list. The screen layout may change depending on your selection. Each type is described later in this section.
Rig	Select the rig where this equipment is located.
Location on Rig	Typically this will be a section of the and SCR system (SCR1, SCR2, GEN3, etc, or may be 'Drill Floor' for equipment like a Foot Throttle.
Description	Name of the equipment. This field is automatically filled for some equipment types.
Serial Number	This is the manufacturer's serial number, or any other unique identifier.
Tag Number	Some rigs use tag numbers to help identify a piece of equipment in a particular location. This is not the same as the serial number which is unique and allocated to a particular item.
Mnfr project/Job	Enter the system or project number assigned by the original

Number	equipment manufacturer.
Manufacturer	This is the original manufacturer of the equipment. We have provided a handy drop-down list of some manufacturers which you can select from.
Mnfr Part Number	Enter the original manufacturer's part number. This can help Zeefax identify equivalent replacement parts, which is especially useful when parts become obsolete.
Zeefax Part Number	This is the equivalent Zeefax part number for easy ordering of replacements and spares.
Notes	Enter any notes associated with this equipment, including details of any special modifications.

AC Control Module

When this equipment type is selected, additional information is requested which can be obtained from the equipment label:

Engine Type	Enter the engine manufacturer and type number
Power	Enter the power rating of the engine. You can enter this as Kilowatts (KW) or Horsepower (HP) in the appropriate box and the corresponding KW or HP value will be calculated for you.
Speed	Enter the RPM of the engine at normal running speed
Flywheel	Enter the number of teeth on the flywheel where the magnetic pulse pick-up sensor is located.
Pulse Pick-Up Frequency	This is automatically calculated from the values you enter for speed and flywheel teeth.
Generator Type	Enter the generator manufacturer and type number
Rating	Enter the generator rating in KVA.
Voltage	Enter the system volyage, e.g. 600 (V) 3 (phase) 60 (Hz).

DC Control Module

When this equipment type is selected, additional information is requested which can be obtained from the equipment label.

Enter the current limit for each assignment and select either *Shunt* or *Series* motor type. If all the motors are of the same type, click the *Shunt* or *Series* column headers to select the same for all assignments.

Two extra lines are provided for other, non-standard assignments. There is also provision to enter the DC Module terminal number which selects these assignments,

Copying Equipment Details

When creating your inventory it is often convenient to copy details from a similar, existing piece of equipment and make minor changes such as the serial number and location. To do this, create the first item and save it, or select the item you want to copy from in the equipment list by clicking its 🖊 icon to open the detail editing screen.

To copy this item, click the *Make A Copy* button at the foot of the screen.

This creates an exact copy of the equipment so that you can then make any minor changes and save it by clicking the *Update Equipment Details* button. To help identify the copy, the text '(Copy)' is added to the serial number, which you can subsequently delete when you enter the actual serial number.

Deleting Equipment

To delete a piece of equipment, go to the list screen and click the corresponding ❌ icon. Deleting equipment which has service tickets against it is not recommended. After clicking the delete icon, you will be asked to confirm this action:
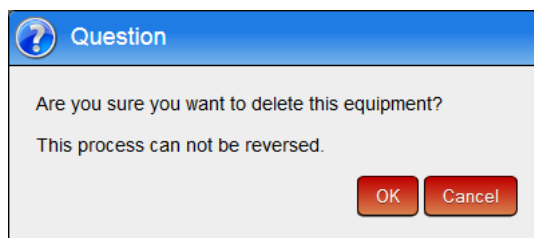
Click OK if you want to proceed with deleting, or click Cancel to return to the rig list.

8.   Service Tickets

Introduction

Service tickets are the engine room of the *TRS* system. A service ticket is any kind of record you want to raise on the system, and will typically be:

- manual or drawing upload
- a technical question
- a request for a service engineer to visit a rig
- comments and suggestions about the *TRS* system
- a report about a service visit or repair.
- maintenance report

This way, a comprehensive information system can be built up for each rig and piece of equipment to form a complete service record.

When you raise a ticket you will be asked for the type of ticket it is. This ensures that the ticket is directed to, and handled by, the correct department at Zeefax Limited. You can monitor the status and progress of your tickets, and you will be automatically notified of any change in status by email.

Each ticket maintains a record of messages, and each message can have a document uploaded and attached to it. This means that when you receive a report from Zeefax or any other supplier about a piece of equipment you can store it on the system. You might even want to store electronic versions of manuals and schematics against a piece of equipment.

A typical series of messages following a request for a Service Engineer might look like this:

- ticket raised for service engineer visit containing details of the problem to be resolved
- Zeefax confirm receipt and details of dates and times of the visit
- service engineer returns and files the trip report.

Raising A Ticket

To raise a ticket, click the *Service Tickets* tab. This displays a list of all the tickets on the account. Use the filters to narrow down your list. If you don't know how to do this please refer to the General Navigation section of this manual.

To raise a new ticket, click the *Raise New Ticket* button:

Ensure the *Ticket* selector is set to '← New Ticket →', and select the rig for which this ticket applies. If you want to raise a ticket which does not relate to any particular rig, you should first create a rig called 'General' (or similar) as described in the Setting Up Drilling Rigs section.

Once the rig has been selected the screen refreshes:
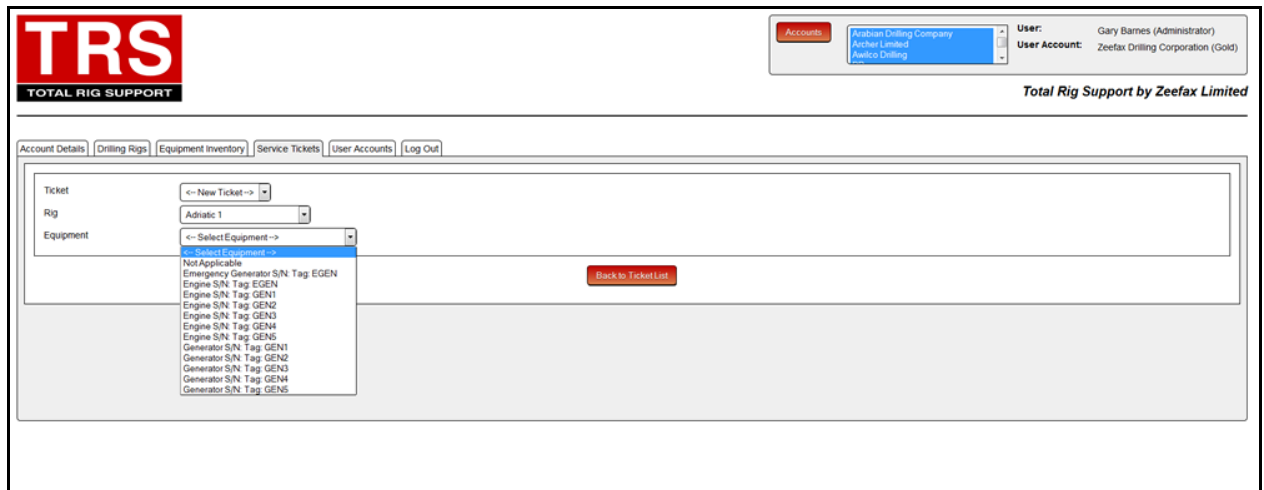
Select the equipment which the ticket applies to, or select 'Not Applicable', and the screen will refresh again.

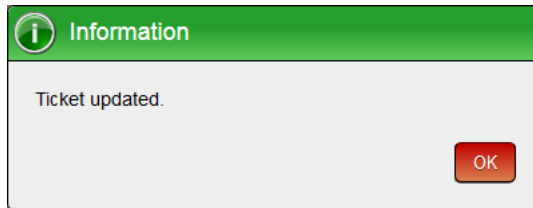Complete the rest of the form as applicable:

Each field is described as follows:.

Ticket	Select '← New Ticket→' to raise a new ticket, or jump to another ticket by selecting it from the drop-down list. Be sure to save any changes before you do.
Rig	Select the rig which this ticket applies to
Equipment	Select the equipment which this ticket relates to, or select 'Not Applicable'
Type	Select the ticket type from the drop-down list. Selecting the correct type is important, because it determines which department in Zeefax will handle the ticket.
Status	Set a new ticket to 'Open'. As the ticket progresses the status will change.
Priority	Set the priority for this ticket against all other tickets you may have raised. The temptation is to set all tickets to the highest priority, but this simply means that all tickets will be treated the same, so keep your powder dry and only make those tickets which are truly urgent to the highest priority.
Raised By (non-editable)	The name of the person who raised the ticket.
Raised On Date (non-editable)	The date the ticket was raised
Notify me by email about changes to this ticket	Leave this box checked to ensure you receive automatic notification by email about any changes to this ticket.

| New Message | Enter your comments or message here. Click the *Edit Window* button to open up a larger-format window for easier editing. |
| Attach Document | To attach any document to the message click *Browse…* and locate the file on your computer. If you have more than one document to upload, use the WinZip program to combine them before uploading. |

Once all fields are complete, click the Raise Ticket button. If you have attached a large file the upload may take a few minutes. Emails are automatically sent to Zeefax and copied to your email address. Allow the screen to refresh, and after the confirmation dialogue

your message should appear in the message list at the foot of the screen:

The attachment icon ⬇ indicates that there is an attachment, which you can download and view by clicking it. Click the *Back To Ticket* button to return to the list of tickets.

Updating A Ticket

To add a message to an existing ticket, select the ticket from the list of tickets by clicking the corresponding ✎ icon. Make any changes to the ticket, such as changing status, or add a new message and attachment, then click the *Update Ticket* button. Your message will be added to the list at the foot of the page:

Amending A Message

You can correct or amend a message by clicking the corresponding ✎ icon. This loads the message into the message are for editing:

Once there, you can amend the text or upload a new document, which will replace the old one. Click *Update Ticket* when finished.

Deleting A Message or Ticket

To delete a message or ticket, click the corresponding ❌ icon. Deleting is to be avoided if at all possible. Once a ticket has been raised or amended emails are sent to the designated recipients, so deleting it may cause confusion.

9.   User Accounts

The User Accounts tab is used to manage the users on the account. Only the Account Holder can add or amend other people's accounts, but you are allowed to amend your own account if you are not an Account Holder. You can check your access rights level after logging in by looking at the top tight-hand side of the page where you will see your name, followed by your access level in brackets.

To see the list of users click the *User Accounts* tab, and this will display a list of all users. To learn how to navigate list screens, please refer to the General Navigation section of this manual.


To add a user click the *Add User* button, or to amend the details of an existing user, click the ✏ icon. If the Add User button is not visible, or the ✏ icon is greyed-out you do not have sufficient access rights for this operation. If you do have sufficient rights the detail editing screen will open up:

Each field is described as follows:

First Name	Enter the first (given) name of the user.
Surname	Enter the surname (family name) of the user.
Job Title	Specify the position or the job title of the user.
Telephone	It's often more convenient to respond to a user by telephone. Enter a number here, if possible.
Fax	Enter a contact fax number if possible.
Email Address	The email address must be entered. This is also the user name for logging in.
Password	Enter an appropriate password. Passwords should be at least 6 characters in length and contain letters and numbers.
Access Level	Select an access level for this user.

Enter the details as appropriate then click the *Update User Details* button. You should see a confirmation message:
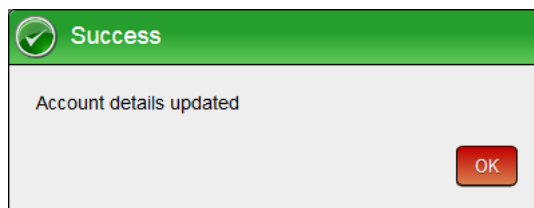
Click *OK* to return to the user detail screen, followed by *Back To User List* to return to the list of users.

Send Password To User

You can send the log-in details to any user by clicking the 🔒 icon corresponding to their name on the user list screen. If this icon is greyed-out then you don't have sufficient access rights.