

Building Information Tracking System

BITS Basics for New Users

*Commonwealth of Virginia
Department of General Services
Division of Engineering & Buildings
Bureau of Capital Outlay Management*

What is BITS ?

- **The Building Information Tracking System (BITS) is a web-based DGS computer application used for processing:**
 - **Capital Outlay (CO) forms**
 - CO-2, CO-4, CO-5, CO-6, CO-8, and CO-14 forms
 - **Building Official (BO) forms**
 - Building Permits (CO-17... forms)
 - Certificates of Use and Occupancy (CO-13.3 ... forms)
 - Building Permit Closeout forms (CO-13.4 forms)
 - Beneficial Occupancy approvals (CO-13.5 forms)

What else does BITS do ?

- **BITS also provides:**
 - Support for various business operations of the Bureau of Capital Outlay Management (BCOM)
 - “View Only” access to forms by central government entities, such as:
 - APA
 - DPB*
 - DRES (primarily for CO-2s involving property acquisitions)
 - House Appropriations Committee staff
 - Senate Finance Committee staff
 - SCHEV
 - SFMO (for accessing approved Building Permits and Certificates)

* DPB also has edit and approval permissions for CO-2 forms and certain CO-8 forms

What else does BITS do (cont'd)?

- **BITS also provides:**
 - Logs of key data extracted from the following contract documents:
 - CO-3 (A/E Contract)
 - CO-11 (Construction Change Order)
 - BCOM administrative staff enter the key data from the CO-3 and CO-11 documents into BITS from the “hard copy” or pdf versions of these contract forms submitted to BCOM by the state agencies. The summary data stored in the BITS CO-3 and CO-11 logs is “view only”, rather than editable by the agency users.

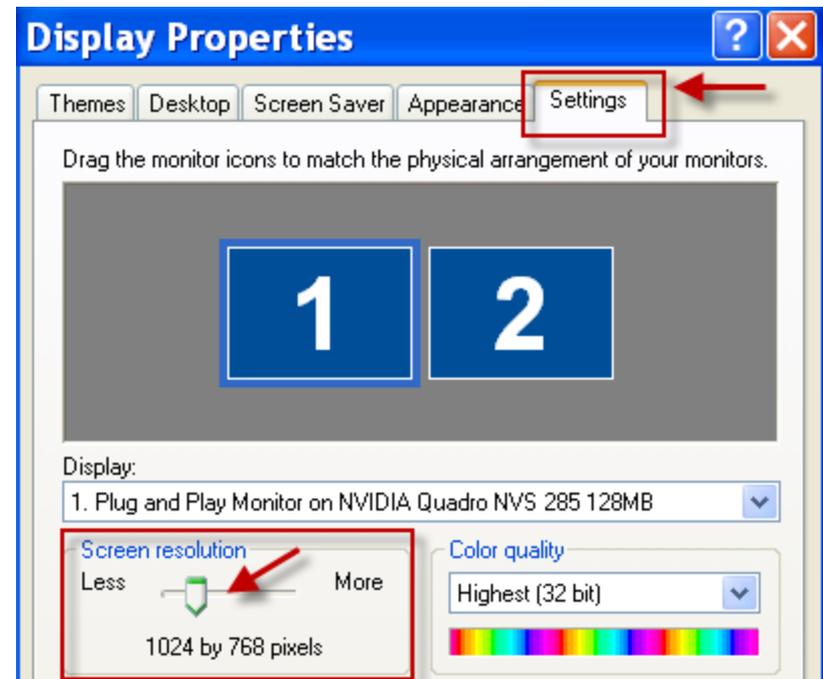
What browsers are compatible with BITS ?

- BITS is accessed via the internet using any compatible web browser
- Compatible web browsers include:
 - Internet Explorer (Version 10 or higher is recommended) *
 - Firefox
 - Google Chrome
 - Opera
- The URL for BITS is: <https://bits.dgs.virginia.gov>

* If using Internet Explorer 8 “Compatibility View” must be disabled to allow certain features of BITS to function properly in this web browser.

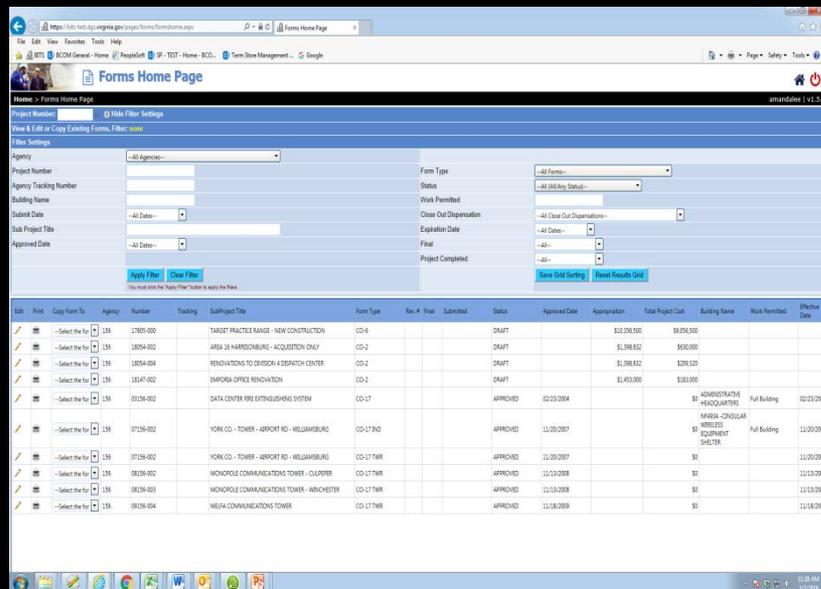
Recommended Screen Resolution

- The recommended screen resolution when using BITS is **1024 by 768**
- Lower resolutions such as 800 by 600 will work, however, users will have to scroll more frequently to view screen data
- Higher resolutions will also work, however, the text will appear smaller
- To adjust display settings in Windows:
 - Click on the Windows Start Button
 - Open the Control Panel
 - Select Display
 - Select the “Settings” tab
 - Adjust the screen resolution slider to 1024 by 768



Full Screen Mode

- Users who have many toolbars at the top and/or bottom of their screen may not fully display all BITS screens and/or may have to scroll frequently
- To help avoid this, BITS can be displayed in full screen mode
- You can toggle in and out of full-screen mode by using the **F11** key



How do users obtain access ?

- To obtain access to BITS, users must:
 - complete a BITS User Account Request (UAR) form
 - have their BITS Agency Access Coordinator (AAC) approve and submit the UAR form to BCOM
- The UAR form is available for download from the BITS page on BCOM's website (<http://bcom.dgs.virginia.gov>)
- After user account requests have been activated, users will receive a system generated e-mail providing:
 - their assigned system "username"
 - a link to access the database and create an initial password

How does a user create an initial password ?

- When a new user account has been activated, the user will receive an e-mail message from BITS providing the user's system login User Name and a link to access the system
- Clicking on the link will direct the user to the screen shown below to allow the user to create a personal password:

The image shows a screenshot of a web form titled "Password Reset" from the Virginia Department of General Services. The form is set against a light blue background with a dark blue header. The header contains the text "Virginia.gov" in white, followed by "Online Services | Commonwealth Sites | Help | Governor" in smaller white text. Below the header is the DGS logo, which features a classical building facade within a laurel wreath, and the text "Department of General Services Commonwealth of Virginia" to its right. The form itself has a white background and contains the following fields: "User Name:" with the value "amandaw" entered; "Password:" with an empty text box; and "Retype Password:" with an empty text box. At the bottom of the form are two buttons: "Reset Password" and "Cancel".

Virginia.gov Online Services | Commonwealth Sites | Help | Governor

 Department of General Services
Commonwealth of Virginia

Password Reset

User Name: amandaw

Password:

Retype Password:

What are the password requirements ?

- Passwords must comply with VITA policy, specifically:
 - Passwords must not contain any part of the User Name
 - Passwords must be at least 8 characters long
 - Passwords must include at least three of the following four categories:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Special characters (i.e., non-alphanumeric characters)
 - Password time limits are enforced
 - Password reuse is prohibited

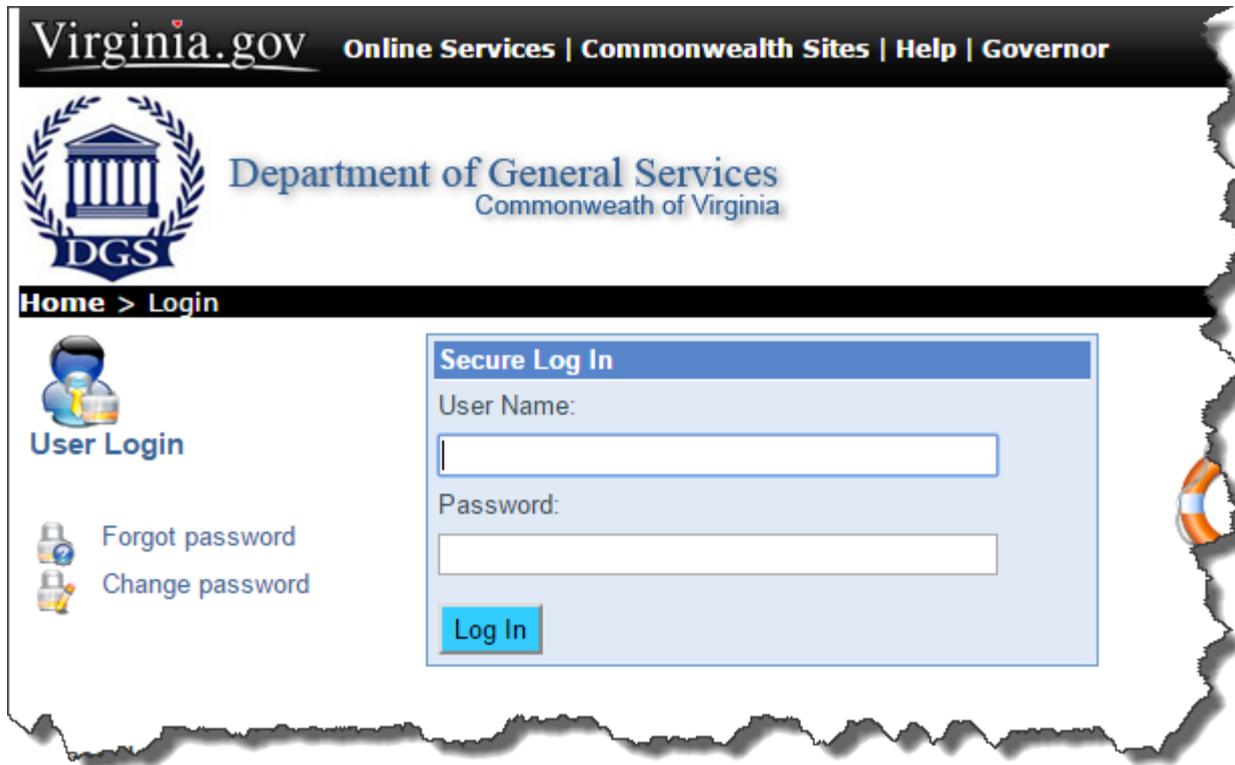
How do users access the initial Login Page ?

- After creating an initial personal password, the user will receive this screen to direct them to the BITS Login Page:



The BITS Login Page

- At the BITS Login Page, the user keys in their User Name and Password to access the system:



The screenshot shows the login page for the Department of General Services (DGS) of the Commonwealth of Virginia. The page features a navigation bar at the top with the Virginia.gov logo and links for Online Services, Commonwealth Sites, Help, and Governor. Below this is the DGS logo and the text "Department of General Services Commonwealth of Virginia". A breadcrumb trail shows "Home > Login". The main content area includes a "User Login" section with a user icon, a "Forgot password" link, and a "Change password" link. The "Secure Log In" form contains two input fields for "User Name:" and "Password:", and a "Log In" button. A life preserver icon is visible on the right side of the page.

Virginia.gov Online Services | Commonwealth Sites | Help | Governor

Department of General Services
Commonwealth of Virginia

Home > Login

User Login

Forgot password

Change password

Secure Log In

User Name:

Password:

Log In

The Login Screen

- It is recommended that new users create an internet “favorite” to the <https://bits.dgs.virginia.gov> web address to take them directly to the BITS Login Page
- Users who forget their password can click on the “Forgot password” link
- Users who know their current password, but wish to change it, may do so at any time by clicking on the “Change password” link



Building Information Tracking System

Using the BITS Home Page

*Commonwealth of Virginia
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Bureau of Capital Outlay Management*

Using The BITS Home Page

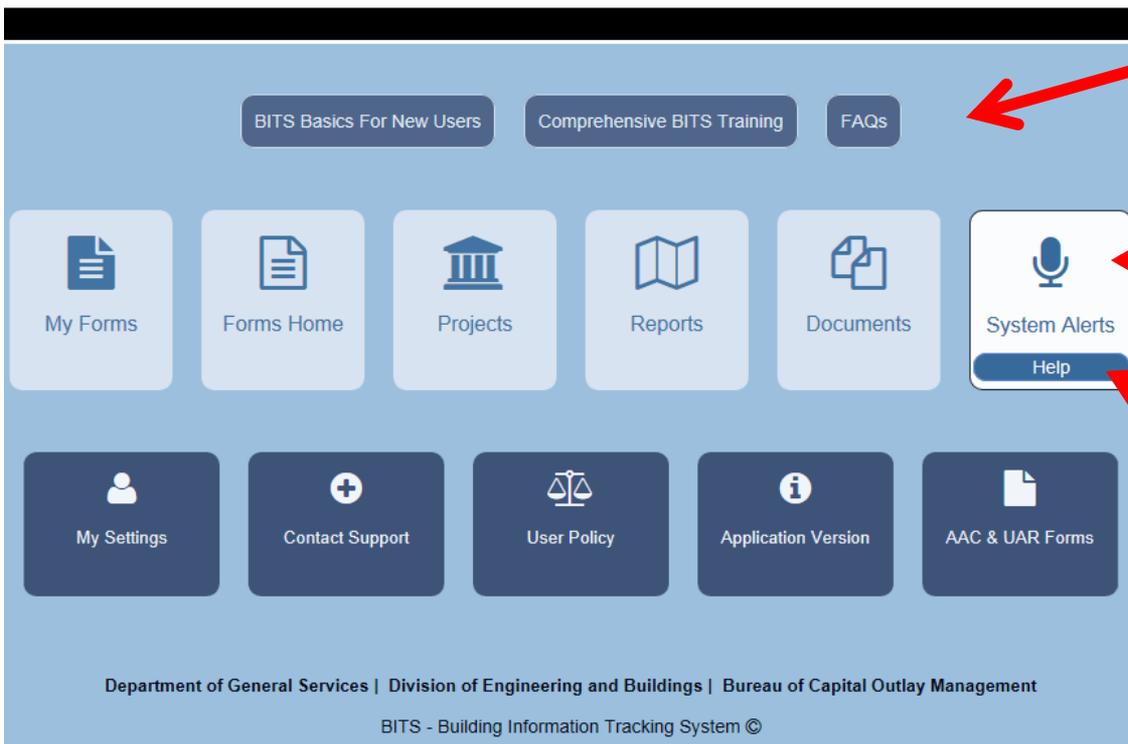
- The first page most new users will see after logging in will appear similar to this:



- The BITS Home Page is the default start page for all users
- The BITS Home Page functions as the “Main Menu” for BITS users

Using the BITS Home Page (cont'd)

BITS Home Page



There are 3 Help/Training topics located at the top of the BITS Home page

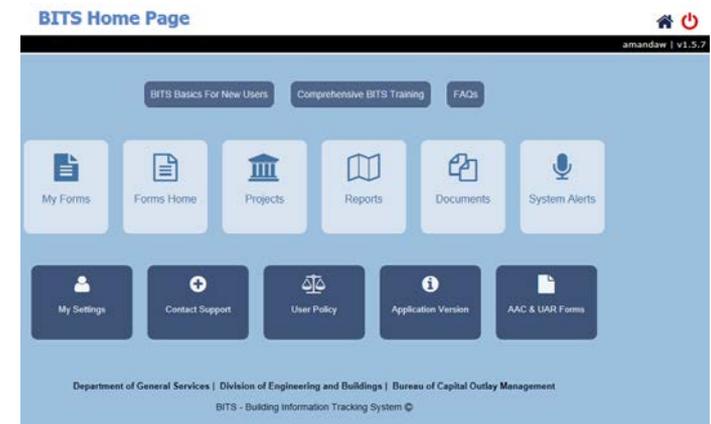
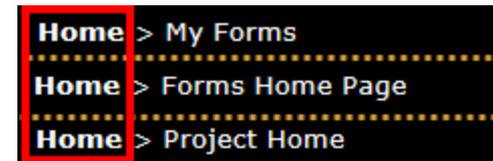
The icons are tasks a user may wish to perform

Hovering over an embedded Help icon allows the user to training materials that are specific for that task

It is recommended that new users always view the training materials before attempting to perform the related task

Using the BITS Home Page (cont'd)

- The BITS Home Page icon is always available in the upper right corner of each BITS page
- Click on the Home Page icon at any point to return to the Home Page
- In the upper left hand corner are “Home” breadcrumbs. Clicking on the “Home” portion of the breadcrumb will also allow a user to quickly return to the Home Page
- The Home Page selections displayed vary by each user’s assigned system permissions
- Users will only see the Home Page selections they can access



Using BITS Home Page (cont'd)

The screenshot shows the BITS Home Page interface. At the top left, it says "BITS Home Page". In the top right corner, there is a user profile "amandalee | v1.5.7" with a home icon (C) and a power icon (D). Below this, there are three buttons: "BITS Basics For New Users", "Comprehensive BITS Training", and "FAQs" (1). The main content area is divided into three sections. The first section (2) contains five cards: "My Forms" (with a "Help" button, A and B), "Forms Home", "Projects", "Reports", and "System Alerts". The second section (3) contains five cards: "My Settings", "Contact Support", "User Policy", "Application Version", and "AAC & UAR Forms". At the bottom, there are three website hyperlinks: "Department of General Services", "Division of Engineering and Buildings" (G), and "Bureau of Capital Outlay Management". The footer says "BITS - Building Information Tracking System ©".

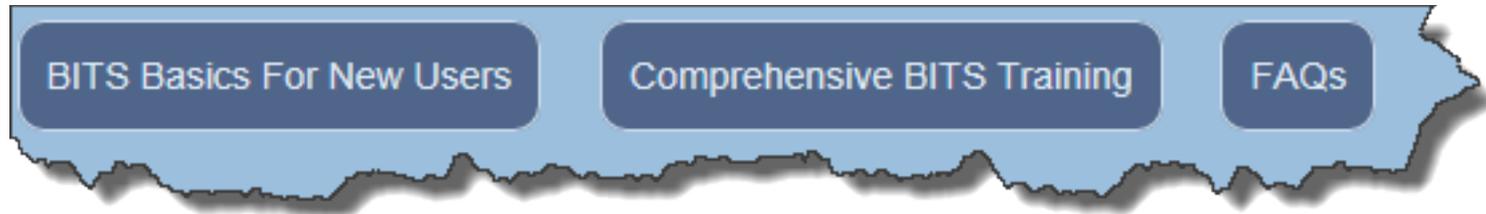
Useful information found on the BITS Home Page

- A. The active icon (the one your mouse is on) will be shaded differently.
- B. On the active icon, a Help icon will appear to direct users to training materials specific to that page.
- C. The Home icon used to quickly return to the BITS Home Page
- D. The On/Off icon is for logging out of BITS
- E. Current user signed in
- F. Current Version of BITS
- G. DGS, DEB, and BCOM website hyperlinks

Icons are grouped into 3 categories:

1. Access to BITS training materials and answers to FAQs
2. Access to the frequently-used BITS pages
3. Access to less frequently accessed BITS pages

BITS Home Page Icon Details



- **BITS Basics for New Users**

- learn the purpose of, and basics of getting started with, BITS

- **Comprehensive BITS Training**

- the complete set of training materials for agency users
- users may also click the embedded “Help” icons to access training materials that are specific to a particular BITS page

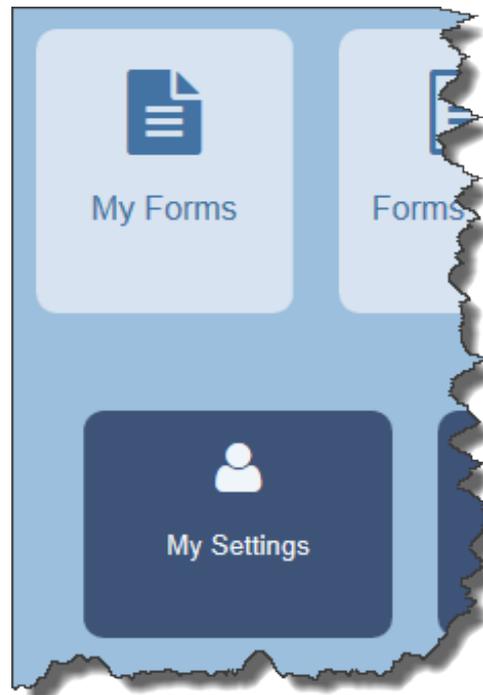
- **FAQ’s**

- provides a link to the BCOM’s website’s BITS page to see answers to frequently asked questions and to view other general BITS support information



BITS Home Page Icon Details (cont'd)

- **My Forms** – these are forms awaiting action by the logged-in user
- **My BITS Settings** – these are customizations the user can make to BITS (refer to the “Learn How to Personalize BITS” help topic for more info)



BITS Home Page Icon Details (cont'd)

- **Forms Home** – the initial page for accessing BO and CO forms
- **Projects** – the initial page for viewing general project data
 - this page is used to find and view general project data stored in BITS. (Agency users do not have the ability to add/edit project data directly, however, project data is collected from Agencies via the forms they submit in BITS.)
- **Reports** – the initial page for generating reports such as Form Status and Authorized User Listings
 - the reports displayed vary by each user's assigned system permissions
- **Documents** – allows authorized agency users to access BCOM documents that have been marked as “agency-accessible” by BCOM's Reviewers
- **System Alerts** - provides access to various system alert messages



BITS Home Page Icon Details (cont'd)

■ Contact Support

- generates an e-mail to the primary BITS assistance address (bits@dgs.virginia.gov). Contact this email address for help with BITS system issues and for submitting UAR and AAC forms
- Contact coforms@dgs.virginia.gov for assistance completing CO forms in BITS
- Contact boforms@dgs.virginia.gov for assistance completing BO forms in BITS

■ User Policy

- displays the BITS Use Policy which all users must accept

■ Application Version

- identifies BITS versions and describes program modifications

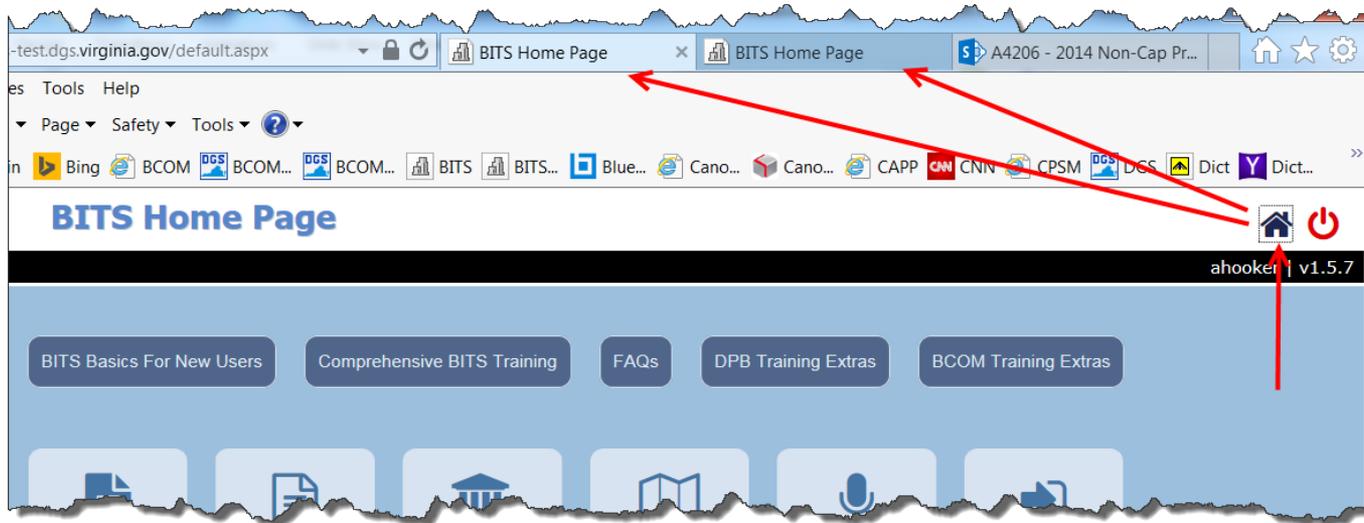
■ AAC & UAR Forms

- access blank copies of the Designation of Agency Access Coordinator (AAC) and User Account Request (UAR) forms on the BCOM website



Using Multiple Windows or Tabs in BITS

- To open multiple BITS windows, hold down the Ctrl key while clicking on the Home icon. Notice the two “BITS Home Page” tabs. In each tab you can independently go to any BITS pages you wish.



CAUTION: Multiple tabs are safe for viewing pages. If editing, be sure to save your data before moving on to another tab and remember, once you log out of BITS (in either tab) you are logged out of BITS. While you may still be able to view data in the other tab, you can no longer save data.

BITS “Start Page”

- Once users are proficient in using BITS, they can configure BITS to open to a “Start Page” other than the BITS Home Page
- **RECOMMENDATION:** Agency users, who use BITS on a frequent basis, may wish to set their Start Page to either the **Forms Home Page** or the **My Forms** page rather than the default **BITS Home Page**
- Changing the Start Page is simple and is discussed in the “Learn How to Personalize BITS” training topic. (Click the embedded “Help” icon under “My Settings” to access these training materials.)

Building Information Tracking System

How to Log Out of BITS Without Losing Data

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Exiting without Losing Data

- Users can open BITS within multiple browser windows and/or within multiple browsers tabs
- For example, a user can have a CO-2 form open in one window or tab, and a CO-8 form open in another window or tab
- This feature is convenient and its use is encouraged
- When only viewing data, this feature imposes no risks, HOWEVER, when using multiple windows or tabs for adding or editing data, it is EXTREMELY important that users SAVE any data they have changed within each open window or tab prior to Logging Out
- When a user logs out of BITS from any window, this effectively kills the entire BITS session. Even though other BITS windows or tabs may still be open, they are inactive and the data can no longer be edited and saved.
- It is HIGHLY RECOMMENDED that users close all open windows and tabs prior to logging out to assure no loss of data

Building Information Tracking System

Getting Assistance

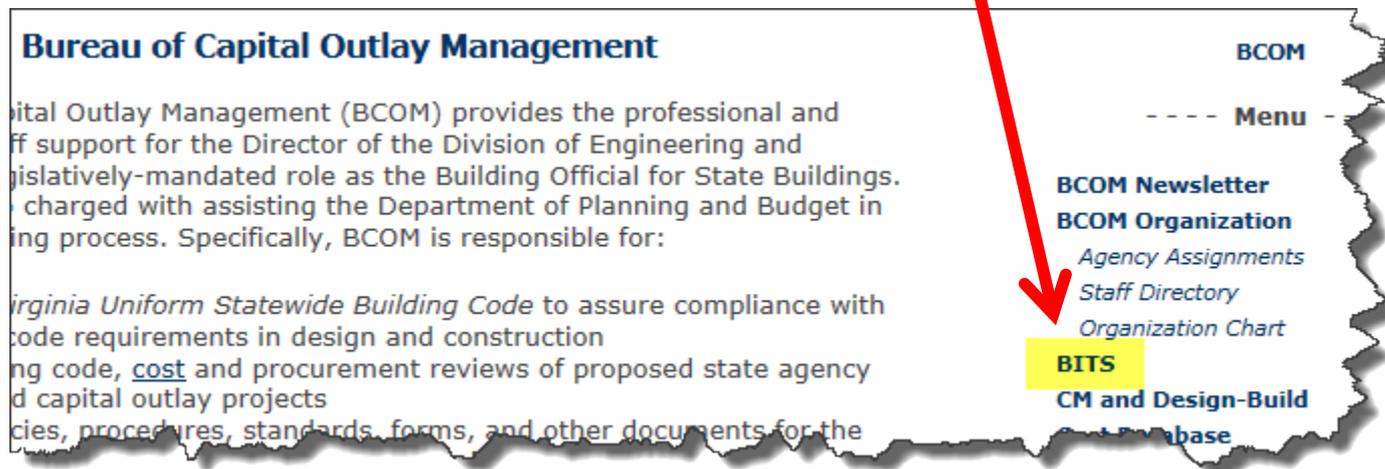
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Getting Assistance via Email

- BCOM's special mailboxes are monitored regularly during normal working hours (Mon-Fri, 8:00-5:00, excluding holidays)
 - Contact bits@dgs.virginia.gov for help with BITS system issues & for submitting UAR and AAC forms
 - Contact coforms@dgs.virginia.gov for assistance completing CO forms
 - Contact boforms@dgs.virginia.gov for assistance completing BO forms
- Assistance requests are handled in the order they are received
- Requests will be directed to an appropriate BCOM or DGS IT staff member for a reply by e-mail or telephone
- When submitting a request, be sure to provide:
 - Name
 - Email address
 - Phone number
 - An adequate description of the issue
 - Screenshots may also be included to help facilitate troubleshooting

Getting Assistance via BCOM Website

- During periods when personal assistance is not available, users are encouraged to visit the BITS support webpage dgs.virginia.gov/BCOM and click on BITS



- Answers to commonly-asked questions or widespread issues will be posted on this page for general reference
- This page (on the BCOM website) is external to BITS and this webpage may be accessed even if BITS is temporarily offline