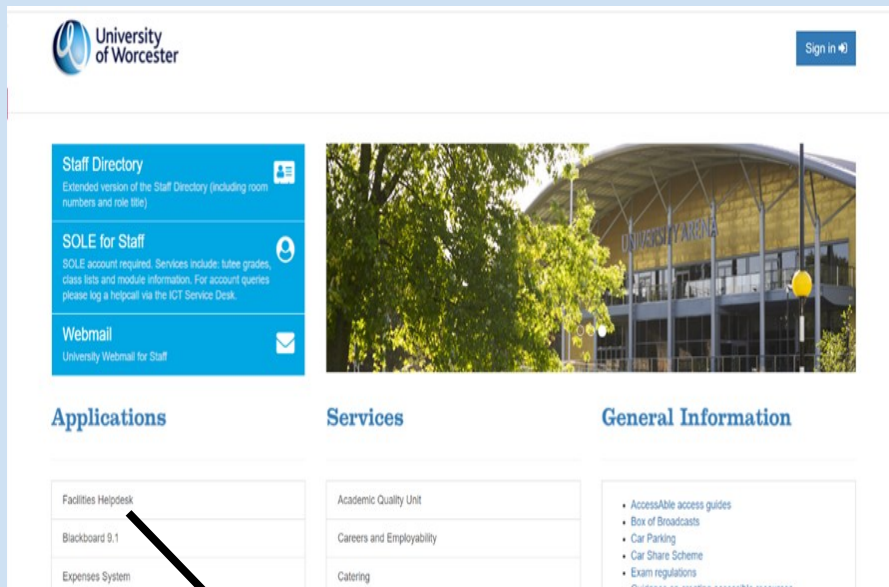
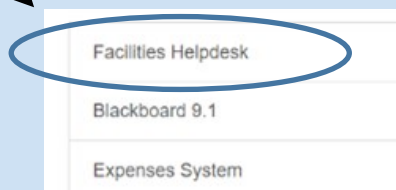


Facilities Helpdesk

How to Log a Request



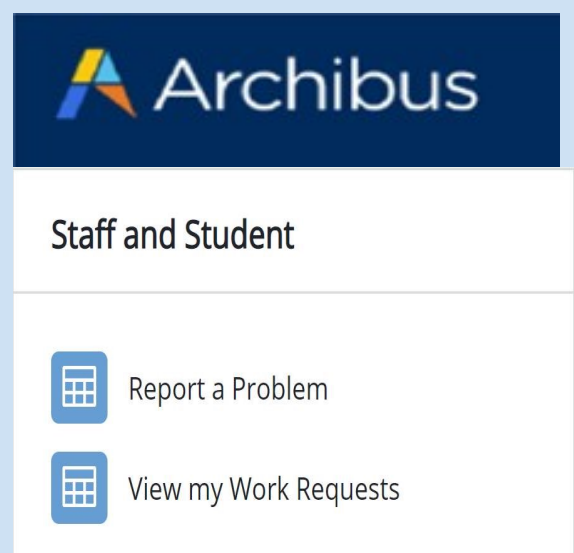
Firstly, you will need to log into your Staff Portal.



Once logged in, under 'Applications' you will need to click on Facilities Helpdesk.

This will then take you to Archibus, the online reporting system.

Click on 'Report a Problem' and you will be taken to the page to import your problem details.



If you would like to view any of your previous maintenance requests, you can click on 'View Maintenance Service Request'.

Entering your Request Details

Requestor

Your staff number and office phone extension number will be automatically be detected.

Location

The location section is one of the critical areas to get right. Your office location will automatically be entered unless you untick 'Use your assigned workplace location' box. Please make sure you do this by logging a request for a location outside of your office.

Once you have entered the site, building and floor a 'Drawing' icon will come up on the right. Click on this and you will be able to see the floor plan for that building and select the exact room you would like.

If you are not sure what the building abbreviation is, you can select and it will show you them.

You can also provide more detail on the location 'Describe the location' section (*ground floor ladies toilet, 3rd cubicle from the left*).

The screenshot shows a web form with four main sections: Requestor, Location, Problem, and Description. The Requestor section has fields for 'Requested By*' (containing '18602') and 'Requestor Phone'. The Location section has a checkbox for 'Use your assigned workspace location', followed by dropdowns for 'Location', 'SITE', 'BUILDING', 'FLOOR', and 'ROOM', and a 'Map' button. Below these is a 'Describe the location' text area with a placeholder text: 'Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."'. The Problem section has a 'Type of Problem' dropdown menu and a 'View All Problem Types' button. The Description section has a 'Description*' text area and a 'Select Description' button. Arrows from the surrounding text point to these sections.

Type of Problem

You will be given options in the dropdown to select from, these include: **Building, Campus Services, Cleaning, Electrical, Furniture, Grounds, Plumbing, Security, Ventilation**

After choosing a category, you will then need to select a specific item it is relating to in the second dropdown. Please do look carefully for the option that is best suited to your problem as this will help to get it issued to correct department quickly

Once you have selected from both dropdowns, you will be given a priority section underneath the description. Here you will be able to select your issue.

EXAMPLE

Electrical > Lighting > Single light

Description

This is where you can write any specific details about your problem or request to give it better understanding. The more detail the better!

Submit

Once you have completed all of the sections, click 'Submit' and you will receive a confirmation email providing you with a work request code.

