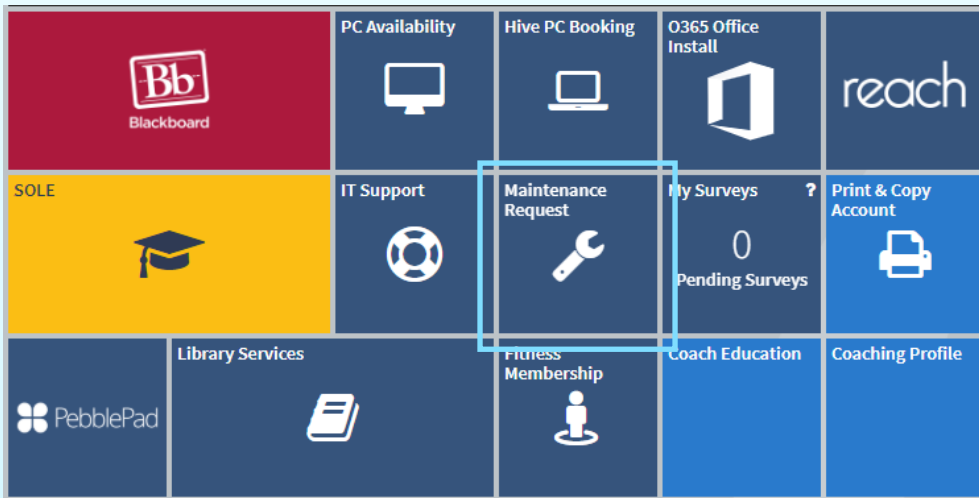


# Facilities Helpdesk

## How to Log a Request

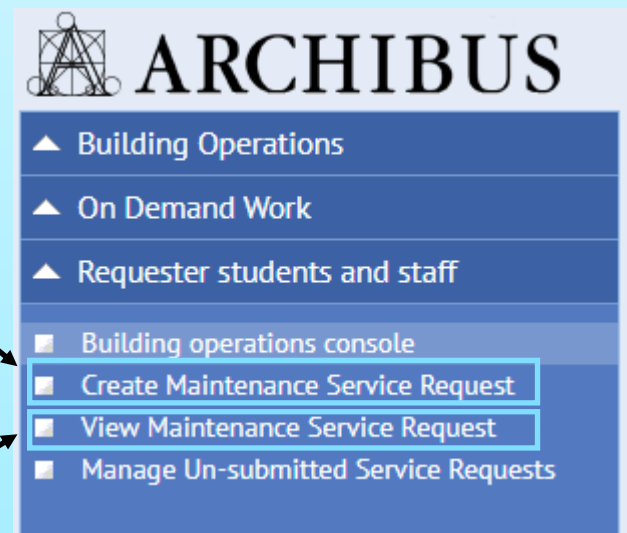


Firstly, you will need to log into your Student Portal.

Once logged in, you will need to select 'Maintenance Request'.

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

Click on 'Create Maintenance Service Request' 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

## Location

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

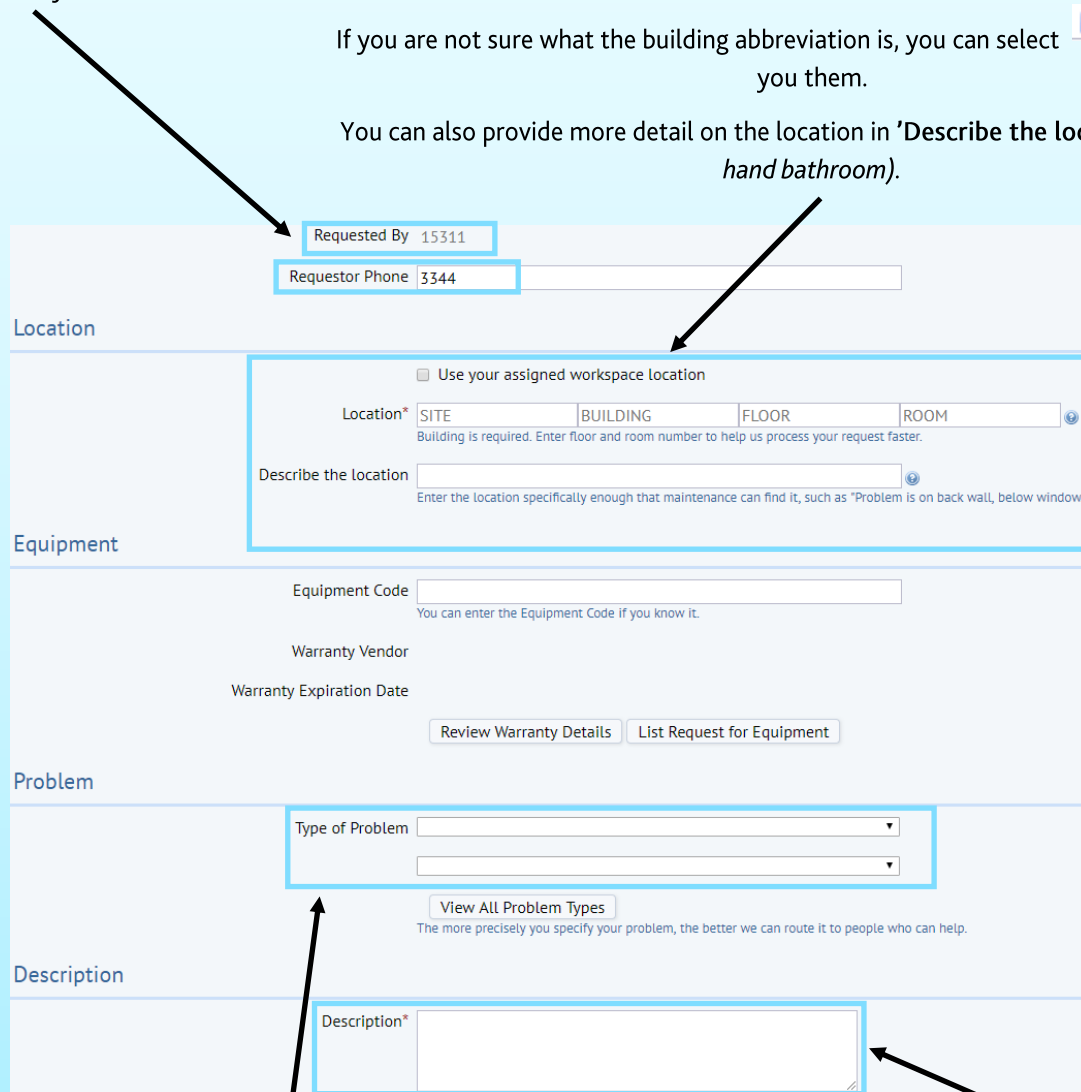
Once you have entered the site, building and floor a 'Drawing' icon will come up on the right. Click on this and you will be able to see the floor plan for that building and select the exact room you would like.

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 in 'Describe the location' section, (*left hand bathroom*).

## Requestor

Your student ID number and phone number will automatically be detected.



The screenshot shows a form with several sections: Requestor, Location, Equipment, Problem, and Description. Annotations include: an arrow pointing to the 'Requested By' and 'Requestor Phone' fields; a box around the 'Use your assigned workspace location' checkbox and the 'Location\*' dropdown menu; a box around the 'Describe the location' text input; a box around the 'Type of Problem' dropdown menu; and an arrow pointing to the 'Description\*' text input.

## 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 the 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 the 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:** *The single light on the right hand side of the office is no longer working.*

## Description

This is where you can write any specific details about your problem or request to give a 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.