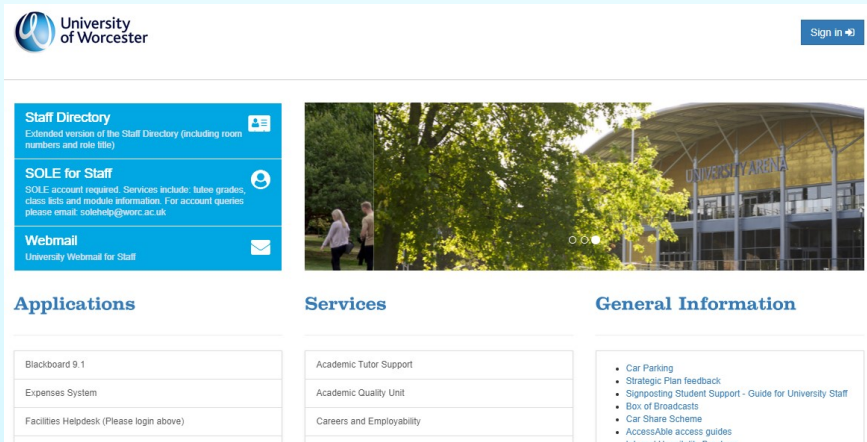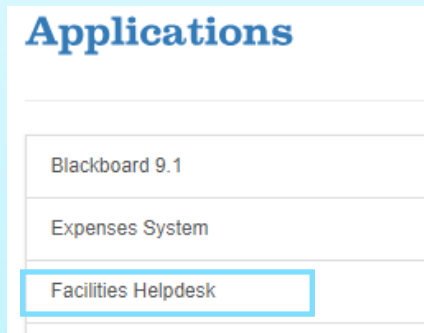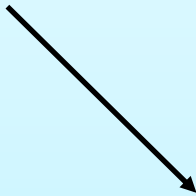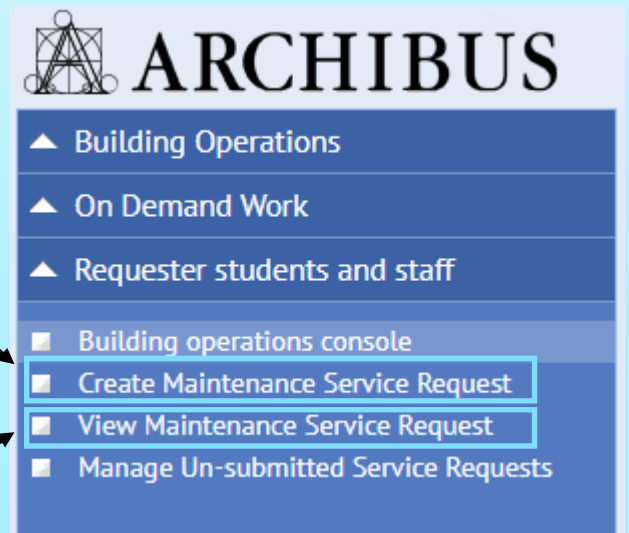# Facilities Helpdesk

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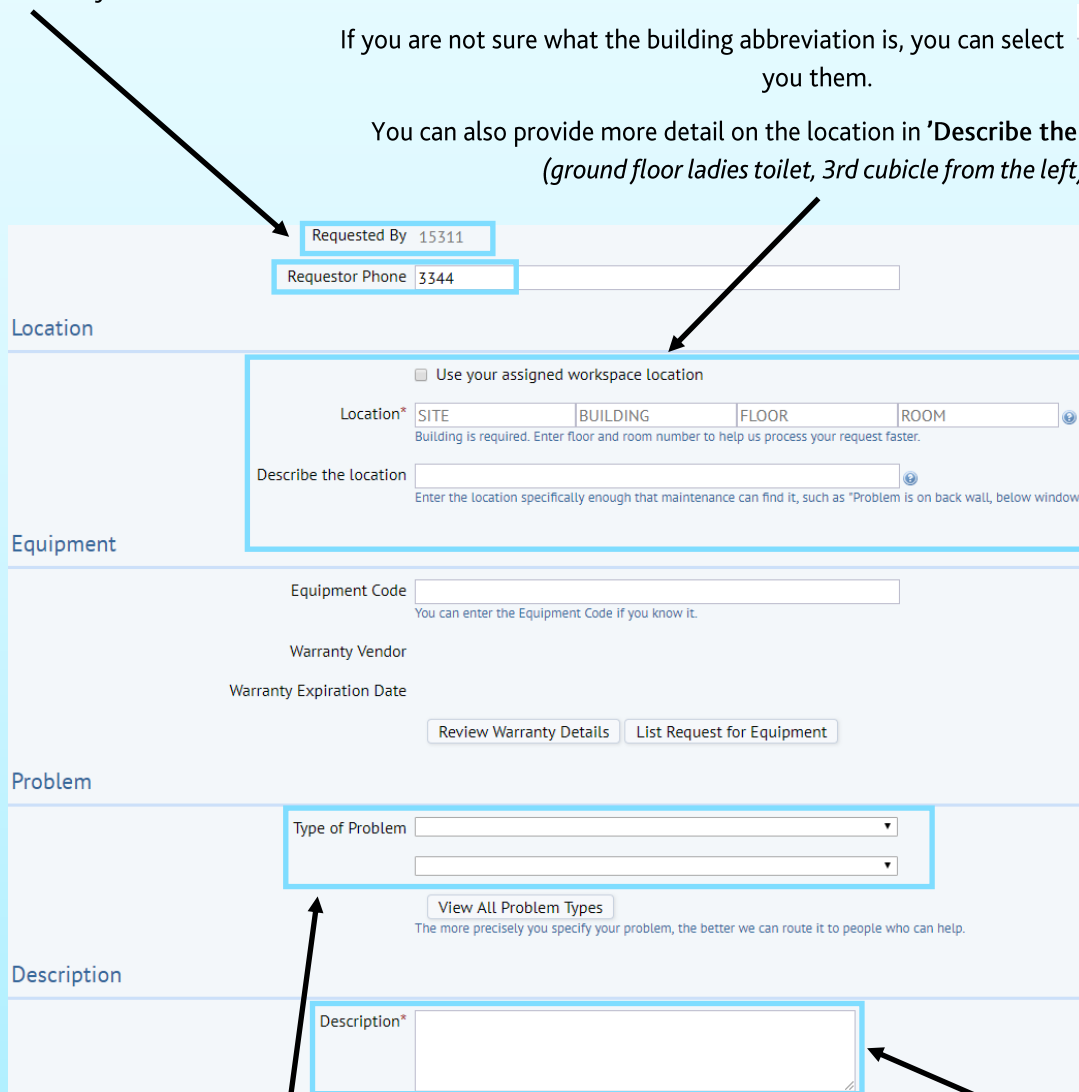
Once you have entered the site, building and floor a **'Drawing'** icon will come up on the right. Click on this and you will be able to see the floor plan for that building and select the exact room you would like.

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 in **'Describe the location'** section, *(ground floor ladies toilet, 3rd cubicle from the left).*

Requestor

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

Requested By 15311

Requestor Phone 3344

Location

☐ Use your assigned workspace location

Location* | SITE | BUILDING | FLOOR | ROOM |
Building is required. Enter floor and room number to help us process your request faster.

Describe the location
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.

Equipment

Equipment Code
You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

[Review Warranty Details] [List Request for Equipment]

Problem

Type of Problem ▼
▼

[View All Problem Types]
The more precisely you specify your problem, the better we can route it to people who can help.

Description

Description*

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.

University of Worcester