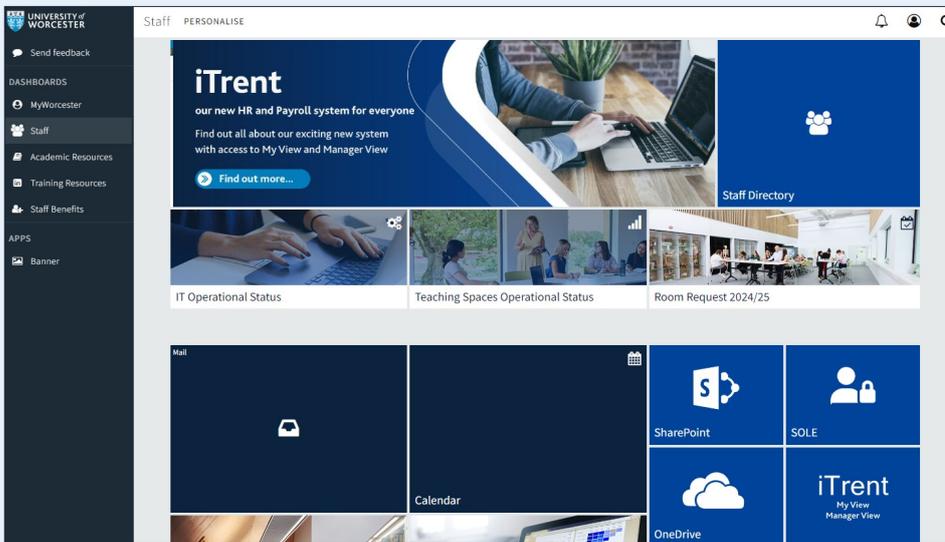
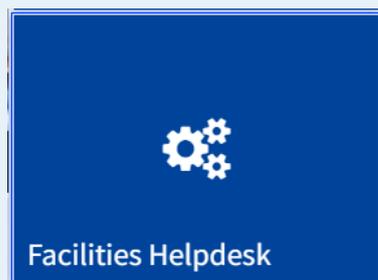


Facilities Helpdesk

How to Log a Request



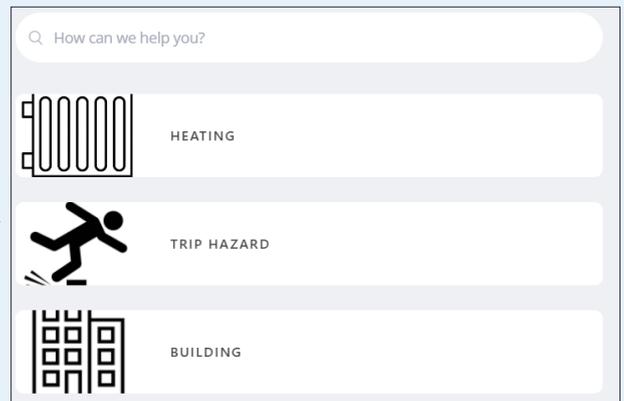
Firstly, you will need to log into your Staff Portal.



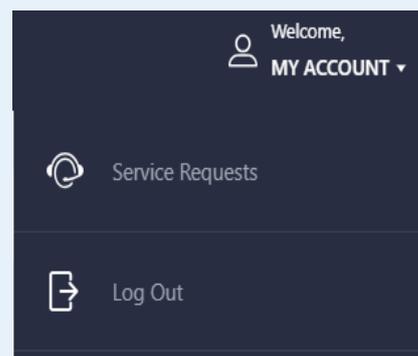
Once logged in, click on the button titled 'Facilities Helpdesk'.

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

Click on the appropriate tiles to raise a request.



If you would like to view any of your previous maintenance requests, you can click on 'MY ACCOUNT' in the top right corner and select 'Service Requests'.

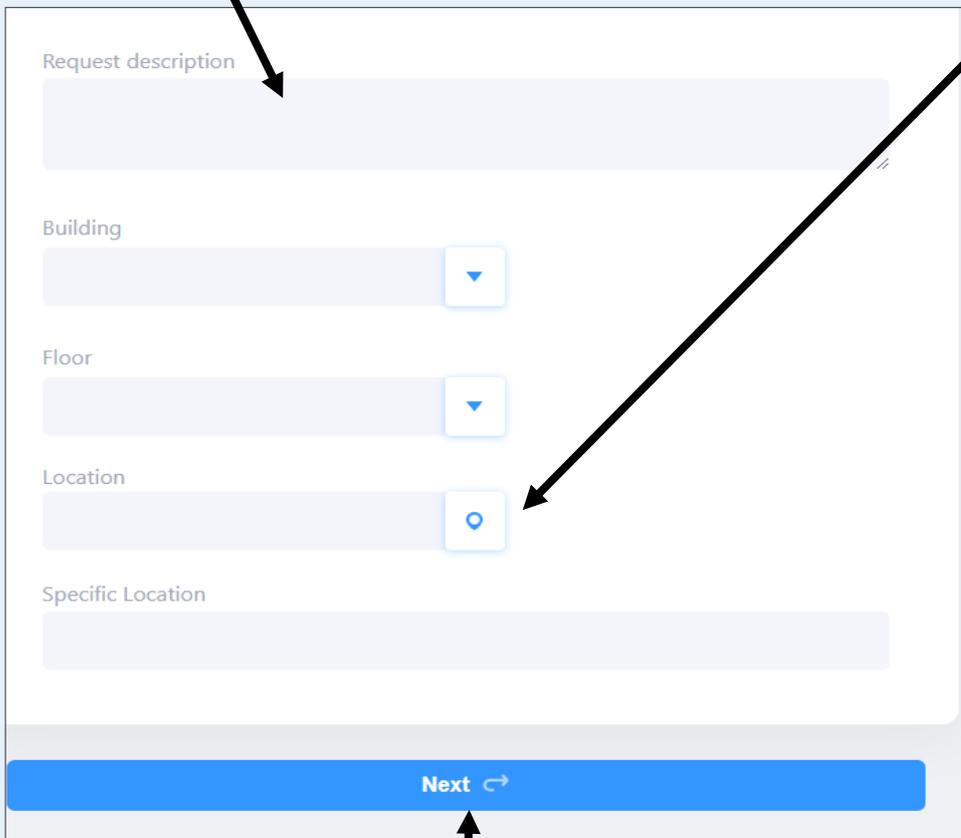


Entering your Request Details

First, select the appropriate problem type by navigating through the tiles on the page. 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.

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!



The screenshot shows a form with the following fields: 'Request description' (a large text area), 'Building' (a dropdown menu), 'Floor' (a dropdown menu), 'Location' (a dropdown menu with a location pin icon), and 'Specific Location' (a text area). At the bottom of the form is a blue button labeled 'Next' with a right-pointing arrow. An arrow from the 'Description' text points to the 'Request description' field, and another arrow from the 'Location' text points to the 'Location' dropdown menu.

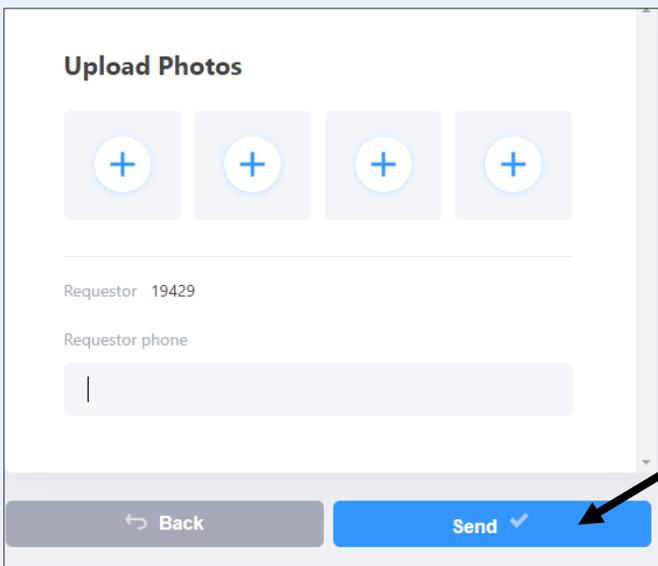
After you have done this, click 'Next'.

Location

The location section is one of the critical areas to get right. Your office will automatically be entered, but you can change this if the problem is in a different location.

Once you have entered the building and floor, you can click on the Location icon to see the floor plan for that building and select the exact room you would like.

You can also provide more detail on the 'Specific Location' section (e.g. ground floor ladies toilet, 3rd cubicle from the left).



The screenshot shows the 'Upload Photos' section of the form. It features four square buttons, each with a plus sign inside a circle. Below these buttons, there is a section for 'Requestor' information, including 'Requestor 19429' and 'Requestor phone' with an input field. At the bottom of the form are two buttons: a grey 'Back' button and a blue 'Send' button with a checkmark icon. An arrow from the 'Send' text points to the 'Send' button.

You will then be given an option to add photos to your request.

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

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