Facilities Web Portal

Guidance Notes
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1. Getting Started

- Open the web browser and go to https://www.york.ac.uk/fmhelpdesk/ log in using your University user name and password.

2. To Report a Problem

- Open the “Report a problem” link, under the menu.
➢ Type in key words describing the problem you wish to report or the nature of the service you require.

➢ Select the appropriate option from the drop-down menu, you will then be directed to a maintenance request form (see “completing a maintenance request” form) or a webpage containing further information regarding your service request.

➢ If for any reason you cannot find an appropriate option to select there is a link below the search box which will take you to an A-Z listing of the service offering, alternatively you can call the Helpdesk on extension 5555 for advice during normal working hours.
3. To Complete a Maintenance Request Form

- A pop up screen will appear as shown below.
- This shows if any other jobs in the same building/area with the same description have been reported recently.
- Check the correct building location is displayed (by default initial location displayed will be the one shown against your name on the University’s people database) you can select other properties from the drop down menu.
- If there are no duplicate jobs click the “Create new job” button.

- Complete all mandatory fields as indicated by the orange asterisk on the “Job detail screen”.

The building field is a predictive list, start entering the building name or space code and select the appropriate property.

Alternatively click on the orange button with three dots and follow the instructions in order to find the correct building code.

Next the location/space code needs to be entered, this is also a predictive list.

Enter any information you know about the room, such as room number, room name etc and a list will come up with suggestions.

If you are still unsure of the exact room/space number, at the top of the list there will be a code $000 – Room number not known, this should only be used as a last resort, non accurate information could lead to delays in response times. Please complete the comment box at the bottom of the form with as much information as you can describing the nature and precise location of the problem.
➢ Once you are satisfied that all mandatory fields and additional information have been completed click "OK".
➢ The confirmation page will then be displayed, please make a note of the "Planon job number" this should be quoted in any future correspondence concerning the work request.
4. Tracking Progress

- You can track the progress of your work request by clicking the “My job requests” link on the right hand side of the page under the heading “My Helpdesk”