

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.



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Facilities Helpdesk Customer Login

Please login to our helpdesk software using your central University username and password.


Username

Password



2. To Report a Problem

- Open the “Report a problem” link, under the **FIX IT** menu.



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Facilities Helpdesk

The facilities helpdesk is designed to act as a one-stop portal for all Facilities Management and related functions across campus. You can find a list of the available functions below, and through the menu on the left hand side of this page.

FIX IT

- Report a problem
- Request contractor's visit ticket

BOOK IT

- Book a room
- Book catering
- Book audio visual (AV) equipment

MOVE IT

- Goods, furniture & office moves
- Disposal of equipment
- Bulk mailing / large parcels

EAT IT

- Book catering (Cucina)



My Helpdesk

My links

- My job requests
- My department's job requests
- My building's job requests
- Estates Trades Screen
- Logout of the helpdesk

Emergency faults

During working hours (9-5, Mon-Fri)

- 01904 32 5555
(Estates helpdesk)

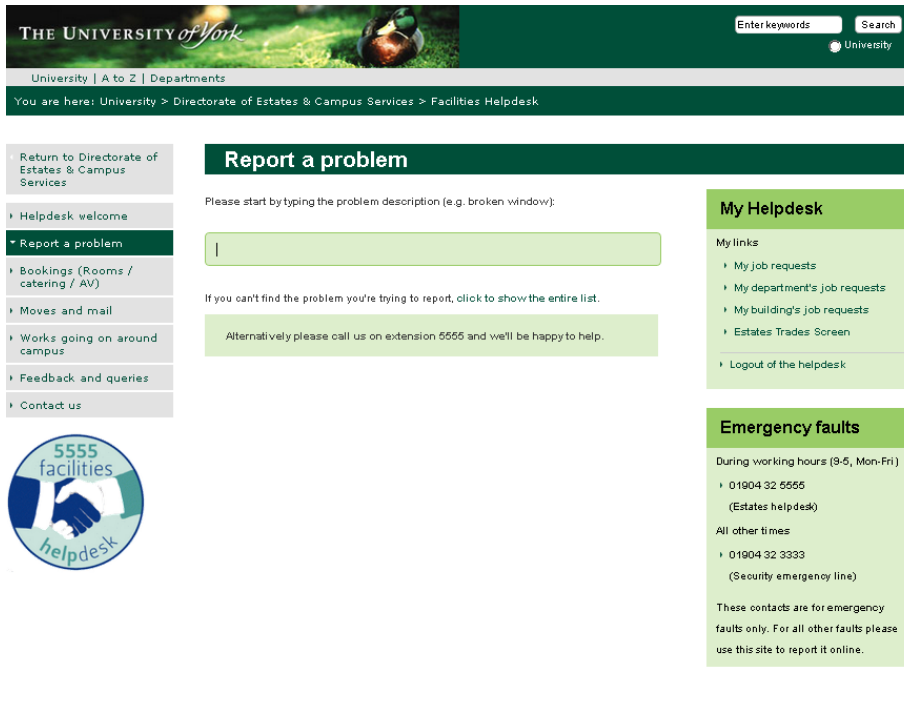
All other times

- 01904 32 3333
(Security emergency line)

These contacts are for emergency faults only. For all other faults please use this site to report it online.

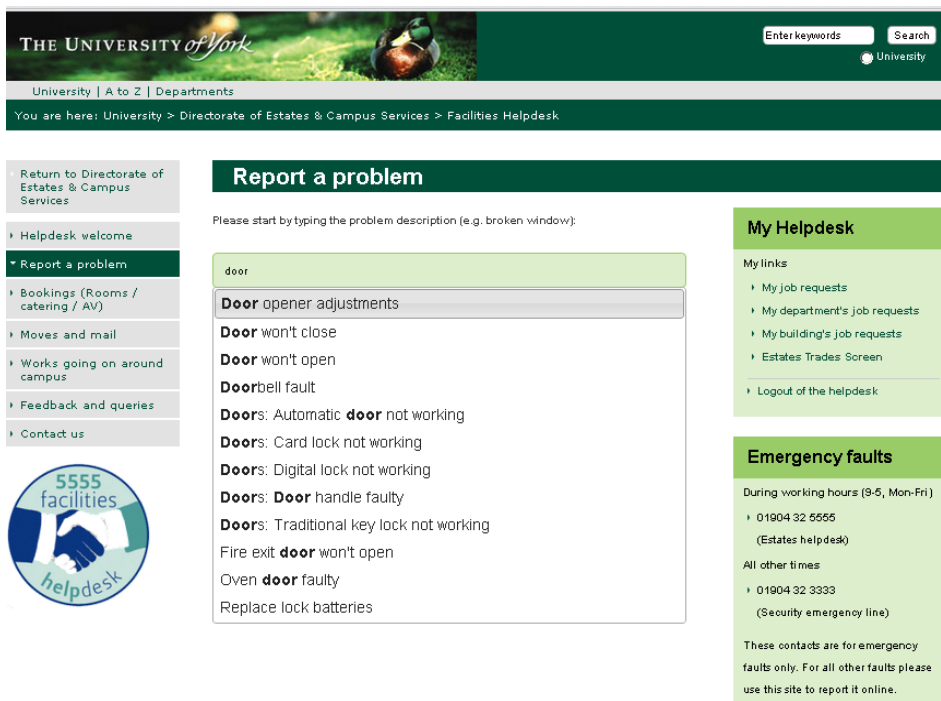
www.york.ac.uk/fmhelpdesk/move-it/move/index.cfm

- Type in key words describing the problem you wish to report or the nature of the service you require.



The screenshot shows the 'Report a problem' page of the University of York Facilities Helpdesk. The page has a green header with the university logo and navigation links. A search bar is at the top right. The main content area is titled 'Report a problem' and includes a text input field for the problem description. Below the input field, there are links for 'My Helpdesk' and 'Emergency faults'. On the left side, there is a sidebar with a list of services and a circular logo for the 5555 facilities helpdesk.

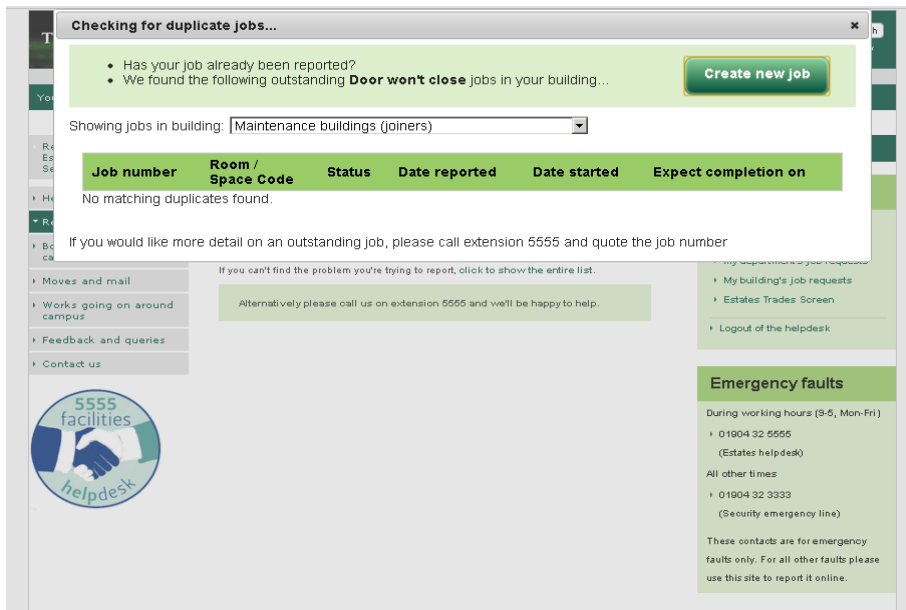
- Select the appropriate option from the drop down menu, you will then be directed to a maintenance request form (see *“completing a maintenance request” form*) or a webpage containing further information regarding your service request.
- If for any reason you cannot find an appropriate option to select 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.



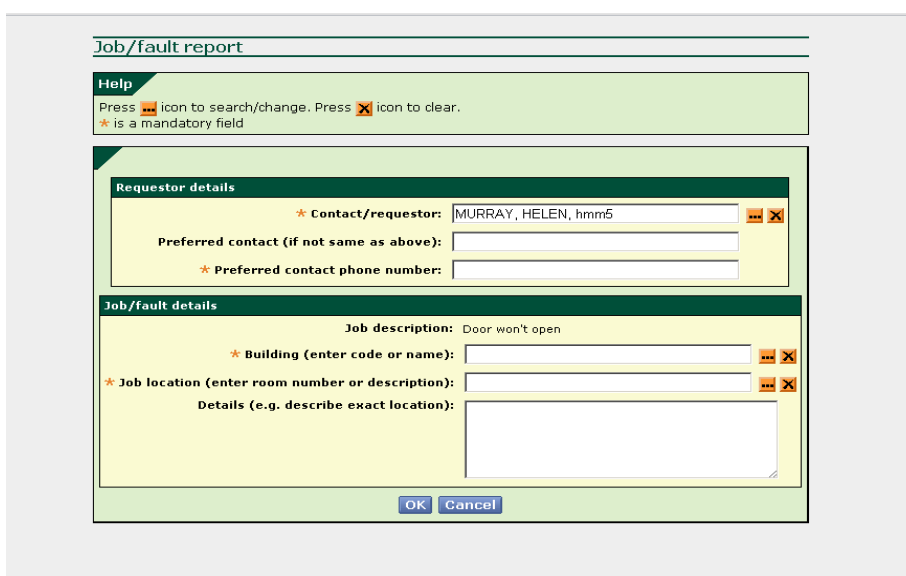
This screenshot shows the same 'Report a problem' page, but with the dropdown menu open. The dropdown menu lists various door-related issues, including 'Door opener adjustments', 'Door won't close', 'Door won't open', 'Doorbell fault', 'Doors: Automatic door not working', 'Doors: Card lock not working', 'Doors: Digital lock not working', 'Doors: Door handle faulty', 'Doors: Traditional key lock not working', 'Fire exit door won't open', 'Oven door faulty', and 'Replace lock batteries'. The page layout and other elements are identical to the previous screenshot.

3. To Complete a Maintenance Request Form

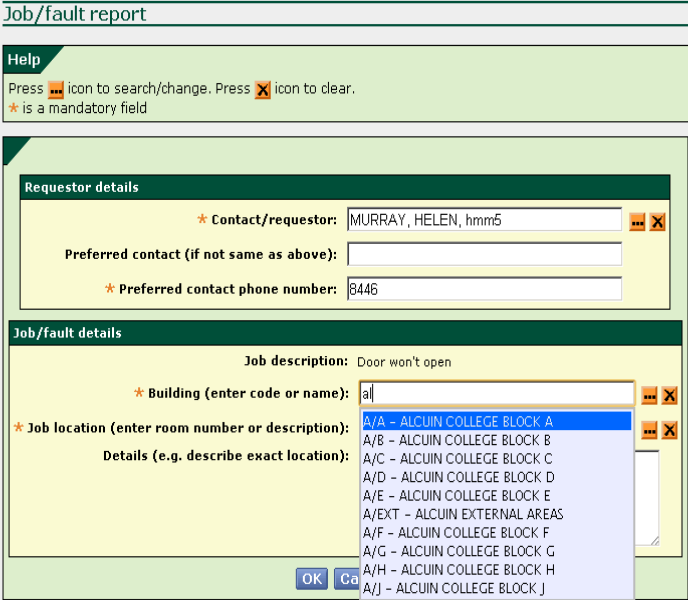
- A pop up screen will appear as shown below.
- This shows if any other jobs in the same building/area with the same description have been reported recently.
- Check the correct building location is displayed (*by default initial location displayed will be the one shown against your name on the University's 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.

Job/fault report

Help
 Press icon to search/change. Press icon to clear.
 * is a mandatory field

Requestor details

* **Contact/requestor:**

Preferred contact (if not same as above):

* **Preferred contact phone number:**

Job/fault details

Job description: Door won't open

* **Building (enter code or name):**

* **Job location (enter room number or description):**

Details (e.g. describe exact location):

A/B/010 - RESEARCH FELLOW OFFICE
 A/B/101 - RESEARCH FELLOW OFFICE
 A/B/102 - STORE
A/B/103 - RESEARCH FELLOW OFFICE
 A/B/104 - RESEARCH FELLOW OFFICE
 A/B/105 - RESEARCH FELLOW OFFICE
 A/B/106 - RESEARCH FELLOW OFFICE
 A/B/107 - RESEARCH FELLOW OFFICE
 A/B/108 - RESEARCH FELLOW OFFICE
 A/B/109 - RESEARCH FELLOW OFFICE

- 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.

Confirmation page

Please note your job number for future reference

Planon job number:	1249960.00
Contact/requestor:	HELEN MURRAY
Preferred contact (if not same as above):	
Preferred contact phone number:	8446
Job description:	Door won't open
Building:	A/B - ALCUIN COLLEGE BLOCK B
Location:	A/B/103 - RESEARCH FELLOW OFFICE
Reported on:	25/04/2012 09:57
Details:	Test Test

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”


Enter keywords Search

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Facilities Helpdesk

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<div style="background-color: #0070c0; color: white; padding: 10px; text-align: center;">FIX IT </div> <ul style="list-style-type: none"> Report a problem Request contractor's visit ticket 	<div style="background-color: #0070c0; color: white; padding: 10px; text-align: center;">BOOK IT </div> <ul style="list-style-type: none"> Book a room Book catering Book audio visual (AV) equipment
<div style="background-color: #0070c0; color: white; padding: 10px; text-align: center;">MOVE IT </div> <ul style="list-style-type: none"> <u>Goods, furniture & office moves</u> Disposal of equipment Bulk mailing / large parcels 	<div style="background-color: #0070c0; color: white; padding: 10px; text-align: center;">EAT IT </div> <ul style="list-style-type: none"> Book catering (Cucina)

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torq.ac.uk/fmh/helpdesk/move-it/move/index.cfm