

Facilities Web Portal

Guidance Notes

Contents

1. Getting Started	Page 3
2. To Report a Problem	Page 3
3. To Complete a Maintenance Request Form	Page 5
4. Tracking Progress	Page 8

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 **FIX IT** menu.

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

THE UNIVERSITY of York

University | A to Z | Departments

You are here: University > Directorate of Estates & Campus Services > Facilities Helpdesk

Report a problem

Please start by typing the problem description (e.g. broken window):

|

If you can't find the problem you're trying to report, click to show the entire list.

Alternatively please call us on extension 5555 and we'll be happy to help.

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.



- 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.

THE UNIVERSITY of York

University | A to Z | Departments

You are here: University > Directorate of Estates & Campus Services > Facilities Helpdesk

Report a problem

Please start by typing the problem description (e.g. broken window):

door

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

Replace lock batteries

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

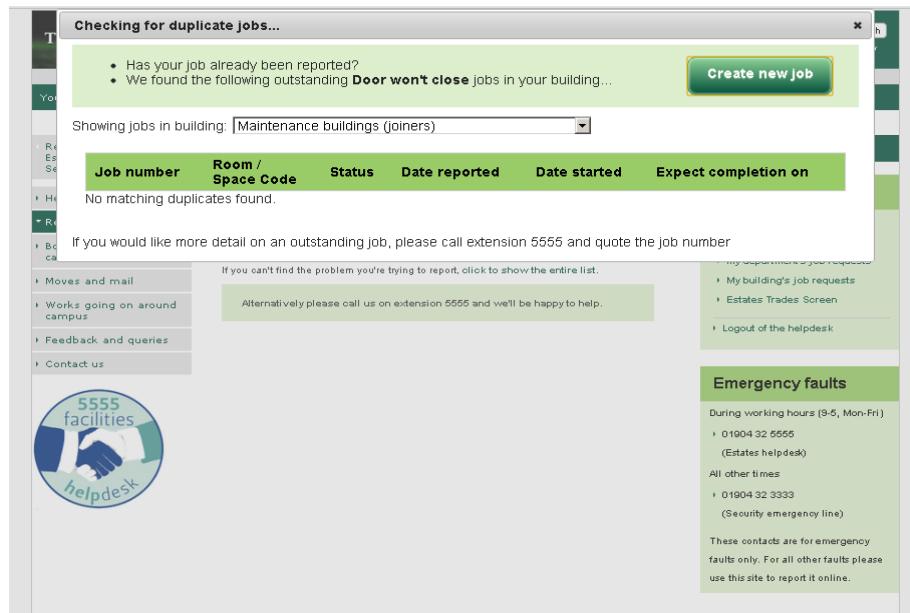
- 01904 32 3333
(Security emergency line)

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



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.

Job/fault report

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

Requestor details

* Contact/requestor: MURRAY, HELEN, hmm5

Preferred contact (if not same as above):

* Preferred contact phone number: 8446

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 - ALCUIN COLLEGE BLOCK B
 A/C - ALCUIN COLLEGE BLOCK C
 A/D - ALCUIN COLLEGE BLOCK D
 A/E - ALCUIN COLLEGE BLOCK E
 A/EXT - ALCUIN EXTERNAL AREAS
 A/F - ALCUIN COLLEGE BLOCK F
 A/G - ALCUIN COLLEGE BLOCK G
 A/H - ALCUIN COLLEGE BLOCK H
 A/J - ALCUIN COLLEGE BLOCK J

OK **Cancel**

- 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:	MURRAY, HELEN, hmm5
Preferred contact (if not same as above):	<input type="text"/>
* Preferred contact phone number:	8446

Job/fault details	
Job description:	Door won't open
* Building (enter code or name):	A/B - ALCUIN COLLEGE BLOCK B
* Job location (enter room number or description):	10
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
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

- 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”



The screenshot shows the Facilities Helpdesk homepage. At the top, there is a navigation bar with links to "University", "A to Z", "Departments", and a search bar. Below this, a breadcrumb navigation shows the user is at "University > Directorate of Estates & Campus Services > Facilities Helpdesk".

The main content area is titled "Facilities Helpdesk" and contains several sections:

- My Helpdesk**: A sidebar with a "My links" section containing links to "My job requests", "My department's job requests", "My building's job requests", "Estates Trades Screen", and "Logout of the helpdesk".
- FIX IT**: A section with a wrench icon and a list of services: "Report a problem" and "Request contractor's visit ticket".
- BOOK IT**: A section with a calendar icon and a list of services: "Book a room", "Book catering", and "Book audio visual (AV) equipment".
- MOVE IT**: A section with a box icon and a list of services: "Goods, furniture & office moves", "Disposal of equipment", and "Bulk mailing / large parcels".
- EAT IT**: A section with a fork and knife icon and a list of services: "Book catering (Cucina)".
- Emergency faults**: A section with a green background containing contact information for emergency faults. It includes a "During working hours (9-5, Mon-Fri)" section with the phone number 01904 32 5555 (Estates helpdesk) and an "All other times" section with the phone number 01904 32 3333 (Security emergency line). It also states that these contacts are for emergency faults only and that for all other faults, users should use this site to report it online.

A circular logo for "555 facilities helpdesk" is located on the left side of the page. At the bottom, there is a URL: "ork.ac.uk/fmhelpdesk/move-it/move/index.cfm".