# Entering a Maintenance Work Request

After logging into Archibus, you will be presented with the Maintenance Work Request form. Follow the steps below for assistance with entering and submitting a work request. *Fields marked with an asterisk (*) must be completed before submitting.*



1. *Requested By\** - this field is automatically populated with your name, but can be updated to complete the form for another requestor.

2. *Requestor Phone\** - enter your contact number using digits only, the dash separators will appear automatically as you type. This is the number our technicians will use if they need to contact you.

3. *Location\*:*

   - *Building* – hover your mouse over the BUILDING field box and select the blue button with 3 dots that appears on the right side of the box to bring up the building list.

   

     o On the building list, click the desired building name or code. The building list will close, and the BUILDING field will be populated with the building code. The building name will show below the location fields.

- *Floor* – to pull up the floor code list, hover your mouse over the FLOOR field box and click on the blue button with 3 dots that appears on the right side of the box.
  - o The floor list will be filtered showing only the floors of the building you chose in the previous field. Click on desired floor name or code. The floor list will close, and the FLOOR field will be populated with the floor code.

- *Room* – this field is optional but including it can help speed up the response to your request.
  - o To select your room from the floor drawing, click on the "Drawing" button that appears to the right of the ROOM field after you've entered a building and floor code. This will bring up the floor drawing. Select the desired room from the drawing.
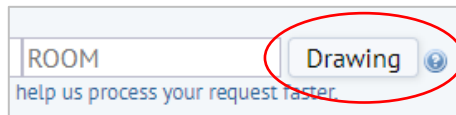


  - o To select your room from the room list, hover your mouse over the ROOM field and click on the blue button with 3 dots that shows in the right of the field. Select your desired room name or code from the list.

4. *Describe the Location* – enter more details about the location of your problem, such as "along back wall", "below window", etc.

5. *Problem Type\** - use the dropdown arrow to select the appropriate problem type. All problem types include a short description beside them to help you decide which problem type is correct. Please do not ever pick MAC MAINTENANCE unless the work being requested is for a MAC building that is *not* maintained by General Services.
   - *Secondary Type* – this field is for MAC MAINTENANCE only; please disregard unless putting in a work request for a MAC building that is *not* maintained by General Services

6. *Description\** - use this open text field to describe your problem in detail. Being more specific can help to make your problem quicker and easier to solve.

Along the bottom of the screen are 4 buttons that allow you to submit the request, attach documents to the request, cancel the request, or view other requests in the same building.

7. To attach documents (including photos) to your work request, click the "Attach Documents" button on the bottom of the screen. This will bring up the Add Documents window. (To access this window, you must have request information filled in first). You can add up to 4 documents to a request.
   - On the Add Documents window, use the blue arrow beside the document field to upload a new document.



   - Clicking the blue arrow will open the Check In New Document window where you can choose a file to load from your computer. You can also add a description for this file.
   - Once you've loaded your file (using the "Choose File" button), click the "OK" button. You will see your file loaded beside the document field (it will be assigned a new name by the system).
   - Once you're finished adding all of your documents, click the "OK" button to return to the Maintenance Work Request screen.
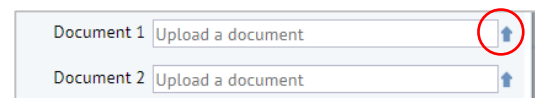
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8.  To view related building requests, click the "List Requests for Building" button on the bottom of the Maintenance Work Request screen. This will bring up a list of the most recent 100 work requests submitted for your specified building.

    - This list includes details about problem type, work description, requestor, and the current work request status.
    - You can click the "Details" button beside each request to view more information about the request.

9.  To cancel your request, click the "Cancel" button along the bottom of the screen. You can also sign out of the system before entering your request or refresh your browser. The request will not be submitted until you click the "Submit" button.

10. To submit your request, click the orange "Submit" button along the bottom of the screen.

    

    - Once your request is submitted a box will appear at the top of the screen letting you know your request has been submitted and a work request ID has been assigned.
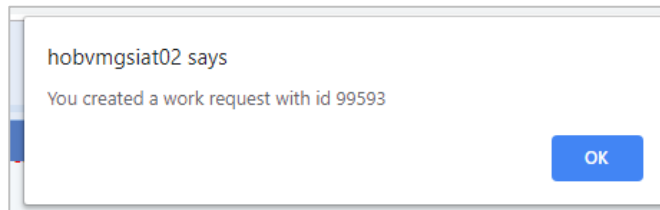
    

    - Once you click "OK", the Report Problem screen will refresh allowing you to enter another work request.

11. To view the details of your submitted request, click on the *Review My Existing Work Requests* tab above the top of the Maintenance Work Request screen.
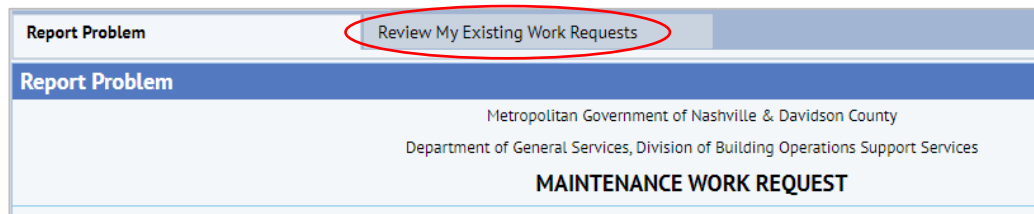
    

    - You will see a list of recent work requests you have submitted (click the *Archived Requests* tab to view any older work requests)

    

    - Click the "Select" button beside each request to view more details about the request.