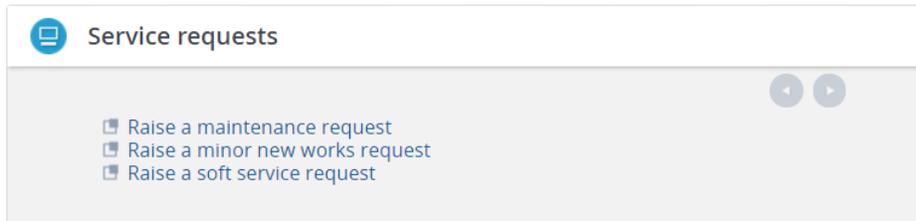


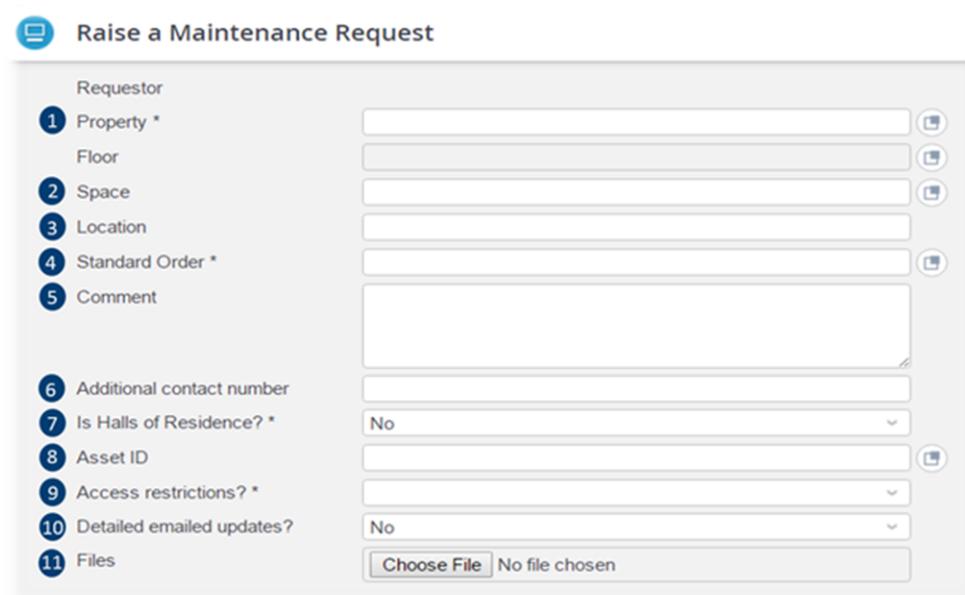
Raising a Planon request

From the service requests gadget, you will see that there are three types of request that can be raised: maintenance, minor new works (quotation requests), and soft services (cleaning, pest control and hazardous waste removal).



When raising a request, the requestor field should automatically be filled in with your details.

All fields with an astrich (*) are mandatory.

A screenshot of the 'Raise a Maintenance Request' form. The form is titled 'Raise a Maintenance Request' and has a blue icon to its left. It contains several fields, each with a numbered step indicator on the left. The fields are: 1. Property * (text input), 2. Space (text input), 3. Location (text input), 4. Standard Order * (text input), 5. Comment (text area), 6. Additional contact number (text input), 7. Is Halls of Residence? * (dropdown menu with 'No' selected), 8. Asset ID (text input), 9. Access restrictions? * (dropdown menu), 10. Detailed emailed updates? (dropdown menu with 'No' selected), and 11. Files (file upload button labeled 'Choose File' and 'No file chosen'). Each text input field has a small blue icon to its right.

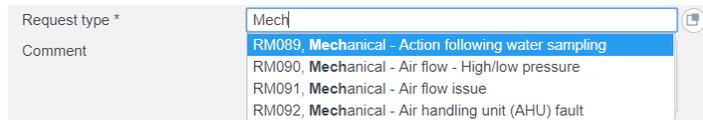
1. If you fill in the property field manually, suggestions should appear once you have typed 3 letters.

The search tool can be used to show a full list of properties



2. Although the space field is not mandatory, you should make sure to fill this in so the exact location of the fault e.g. open plan office, is logged. If you choose a space first, then the floor will automatically be backfilled, however, you could select a floor first. Options for floor and space will be building specific.

3. You may wish to provide further details on the location of the fault, for example the exact area within an office. This could also be useful if you do not know the exact name/number of a space and need to describe the location of a fault instead.
4. To select a request type, click on the search button which will provide you with all possible standard orders. Alternatively, you can type in the order type, such as mechanical, into the empty field, which will prompt order suggestions to appear.



The image shows a screenshot of a web form. On the left, there are two labels: 'Request type *' and 'Comment'. To the right of 'Request type *' is a text input field containing the text 'Mech'. A dropdown menu is open below this field, displaying four suggestions: 'RM089, Mechanical - Action following water sampling' (highlighted in blue), 'RM090, Mechanical - Air flow - High/low pressure', 'RM091, Mechanical - Air flow issue', and 'RM092, Mechanical - Air handling unit (AHU) fault'. A search icon is visible on the right side of the dropdown menu.

5. There is a free text field where any extra comments that may be helpful to those assigning and attending to the work order can be added. If raising a minor new works request, this is where information of the exact work to be done and materials required should be included.
6. It may be useful to add a contact number so that you can be reached if there are any questions about the work order.
7. If you select yes here, it will ensure that the order is sent straight to a halls supervisor and dealt with accordingly. Failure to select halls will lead to a delay or cancellation of your request.
8. If work needs to be done on a registered asset you should include its ID so that the engineer working on it can be sure it is the correct one and see its maintenance history.
9. Here you should indicate whether there are any access restrictions to the area where work is to be done. If yes is chosen, you will be required to give details of the restrictions e.g. Access only permitted between 2-6pm, as a permit will need to be created.
10. If you opt in for detailed email updates you will be notified every time there is a status change.
11. You can upload a photo to show exactly what the problem is that needs to be attended to.

To view details of and status of requests you have already raised, you will need the 'My Requests' gadget.