



HOW TO SUBMIT A WORK REQUEST

Step 1

Near the top left corner of the main interface, select "Corrective Maintenance" and then select "Enter Service Request."



Step 2

Verify your information and provide your contact phone number.

Requestor

Requested By*

Requestor Phone

Requestor Email

Step 3

On the Enter Service Request screen, you will first choose the location of where the maintenance needs to take place.

- Click the three dots on the right side of the **Building** field which will show a list of all buildings on campus.

Use your assigned workspace location

Location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan draw

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

You can use the search box to search for the building name or click the arrows to sort the list alphabetically. Click on the building and Archibus will fill in the fields for you.

Select Value - Building		
Building Code	Building Name	Site Code
4000	Library Building	UBCO_K
4001	Campus Administration Building	UBCO_K
4002	Arts Building	UBCO_K
4003	Science Building	UBCO_K
4004	Creative & Critical Studies Building	UBCO_K
4005	Gymnasium	UBCO_K
4005-1	Field Amenity Building	UBCO_K
4005-2	The Hangar	UBCO_K
4006	Central Heating Plant	UBCO_K
4007	University House	UBCO_K
4008	Upper Campus Health Building	UBCO_K
4009	Similkameen Residence	UBCO_K
4010	Monashae Residence	UBCO_K

Step 4

Follow the same process for the **Floor** and **Room** fields.

Location

Use your assigned workspace location

Location*

Building is required. Enter floor and room number to help us process your request faster.

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Alternatively, after selecting the building and the floor, you can click the Drawing box to show a floorplan which will allow you to click on the room.

- This can be helpful if you are attempting to identify a hallway or common space that might not be easily identified.

Use your assigned workspace location

Location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."



Step 5

Please do not use the **Describe The Location** field. It is more efficient to share contextual information in the **Description** field instead.

Location

Use your assigned workspace location

Location

Describe the location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Problem

Type of problem:

Estimate Required?

The more precisely you specify your problem, the better we can route it to people who can help.

Description

Date to Perform:

Description*

Select Description

Workflow
 Workflow Step:
 On status of Requested: Edit and Approve is required by UBCO HELPDESK QS
 Request will be dispatched to UBCO GENERAL

Step 6



Next, click the TYPE OF PROBLEM drop-down menu and select one of the options.

- A list of options can be found at:

<https://facilities.ok.ubc.ca/requests/>

- Routine and urgent are the two most common Problem types.

Problem

Type of Problem

Description

Date to Perform

Description*

to people who can help.

Archibus will automatically set the Date To Perform.

- Do not override this field. Please note an ideal or preferred date in the Description field below.

Problem

Type of Problem

Estimate Required?

The more precisely you specify your problem, the better we can route it to people who can help.

Description

Date to Perform

Description*

Use the Description field to type an explanation of the type of maintenance or work required. Please provide as much detail as possible.

Description

Date to Perform

Description*

Please move the stand-up desk from LIB 206 to LIB 215. We are hoping this move can be completed on November 2nd if your staffing resources permit. Thank you.

Step 7

If you are not certain if the work you have requested is chargeable then please skip past the Cost Coding section.

Cost Coding

Chargeable?

If Yes, Cost Coding and Authorization are required

Account Code

Speed Chart

If your work is chargeable then please select 'Yes'.

- Account Code: Archibus requires this field. Please input an X.
- Speed Chart: Input your Workday Program Code.

Cost Coding

Chargeable?

If Yes, Cost Coding and Authorization are required

Account Code

Speed Chart

Step 8

Finally, in the Authorization field, select the 'Same as requestor' check box and Archibus will automatically populate your user credentials.

Authorization

Same as requestor

Authorized By

Authorizer's Email

Submit Add Documents Cancel

**Step 9**

If you wish to attach documents to your work request then please click the **Add Documents** button. A new window will appear allowing you to upload four documents. Click the OK button and the work request will be created.

A screenshot of a document upload interface. It shows a grey header bar with a small icon in the top right corner. Below the header, there are four rows, each labeled 'Document 1' through 'Document 4'. Each row contains a text input field with the placeholder text 'Drag-and-drop here' and a small upward-pointing arrow icon to the right of the field.

Document 1	<input type="text" value="Drag-and-drop here"/>	↑
Document 2	<input type="text" value="Drag-and-drop here"/>	↑
Document 3	<input type="text" value="Drag-and-drop here"/>	↑
Document 4	<input type="text" value="Drag-and-drop here"/>	↑