

HOW TO SUBMIT A WORK REQUEST

Step 1 Near the top left corner of Archibus A Browse all **UBCO** Requestor the main interface, select "Corrective Maintenance" Enter Service Request **UBCO** Requestor and then select "Enter Service Request." ☆ Favorites Edit Service Requests Corrective Maintenance View Service Requests Step 2 Verify your information and provide your contact Requestor phone number. Requested By* Requestor Phone Requestor Email Step 3 On the Enter Service Request screen, you will first choose the location of where the maintenance Use your assigned workspace location needs to take place. Location SITE ... Мар ... BUILDING FLOOR ... ROOM Click the three dots on 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 the right side of the Describe the location **Building** field which Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window.". will show a list of all buildings on campus. You can use the search box Select Value - Building to search for the building Building Code: 4 € 5 \ All € name or click the arrows **Building Name** to sort the list alphabetically. Library Building UBCO_K Click on the building and 4002 Arts Building UBCO_K Archibus will fill in the 4003 Science Building URCO_K fields for you. UBCO_K 4005 ивсо к 4005-1 Field Amenity Building UBCO_K UBCO_K 4007 University House UBCO_K Similkameen Residence UBCO_K UBCO_K

Step 4

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

Location

Use your assigned workspace location

Location*

SITE ... BUILDING ... FLOOR ROOM

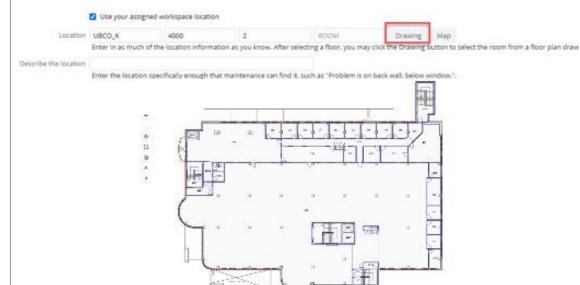
Building is required. Enter floor and room number to help us process your request laster.

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.



Step 5

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



Step 6

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Next, click the TYPE OF PROBLEM drop-down Problem menu and select one of Type of Problem the options. EMERGENCY ESTIMATE A list of options can be EVENT to people who can help. INTERIOR SIGN found at: MOVE PROJECT CHRG https://facilities.ok.ubc.ca/ Description ROUTINE requests/ URGENT Date to Perform Routine and urgent Description* are the two most common Problem types. Archibus will automatically Problem set the Date To Perform. Type of Problem ROUTINE Do not override this ☐ Estimate Required? field. Please note an ideal or preferred date The more precisely you specify your problem, the better we can route it to people who can help. in the Description field Description below. Date to Perform 11/9/2022 Description* Use the Description field Description to type an explanation of Date to Perform 11/9/2022 the type of maintenance or work required. Please 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 provide as much detail as staffing resources permit. Thank you. possible. Step 7 If you are not certain if the Cost Coding work you have requested is chargeable then please If Yes, Cost Coding and Authorization are required skip past the Cost Coding Account Code section. Speed Chart If your work is chargeable Cost Coding then please select 'Yes'. Chargeable? Yes ♥ Account Code: If Yes, Cost Coding and Authorization are required Archibus requires this Account Code XXXXXXXX field. Please input an Χ. Speed Chart PM003985 Speed Chart: Input your Workday Program Code. Step 8 Finally, in the Authorization Authorization field, select Same as requestor the 'Same as requestor' Authorized By check box and Archibus Authorizer's Email will automatically populate your user credentials. Add Documents Cancel

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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.