ESTATES
HELPDESK
CREATING A DEFECT/ REQUEST

In order to access the Estates Helpdesk via the web, you will need Microsoft Internet Explorer 5 or above (NOT Netscape). If this is not already loaded onto your PC, please contact the person responsible for IT within your department.

The Estates Helpdesk is located at:

http://koko/kent_np19/Helpdesk/LogaDefect.aspx

Or can be accessed via the Estates Website, by clicking on the Estates Helpdesk link and then ‘Report a defect’.

The front screen will look like this:

![Defect Request Form]

Fill in the boxes starting with ‘Requested By’, this information can be entered in two ways. Your name can be typed in, surname followed by your first initial, or by clicking on the small box to the right hand side and then selecting your name from the pick list.

Once your name has been inputted your telephone extension number and building location will automatically be selected. If these details do not appear then the telephone number can be typed in and the building location chosen from the pick list, via the box on the right hand side.

You now need to enter the ‘Floor’ and ‘Room’ locations. These relate to the defect/ request and not your location, unless they are the same. If the problem you are reporting is in more than one room or is for the whole building, these fields do not have to be filled in, instead enter the room details in the ‘Problem Description’ box.
If you are requesting work that your department should be paying for, please provide an account code. This is made up of three sections; 4 digits relating to the type of work, 3 digits which represent your department and a final 5 digits. (For example 494070949709). Please ensure this number is inputted as a continuous number.

When entering the details of the work in the ‘Problem Description’ box, start by entering the room location, followed by a clear explanation of the work required.

Once all these details have been complete, click on ‘Submit Request’. The details of the request will be sent to the Estates Helpdesk. If you have made any mistakes you can clear the form by clicking on ‘Clear Details’.

After the details have been submitted this screen will appear:

![Defect Details](image)

Here you can see that the status of your request is ‘Web Request’. This indicates that it has been submitted to the Estates Helpdesk and is waiting to be actioned. As soon as the Helpdesk have completed the remaining fields and printed the docket, the status will change to ‘Issued and in Process’.

If you have more than one request and they require different trades, please report them separately. Do not use this system to chase previously submitted requests, email Estateshelpdesk@kent.ac.uk. For all other enquiries e.g. furniture, cleaning, blinds please contact the Helpdesk on extn 3209.
In the reports section you can find out the status of previously submitted defects/requests.

There are many different fields you can use to find the information you are looking for. This includes; Trade, Building, Docket number and date.

Enter as much detail you can remember and click on submit to view the results.

Once you have found the docket you are looking for, click on the docket number to view the full details. The details will appear like this;