

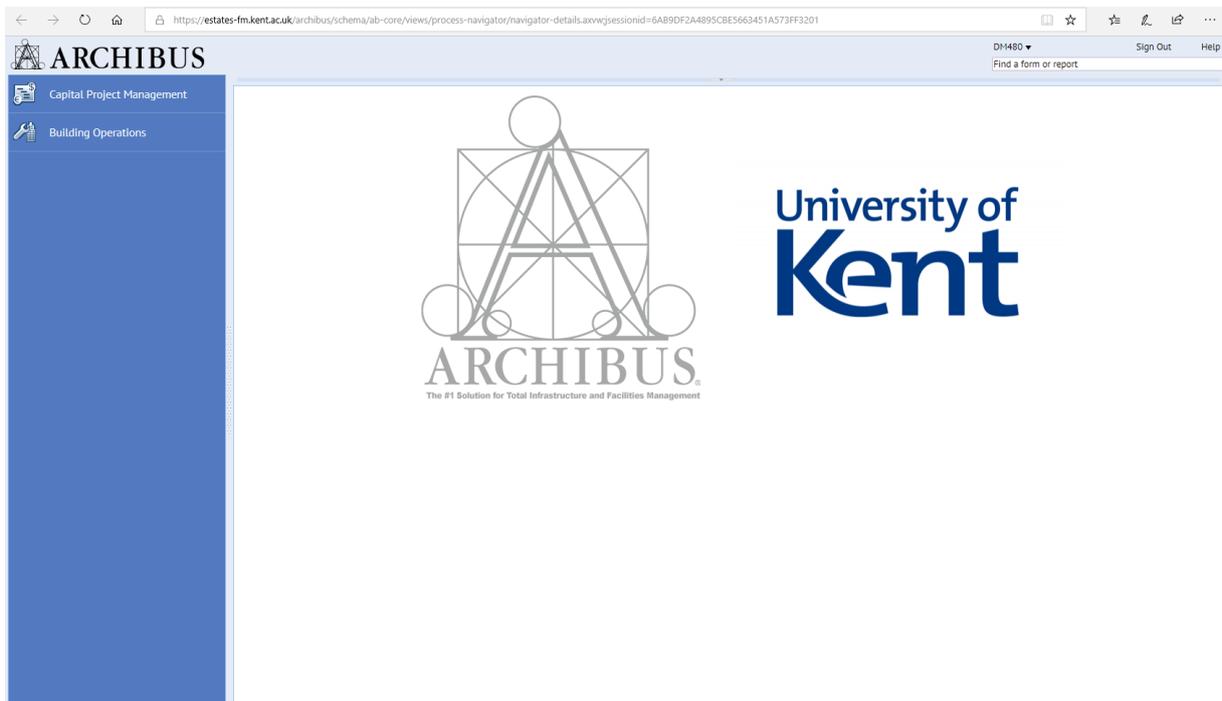
Guide to Using Archibus

Log in to system using the link:

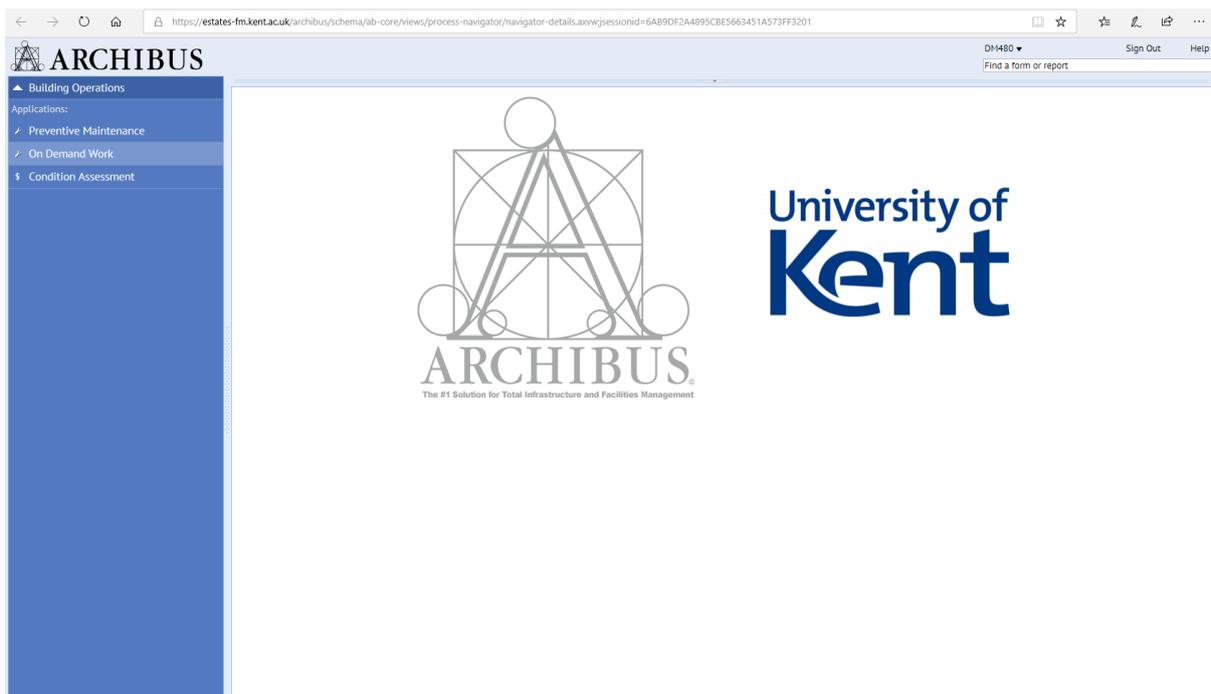
To Create a Work Request

Screenshots show each part of the request screen to highlight the area being described.

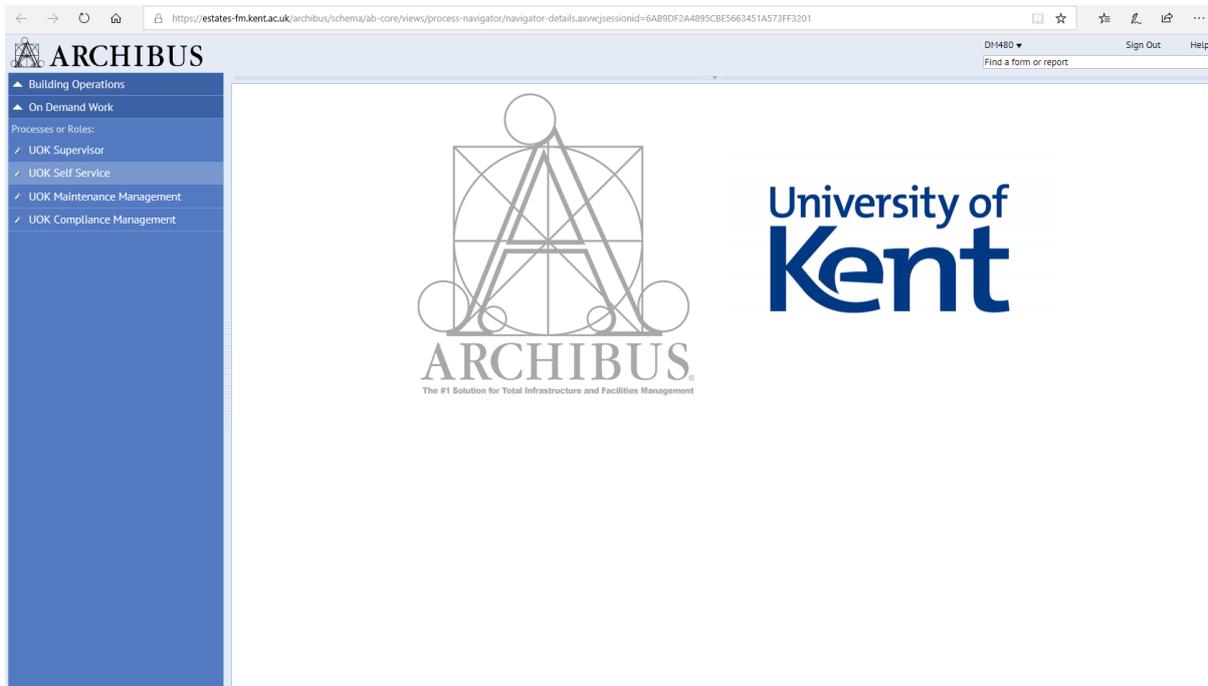
- 1) Click on the “Building Operations” button in the left hand column



- 2) Click on the “On Demand Work” in the Left hand column



2) Click on “UOK Self Service”



3) Click on “Report Problem”

A screenshot of the ARCHIBUS 'Report Problem' form. The browser address bar is the same as in the previous screenshot. The left-hand navigation menu now has 'Report Problem' selected. The main content area shows the 'Report Problem' form with the following fields:

- Requestor**
 - Requested By* (text input)
 - Requestor Phone (text input)
 - Requestor Name (text input, value: Donna Mawdsley)
- Location**
 - Same as Requestor
 - Location* (text input, value: SITE BUILDING FLOOR ROOM)
 - Describe the location (text input)
- Description**
 - Description* (text input)

At the bottom of the form, there are three buttons: 'Submit', 'Add Documents', and 'Cancel'. A small note at the bottom of the description field reads: 'The more precisely you specify your problem, the better we can route it to people who can help.'

4) Enter your requestor details in the first section if this is not automatically filled in for you.

5) If you are not making the request for the room you are based in, (i.e. your office or reception area) uncheck the “same as requestor” box that is approximately half way down the page under the “REQUESTED BY” section. Then manually delete the “Building Code”

entry. You can now make a defect request for any area, this will explained in further detail in the steps below.

6) Click in the “Building Code” box and then the blue ellipsis box on the right side of the box.

7) This will bring up a list of buildings across campus, the list is not comprehensive so you will need to type in the building code in the “building code” filter box at the top if you know what this is. If you do not know the code then type in the name of the building in the “Building Name” box (i.e Parkwood) and press “Enter”

Building Code	Building Name
A	
AA	
AB	Anson Building
BL	Stacey
BO	Bollerhouse
BRUS	Brussels School of Int St
BW	Clock Tower Building
CA	Careers
CB	Chipperfield Building
CB/EX	Chipperfield Extension
CBH	The Central Boller House
CC	Chaucer College
CF	Colyer Fergusson
CGO	Cargo Building
CL	Ingram
CL/SC	FreedmanScienceStudentHub
CO/K2	Cornwallis - South East
CO/EA	Cornwallis - East
CO/GA	Cornwallis - George Allen
CO/GU	Cornwallis - Guilbenkian
CO/MA	Cornwallis - Central
PARK	Parkwood

8) You can now select from list the exact area you are making a request for (i.e Parkwood – Marley Court).

Click on the chosen area and it will automatically enter onto the form. By doing this it will automatically fill in the “Site code” (i.e. CANT)

The room number can now be added by clicking on the room code and again clicking on the blue ellipsis box in the “Room Code” box, again this list is not comprehensive so you will need to type in the room code (e.g 12c) and press “enter”. Click on the highlighted entry shown to update the request form. PLEASE NOTE COLLEGE ROOMS ARE IDENTIFIED BY THE BLOCK AND FLOOR FOLLOWED BY A DOT THEN THE ROOM NUMBER e.g Keynes I2.1

If the room code cannot be found then do not worry just make sure you type the room in the description box at the beginning of the description.

8) Now complete the description of the fault in the “Description”

The screenshot shows the ARCHIBUS 'Report Problem' form. The 'Requestor' section includes fields for 'Requested By*', 'Requestor Phone', and 'Requestor Name' (filled with 'Donna Mawdsley'). The 'Location' section has a checkbox for 'Same as Requestor' and a 'Location*' field with sub-fields for 'SITE', 'BUILDING', 'FLOOR', and 'ROOM'. Below this is a 'Describe the location' text box. The 'Description' section has a large 'Description*' text area. At the bottom of the form are three buttons: 'Submit', 'Add Documents', and 'Cancel'. The browser address bar shows the URL: https://estates-fm.kent.ac.uk/archibus/schema/ab-core/views/process-navigator/navigator-details.axwwjsessionid=6AB9DF2A4895CBE5663451A573FF3201.

The form should now be complete, once you are satisfied that it is, click on the “Submit” button. Alternatively, if you would like to add a document such as a photo, click on the “Add Documents” button

You will now see a pop up saying:

The screenshot shows the ARCHIBUS 'Report Problem' form after submission. The 'Requestor' section is filled with 'Requested By' (ESTATES CUSTOMER SERVICES), 'Requestor Phone' (16666), and 'Requestor Name' (empty). The 'Location' section has 'Same as Requestor' checked. The 'Description' section contains the text 'TEST'. A confirmation pop-up window is displayed in the center of the screen with the text: 'This site says... You created a work request with id 651671'. The 'Submit' button is highlighted in orange. The browser address bar shows the same URL as the previous screenshot.

