Log in to system using the link http://hanzo.kent.ac.uk/archibus/

To Create a Work Request

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

1) Click on “Create Self Service Request”

2) 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 “PROBLEM LOCATION” 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.

3) Enter your requestor details in the first section if this is not automatically filled in for you. Most defects are not rechargeable so leave the “Rechargeable Y/N” box as “No”. The only exceptions to this are vandalism defects, non-essential requests such as having a shelf put up or a picture hung etc. If you are unsure the Helpdesk will be happy to advise you.
4) Click in the “Building Code” box and then the blue ellipsis box on the right side of the box.

5) 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”.

6) 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) so you will not have to worry about filling the “Site Code” box in manually.

7) 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 12.1

![Image](image)

Then you will see

![Image](image)

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”
9) Leave the “Problem Type” box as DEFECT

10) The form should now be complete, once you are satisfied that it is, click on the “Create and Attach Document” tab in the top right corner of the form.
11) You will now see a pop up saying

“Thank you, your request has been submitted. You can now optionally upload documents providing further information about your request.” Click on the ok button and this will give you the Service ID reference number.

This is also your opportunity to attach a document or photo that you feel may help further explain the fault being reported. To do this select the “Upload a document” Click on the blue arrow next to the box and select a document/photo as if you were attaching document to an email. When this has uploaded click ok.
Then click on create new request

Your request will now be with the Estates Helpdesk for processing. You may receive an automatic email saying that your request is issued and in process or that it has been escalated.
To View Previous Requests

1) Click on “View My Service Requests.”

2) You will now see this screen.

3) If you click on the “Show” tab a list of all requests made by Kent Hospitality Housekeeping or Reception (depending on which section you are in) will now be shown.
4) You may not wish to see everything for all areas so you will need to filter your options so you can view the areas you need information on. To do this you can ignore step 3 above and filter as soon as you see screen shown in step 2.

5) There are several ways to filter to find the job you are looking for the main ways to search are by entering the “Building Code”

6) To do this click on the blue ellipsis box in the right hand corner. You will now have a choice, if you know the building code enter it in the building code filter box and press enter if you do not know the code, you can type the building name in the building name filter box and then press enter.
7) I have used Keynes as an example, after typing in Keynes in the building name box I now have a choice of Keynes College or Keynes College Extension.

8) As an example I clicked on Keynes College and then pressed the “show” tab.

9) This then gives you a list of all jobs requested for Keynes College.
10) You can now scroll through the list and when you see the job you are looking for click on the “select” tab next to the job you want to look at.

11) This will then show you all the details for this job

![](image1.png)

12) Another way to filter is if you have either the service id number that is generated when you create a request. You can also the work order number or the work request number. You may also find these numbers in the automatic email that is sent to you once you have created a request or on the completion screen once you have sent the request.

*(This screen shot shows the completion screen after creating a request previously shown in the create a request instructions)*
To filter using the service id number enter the number given into the service request ID box and then press show.

Which will show something like this.....

You then just need to click on the “select” tab which then brings up the full details screen again.

If you are using the work order number or the work request number then the same principles apply but the number must go in the corresponding box. Please be aware that each work request generates 3 different numbers SERVICE ID, WORK ORDER AND WORK REQUEST NUMBER.

13) Or you can filter using dates if you are unsure of exactly when the request was made or you don’t know any of the work numbers. Just enter the dates you want to look between in the date boxes and to filter to building at the same time enter the details in the building code box just as before. Then press “show”
14) You will then see something like this

When you have found what you are looking for again click on select.

These steps should help you view all requests made by Housekeeping or Reception Staff. If you cannot find what you are looking for or need any further help using Web Central please just call the Estates Helpdesk on ext 3209.