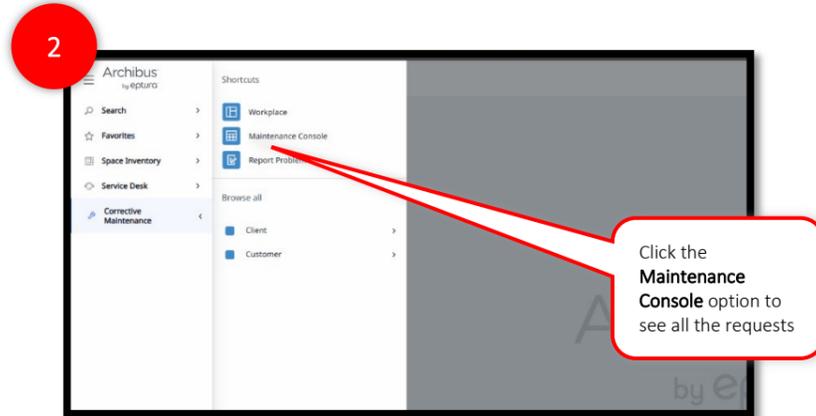


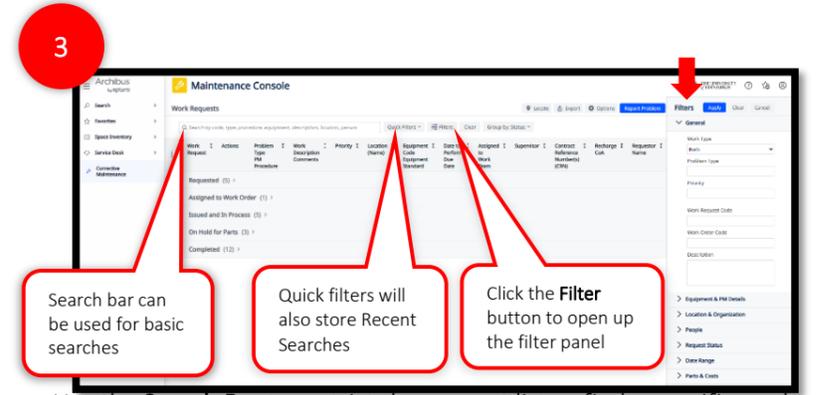
1
Login using EASE and Select the **Corrective Maintenance** menu option

Login to ARCHIBUS Web Central via EASE. The link is available on the [Estates Helpdesk homepage](#). Try adding this to your browser favourites. Once logged in select the **Corrective Maintenance** menu option.



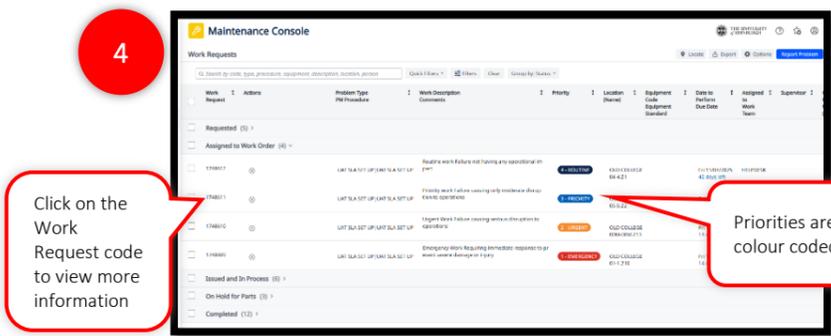
2
Click the **Maintenance Console** option to see all the requests

Select the **Maintenance Console** form the sub menu.



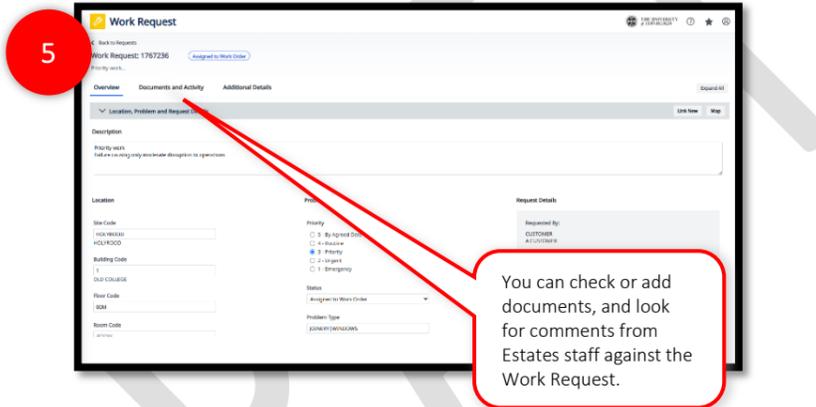
3
Search bar can be used for basic searches
Quick filters will also store Recent Searches
Click the **Filter** button to open up the filter panel

Use the **Search Bar** to restrict the request list or find a specific work request. The **Quick Filters** option shows a selection of predefined searches including previously used filters. **Filters** button to display more advanced filter options. Such as *Date Requested / Work Team / Craftsperson / Requestor / WR Code*.



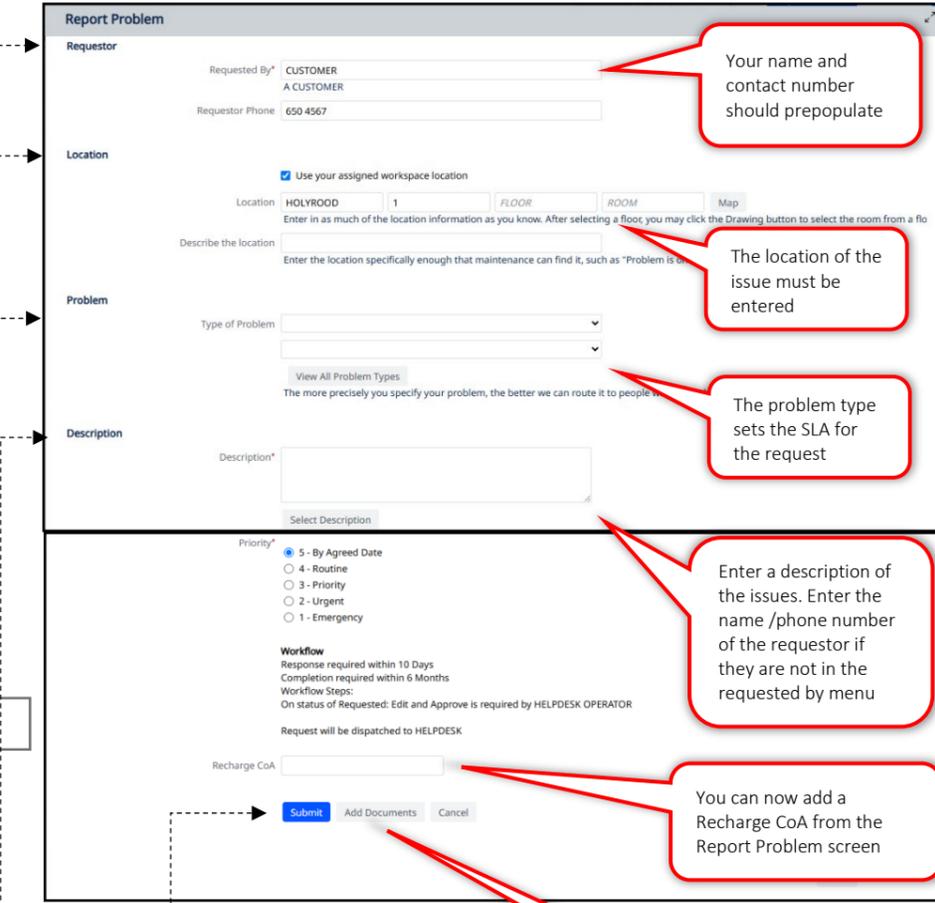
4
Click on the **Work Request** code to view more information
Priorities are colour coded

By selecting the Work Request code, you can view all the information regarding each request like who is assigned to the job, any comments left, and a history log of the request to date.

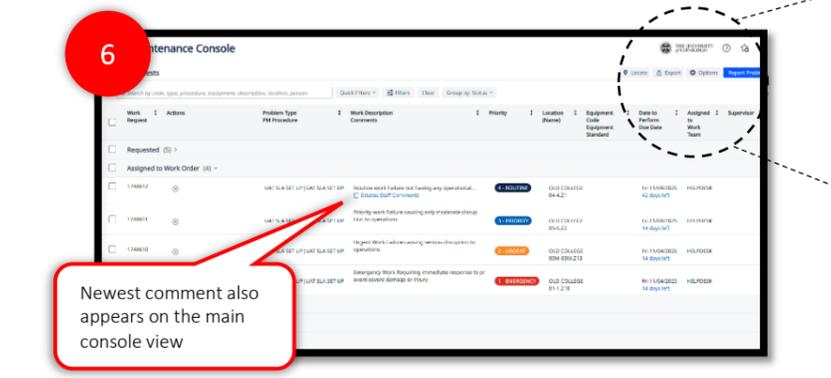


5
You can check or add documents, and look for comments from Estates staff against the Work Request.

Once into the work request detail you can move between the **Overview, Documents and Activity**, and the **Additional Details** tabs to track progress and find more information.



6
Your name and contact number should prepopulate
The location of the issue must be entered
The problem type sets the SLA for the request
Enter a description of the issues. Enter the name /phone number of the requestor if they are not in the requested by menu
You can now add a Recharge CoA from the Report Problem screen
You can add a document/picture from the Report Problem screen



7
Newest comment also appears on the main console view

As Estates staff add comments the newest comments will be easily visible on the Maintenance Console under work description.

