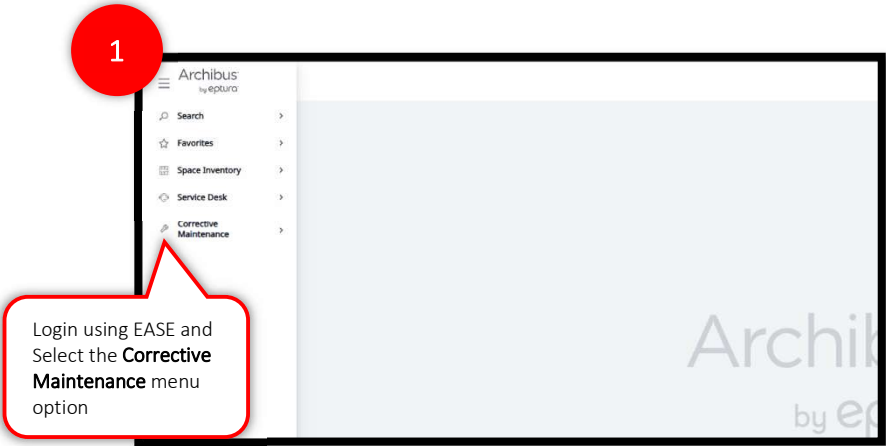
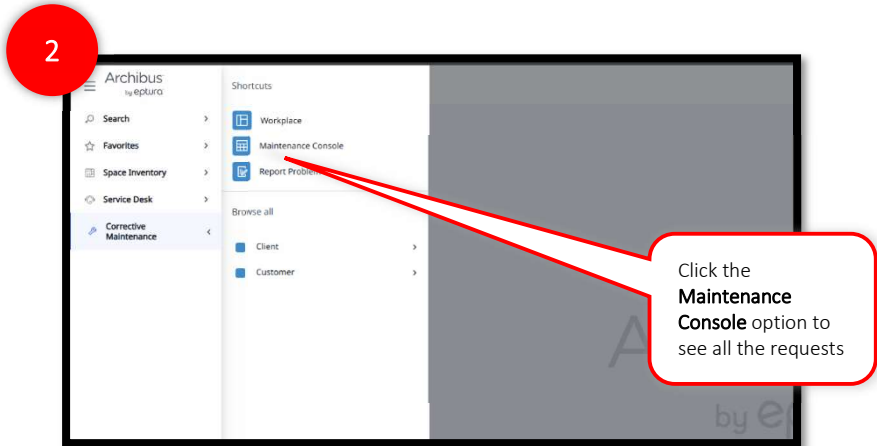
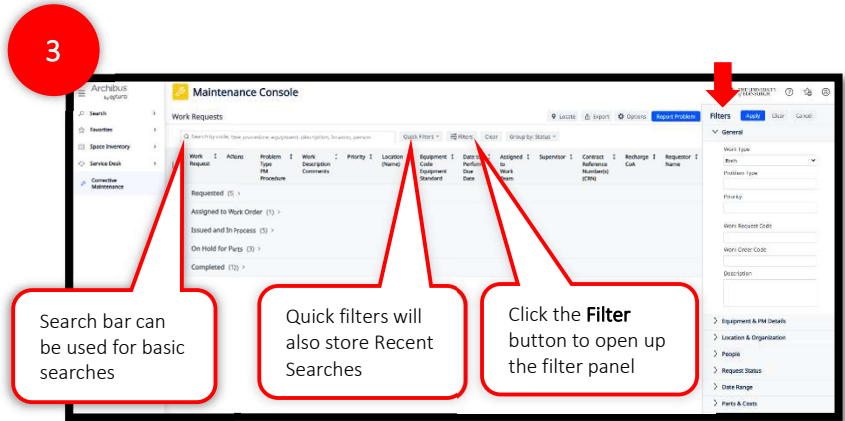




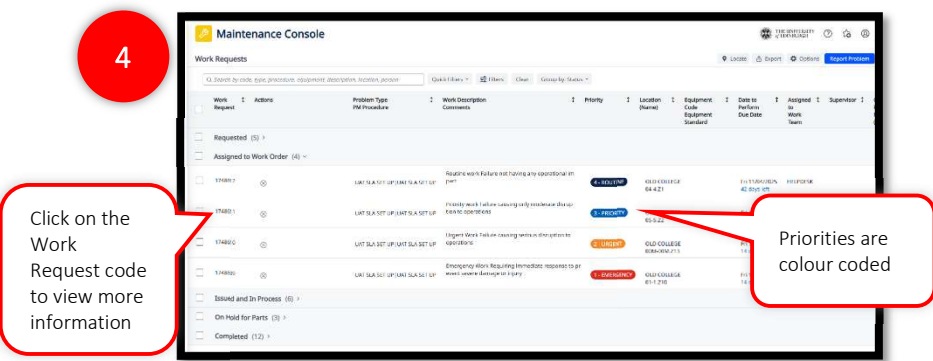
Login to ARCHIBUS Web Central via EASE. The link is available on the [Estates Helpdesk homepage](#). Try adding this to your browser favourites. Once logged in select the **Corrective Maintenance** menu option.



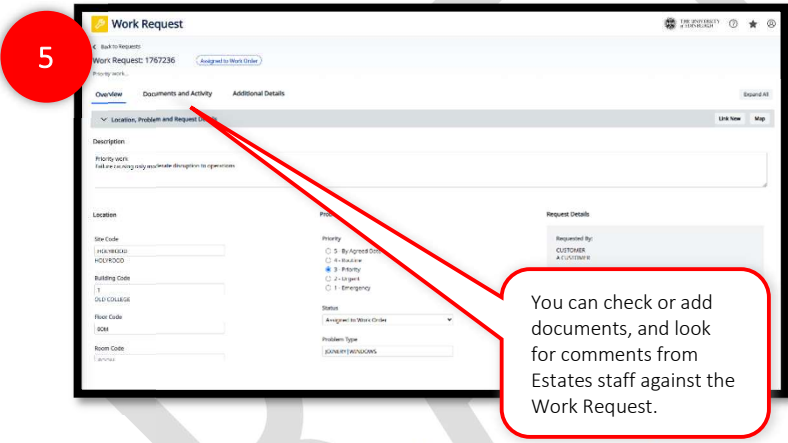
Select the **Maintenance Console** form the sub menu.



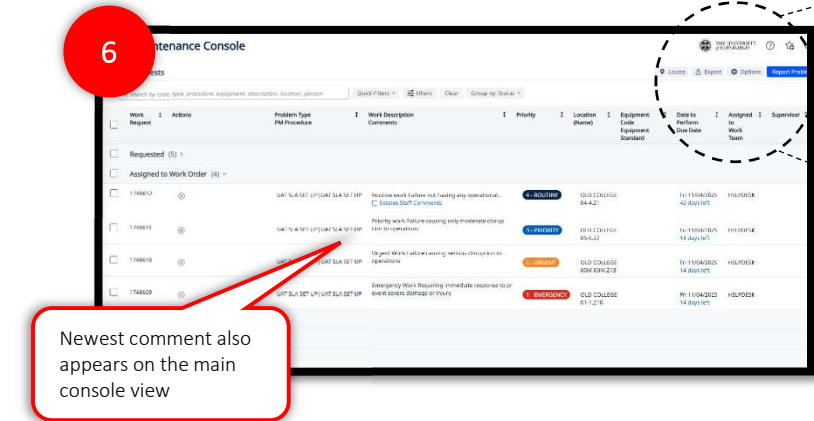
Use the **Search Bar** to restrict the request list or find a specific work request. The **Quick Filters** option shows a selection of predefined searches including previously used filters. **Filters** button to display more advanced filter options. Such as *Date Requested /Work Team / Craftsperson /Requestor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



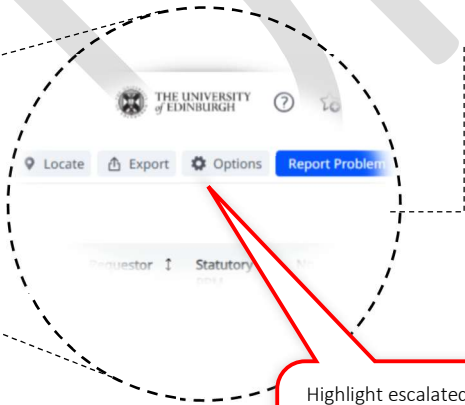
By selecting the Work Request code, you can view all the information regarding each request like who is assigned to the job, any comments left, and a history log of the request to date.



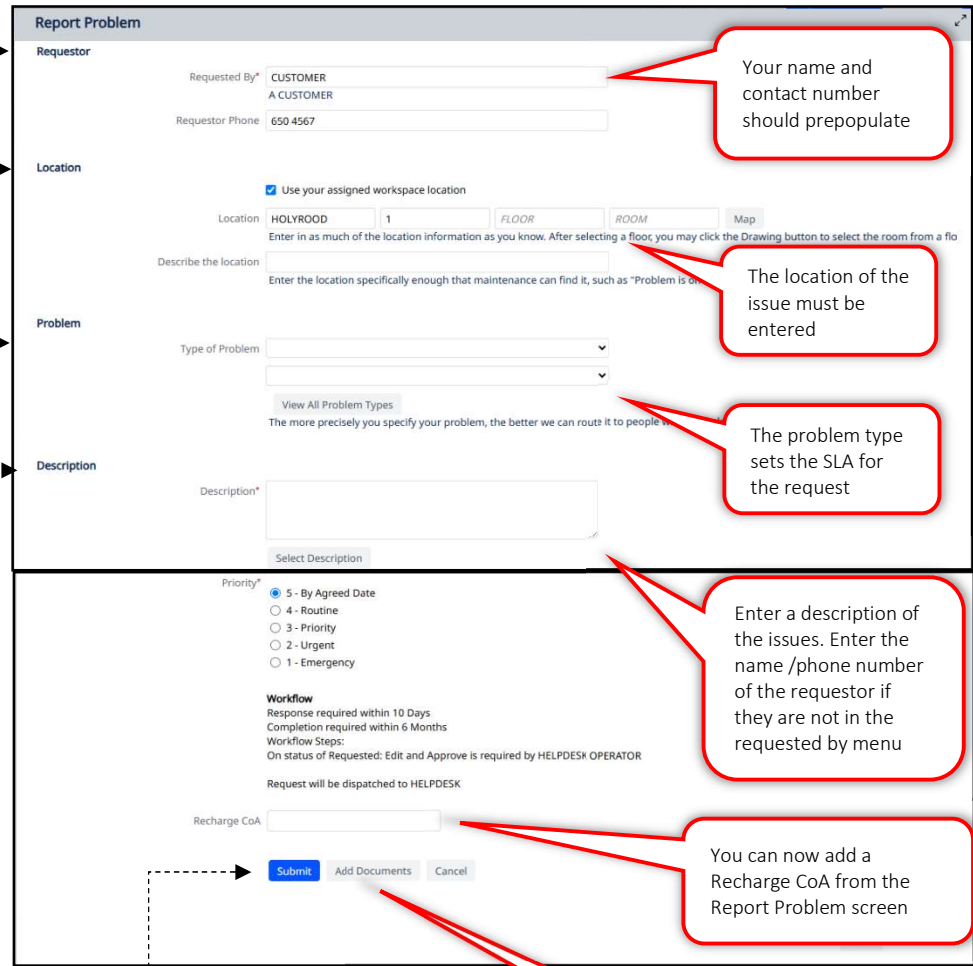
Once into the work request detail you can move between the **Overview**, **Documents and Activity**, and the **Additional Details** tabs to track progress and find more information.



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



- Report Problem
- Requestor
- Location
- Problem Type
- Description
- Submit



Report Problem

Requestor

Requested By* CUSTOMER
Requestor Phone 650 4567

Location

Use your assigned workspace location

Location HOLYROOD 1 FLOOR ROOM Map

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem in room 101"

Problem

Type of Problem

View All Problem Types

The more precisely you specify your problem, the better we can route it to people who can fix it

Description

Description*

Select Description

Priority

5 - By Agreed Date
4 - Routine
3 - Priority
2 - Urgent
1 - Emergency

Workflow

Response required within 10 Days
Completion required within 6 Months
Workflow Steps:
On status of Requested: Edit and Approve is required by HELPDESH OPERATOR
Request will be dispatched to HELPDESH

Recharge CoA

Submit Add Documents Cancel