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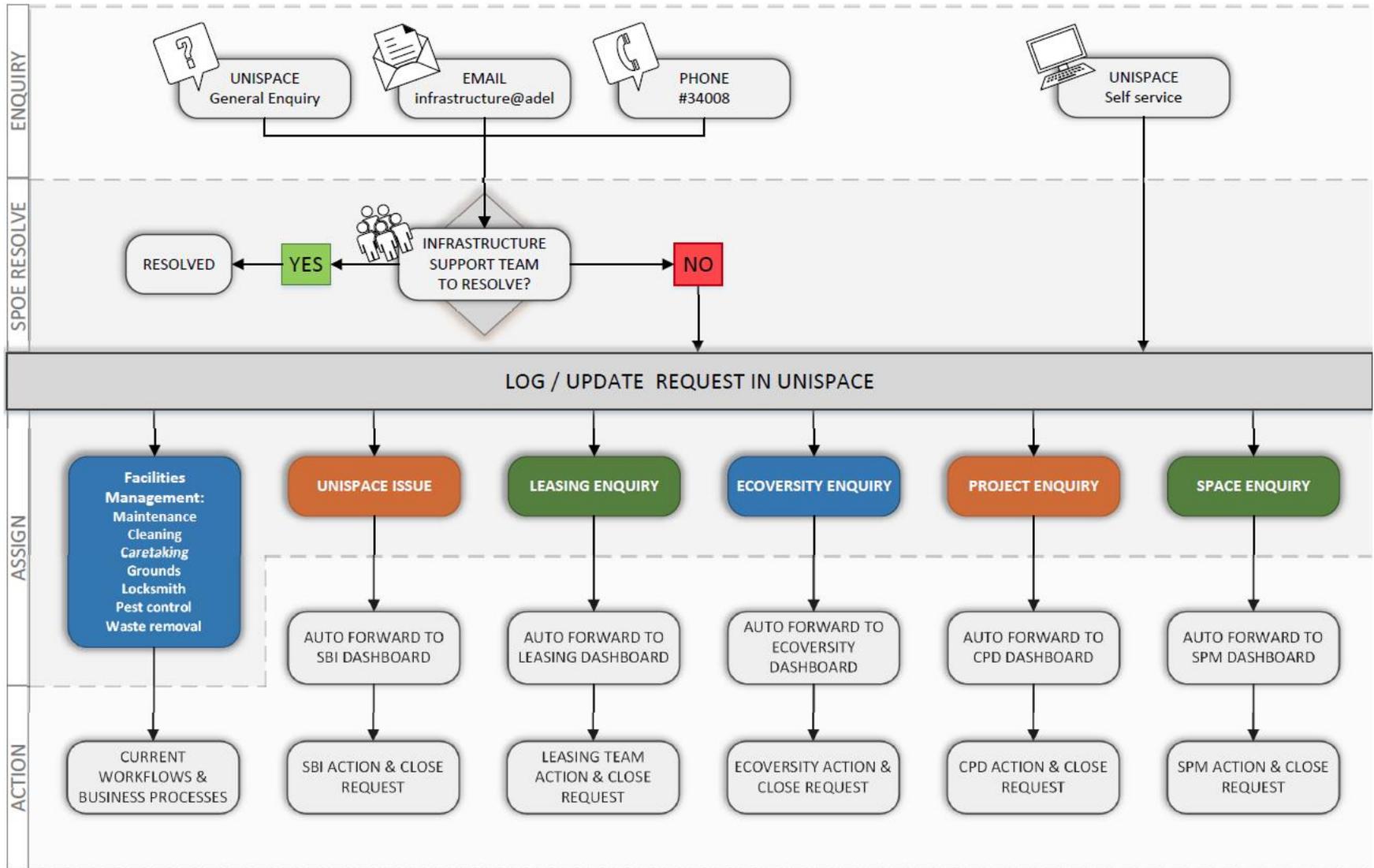
UniSpace

# USER GUIDE: SERVICE REQUESTS

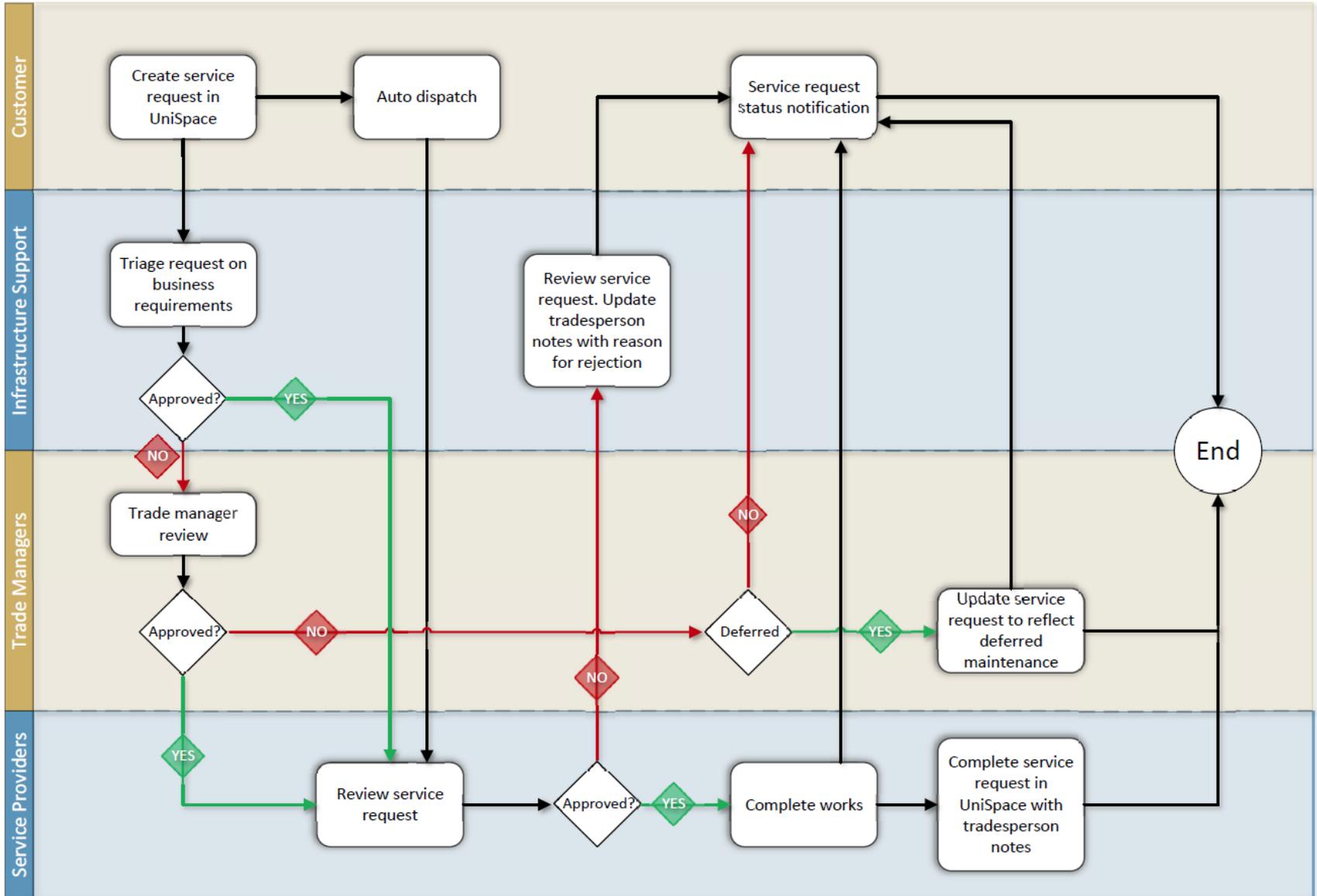
[adelaide.edu.au](http://adelaide.edu.au)

*seek* LIGHT

# Infrastructure Service Request process



# Facilities Management Request Process



# Service Request – Log In

## Service requests

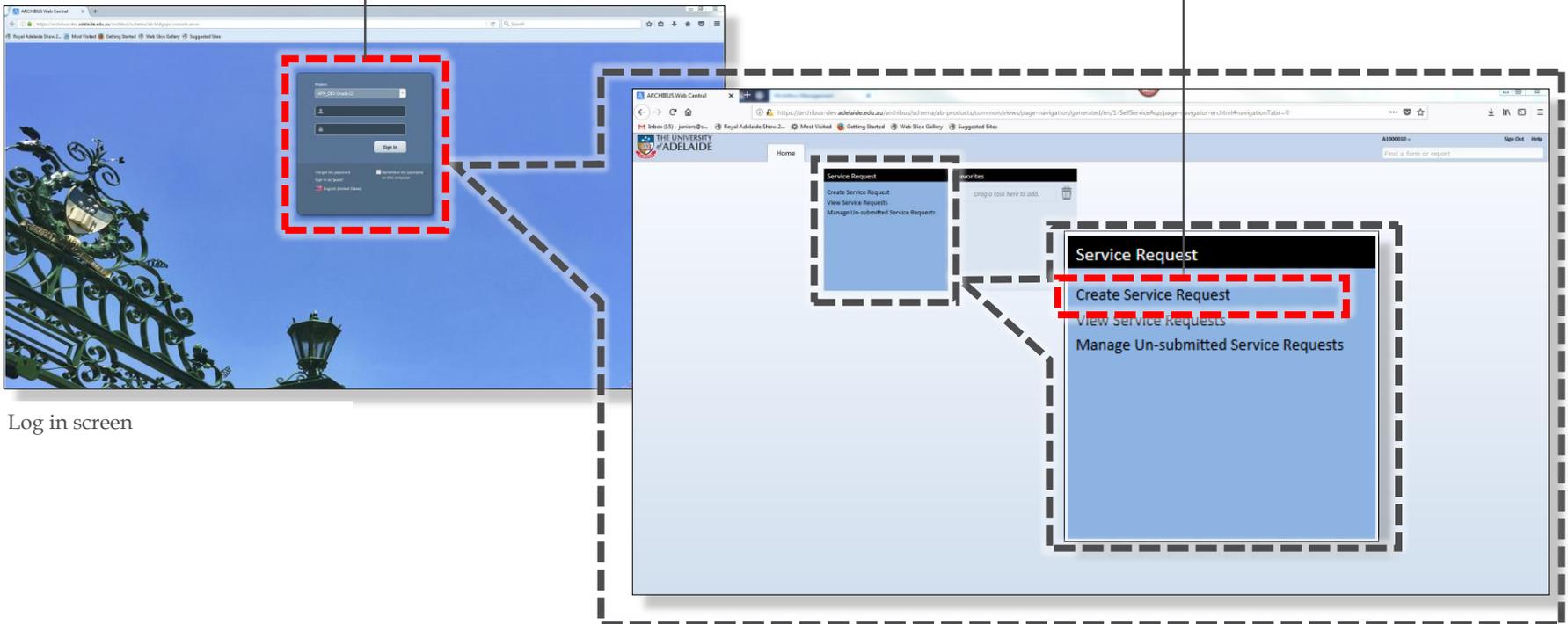
Access to submits service requests is via UniSpace Home available at [archibus.adelaide.edu.au](http://archibus.adelaide.edu.au)

## ACTION

**LOG IN** – using your supplied University “A number” and your password

## ACTION

**CLICK** – “Create Service Request” from the Service Request list



Log in screen

Note: The layout of your screen may vary based on your role

# Service Request – Overview

**ACTION**

**COMPLETE** – “Make a Request form

All mandatory fields are indicated (\*).

Please fill out each section with as much detail as possible. See following pages for detail on each section

**Make a Request**

In an emergency please submit this request and contact Facilities Maintenance Support Desk: 831 34008

**Requestor**

Requested By\*

Requester Phone\*

[Update Profile](#)

Update your phone number and workspace location here and 'Requester Phone' and 'Location' details will be filled with your information automatically next time.

**Location**

[Select Location](#) | [List Requests for Location](#)

Use your assigned workspace location

Site Code\*

Building Code\*

Floor Code\*

Room Code\*

Department Code\*

School, Branch Code\*

Describe the location\*

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

**Equipment**

Equipment Code\*

You can enter the Equipment Code if you know it.

[Review Warranty Details](#) | [List Request for Equipment](#)

**Request**

Type of Request\*

Sub-category\*

[View All Request Types](#)

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

**Description**

Description\*

# Service Request – Requestor

**Requestor**  
Your details will be partly filled in (based on your log-in). Add a contact number if it isn't already populated

**Update Profile**  
Click **Update Profile** if you would like to add a phone number or change your default location for future requests

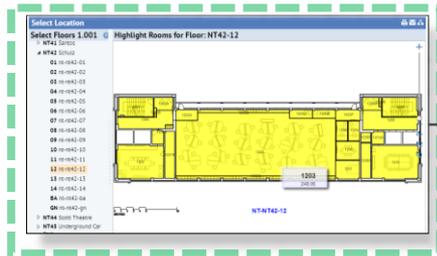
The screenshot shows a web form titled "Make a Request" with a sub-header "In an emergency please submit this request and contact Facilities Maintenance Support Desk: 853 3408". The form is divided into sections: "Requestor", "Location", "Sub-category", and "Description".

- Requestor Section:** Contains fields for "Requested By" (populated with "A1133010"), "Requestor Phone", and an "Update Profile" button. A callout box highlights the "Requested By" and "Requestor Phone" fields, and the "Update Profile" button.
- Location Section:** Contains a "Select Location" button, a "List Requests for Location" button, and a note "Use your assigned workspace location". Below this are dropdown menus for "Site Code" (populated with "UT"), "Building Code" (populated with "UT42"), "Floor Code" (populated with "12"), and "Room Code" (populated with "1205").
- Sub-category Section:** Contains a "View All Request Types" button and a note "The more precisely you specify your problem, the better we can make it to people who can help."
- Description Section:** Contains a "Description" label and a large text area for entering details. At the bottom of this section are "Submit", "Add Documents", and "Cancel" buttons.

# Service Request – Location

## Select Location

Click **Select Location** to populate your location details by finding the room on a floor plan. Navigate to Site > Building > Floor & then click on the room for the request



## List Request for Location

Use this button to see if any other requests have been submitted for the location. You will also be prompted if the systems thinks there is a duplicate request once submitted

**Make a Request**  
In an emergency please submit this request and contact Facilities Maintenance Support Desk: 853 34008

Requestor  
 Requested By: 941133010  
 Requestor Phone: [ ]  
Update your profile

Update your phone number and workplace location here and 'Requester Phone' and 'Location' details will be filled with your information automatically next time.

LOCATION  
Use your assigned workspace location  
 Site Code: NT  
 Building Code: NT42  
 Floor Code: 12  
 Room Code: 1203  
 Department Code: [ ]  
 School, Branch Code: [ ]  
 Describe the location: [ ]  
Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window".

**Select Location** **List Requests for Location**

Use your assigned workspace location

**Select Value - Building Code**

Site Code	Building Code	Building Name
BL	BL01	Bioscience Centre West
BP	BP01	Metabolite Centre Hub
BP	BP02	Control Room Lab, Sheet 1 & 2
BP	BP03	Equipment Hub
BP	BP04	Store Shed
BP	BP05	Transmitter Hub
BP	BP06	Workshop
CA	CA06	Village Units 1 - 13
CA	CA07	Village Units 14 - 16
CA	CA08	Village Units 17 - 20
CA	CA09	Village Units 17 - 22
CA	CA10	Village Units 29 - 33
CA	CA11	Village Units 34 - 39
CA	CA12	Village Units 40 - 46

## Location

Details will be prepopulated to your workspace location (if known). Alter the floor/room if its for an adjoining room or untick the top box to select a different location

Start typing for suggestions to appear or click the blue box at the right of each field to open a list to perform a search.

Only Site & Building are mandatory fields.

## Department/School/Branch Code

Only fill out if applicable to the job. This is who is responsible for paying for any works

## Describe the Location

Give concise detail on where the issue can be located. For external spaces, list the closest building & describe location

# Service Request – Equipment

## Equipment Code

The code can be entered if known (start typing for suggestions to appear) or click the blue box at the right of each field to open a list to perform a search.

Equipment code is not required for service requests. Only enter a code if the request directly relates to the piece of equipment.

The screenshot shows a 'Make a Request' form with the following fields: Requestor (Requested By: 41133010, Requestor Phone), Location (Building Code: HTA, Floor Code: 11, Room Code: 1105, Department Code), and Equipment (Equipment Code). A blue dashed box highlights the Equipment Code field, which includes a search icon. A callout box explains that the code can be entered or searched via a list. A separate window titled 'Select Value - Equipment' shows a table of equipment codes and their descriptions. Below the Equipment Code field, two buttons are visible: 'Review Warranty Details' (highlighted with a green dashed box) and 'List Request for Equipment' (highlighted with a blue dashed box). Callout boxes at the bottom explain the functions of these buttons.

Equipment Code	Building Code	Floor Code	Room Code	Equipment Standard	Warranty Code
CS000001	DH01			HECH - SPLIT SYSTEM SINGLE HEAD	
CS000002	DH01			HECH - SPLIT SYSTEM SINGLE HEAD	
CS000003	DH01			HECH - SPLIT SYSTEM SINGLE HEAD	
CS000007	HD01			HECH - ROOM AIR CONDITIONER	
CS000008	HD01			HECH - ROOM AIR CONDITIONER	
CS000010	NA05	GN	60	HECH - SPLIT SYSTEM SINGLE HEAD	
CS000011	NA05	GN	60	HECH - SPLIT SYSTEM VAV	
CS000012	NA05	GN	60	HECH - FAN - EXHAUST	
CS000013	HR01	01	1.18	HECH - AIR HANDLING UNIT	
CS000014	HR01	01	1.18	HECH - CHILLER - AIR COOLED	
CS000015	HR01	01	1.18	HECH - COLD ROOM REFRIGERATION	
CS000016	HR01	01	1.18	HECH - COLD ROOM REFRIGERATION	
CS000017	HR01	01	1.18	HECH - COLD ROOM REFRIGERATION	
CS000018	HR01	01	1.18	HECH - COLD ROOM REFRIGERATION	
CS000019	HR01	01	1.18	HECH - COLD ROOM REFRIGERATION	
CS000020	HR01	01	1.18	HECH - COLD ROOM REFRIGERATION	
CS000021	HR01	01	1.18	HECH - AIR FILTER HEPA	
CS000022	HR01	01	1.18	HECH - AIR FILTER HEPA	
CS000023	HR01	01	1.18	HECH - AIR FILTER HEPA	
CS000024	HR01	01	1.18	HECH - FAN - EXHAUST	

# Service Request – Request

## Type of Request

Select from the drop down list the appropriate trade/type of request. Once selected, add a Sub-category from the now filtered dropdown list. Please use the correct category. If there isn't a suitable selection, use General and give clear detail in the next section

## Request

Type of Request\*

Sub-category\*

[View All Request Types](#)

## View All Request Types

If you want to see all request types to help you decide, a searchable list is available here.

AIR CON (MECH)

ASBESTOS

BUILDING REPAIRS

CARETAKING

CLEANING

CONSULTING

ELECTRICAL

ENERGY

ESP

FUME

GRAFFITI

CARPET STEAM CLEAN|Carpet requires steam cleaning

CARPET VACUUM|Carpet requires Vacuuming

CARPET WET|Carpet requires wet vac

COMPLAINT|Cleaning Inadequate

DEFERRED

EXTRA CLEANING|Window, fridge, microwave, tea towel, oven

GENERAL

HARD SURFACE|Floor surface requires clean or mop

REPLENISH STOCK|Replenish toilet paper, hand towel, toilet paper

TOILET|Toilet needs cleaning

# Service Request – Description

## Type of Request

Select from the drop down list the appropriate trade/type of request. Once selected, add a Sub-category from the now filtered dropdown list. Please use the correct category. If there isn't a suitable selection, use General and give clear detail in the next section

## ACTION

CLICK - "Submit"

Double check if all required details have been filled out & then click **Submit** only if you do not wish to attach documents

## Add Documents

If you wish to attach documents, use this button. Clicking it will submit the request & then take you to a screen to upload up to 6 documents that will then be added to the request

The screenshot shows a web form titled "Make a Request" with the following fields and sections:

- Requestor** section: "Requested By" (text input with value "41133010"), "Requestor Phone" (text input), and "Update Profile" (button).
- LOCATION** section: "Select Location" (dropdown), "List Requests for Location" (button), and "Use your assigned workspace location" (checkbox).
- Site Code** (text input with value "UT").
- Description** section: A large text area labeled "Description\*" with a dashed blue border.
- Buttons**: "Submit" (highlighted with a red dashed border), "Add Documents" (highlighted with a blue dashed border), and "Cancel".

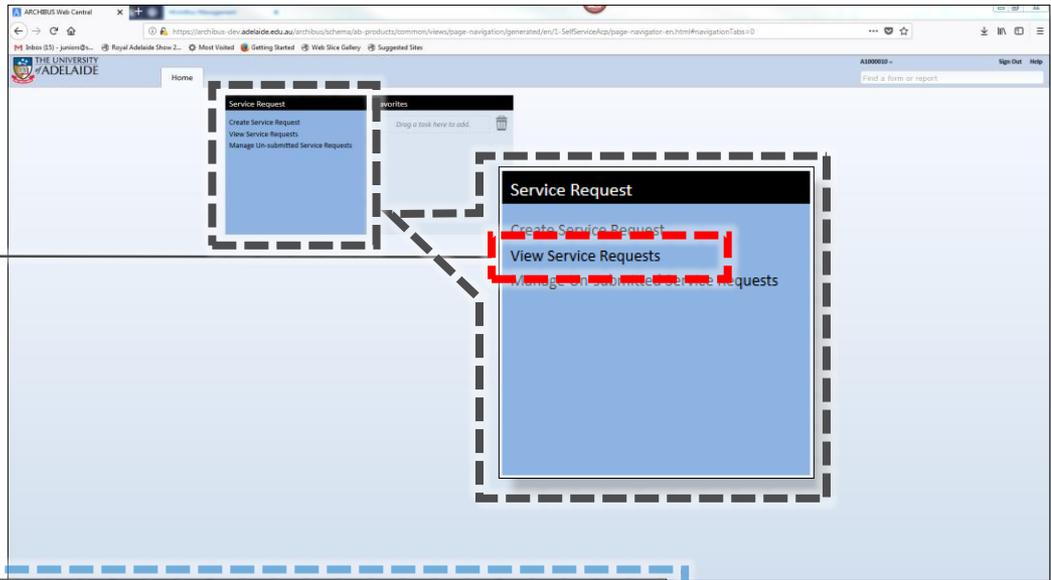
Annotations connect the text boxes to the "Type of Request" dropdown, the "Submit" button, and the "Add Documents" button.

# Service Request – Review & Notifications

## ACTION

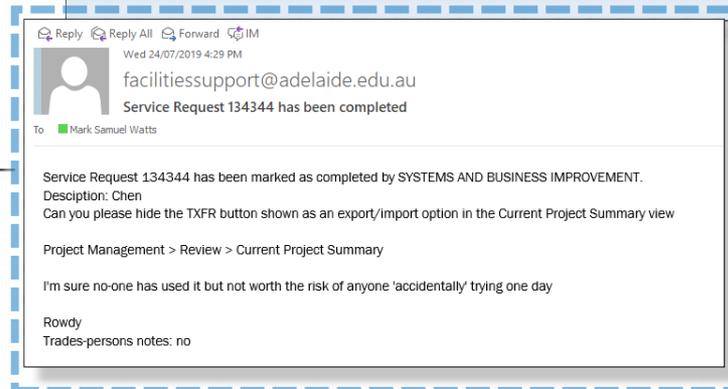
CLICK - “View Service Requests”

To check where service requests are up to go to View Service Requests at any time



## Notifications

Once your requested has been completed you will be emailed to let you know



Note: The layout of your screen may vary based on your role

# FAQs

## **Who are the BSI Team**

The Business Services & Improvement Team is part of The University of Adelaide's Infrastructure Branch.

## **How do I contact the BSI Team**

Contact BSI Team via email [Contact Us](#)

## **I have forgotten the website**

<https://archibus.adelaide.edu.au>

## **I have forgotten my password?**

Contact The University of Adelaide – Technology Services 83130 3000

Or use their self-service [Password Management](#)

## **I cant log in to the website**

You need a valid and activated University of Adelaide account to log in to UniSpace Home.

## **I would like to make a suggestion / improvement OR there is an issue with the Application I am using**

Create a Service Request via UniSpace Home, with the Type of Request as "UniSpace"

<https://archibus.adelaide.edu.au>

revision  
-

comment  
document created

date  
2019-08-06



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