

# How to Create an Archibus Service Request

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## Gather information

Prior to creating a service request, please ensure you have the following information:

- **Location:** Campus/site, building, floor and room and description of exact location within the room. If rooms are not accessible at certain times, you will need to include this information in the request.

- **Description of the problem:** The more information you provide on the details of your request, the easier and faster it will be for the team to process the request

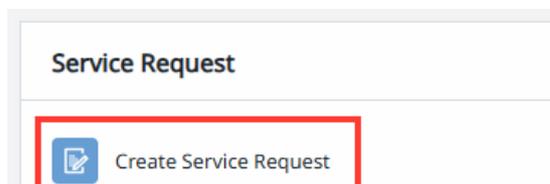
- **Photos:** Photos are very helpful to identify and understand the issue.

If your request is not for standard maintenance, then user funding may be required. For example, a refurbishment should be user funded. You will be required to indicate whether the request is user funded when submitting a service request and, if it is, will need to provide an opal/account #.

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## Access Archibus

Access <https://archibus.uq.edu.au> and select *Create Service Request* from the homepage.



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## Complete request details

P&F manages over 40,000 requests each year. The more detail you provide, the easier it will be for the team to find the right person to assign the request to.

**Location:** Please provide the correct location information with as much detail as possible – UQ has 675 buildings and almost 35,000 rooms. If the request is for your workspace, you can leave the checkbox ticked. If it is for another location, enter the details manually. If you are unsure of the site number, building, floor or room, hover over the field and click on the three dots to bring up a menu selection.

Use your assigned workspace location

Location

**Problem:** Select an appropriate problem type. A full list of problem types and their uses can be found here - <https://staff.uq.edu.au/information-and-services/facilities-services-maps/maintenance-facilities/archibus/service-fm>

**Description:** Please include a **detailed** description with as much information as possible.

For example:

**Instead of this:** *Lights not working.*

**Use this:** *Ceiling light above the entry door into 344 is not working. It flickers constantly. You will need to liaise with me about when the rooms are not booked for meetings so that you can go in. My best contact number is 0408 XXX XXX.*

**Instead of this:** *Air conditioning isn't working.*

**Use this:** *Air conditioning in this room is not working, and the temperature is far too hot. There doesn't seem to be any airflow coming through the vents.*

Provide your best contact number (mobile numbers preferred). If the issue is recurring, include this information. If the issue is visible, please upload photos using the *Add Documents* button to the right of the *Submit* button at the bottom of the request.