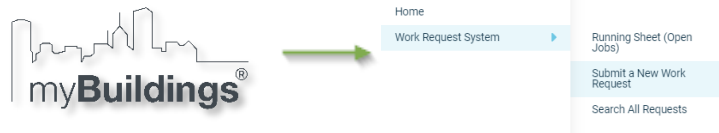


1. HOW TO REPORT AN ISSUE / LOGGING A WORK REQUEST

Maintenance issues and requests are logged using myBuildings Work Requests. The Works team access your Work Requests for action.

- Access your Application portal
- Open AssetWhere FM
- MENU: *Work Request System* > *Submit a New Work Request*

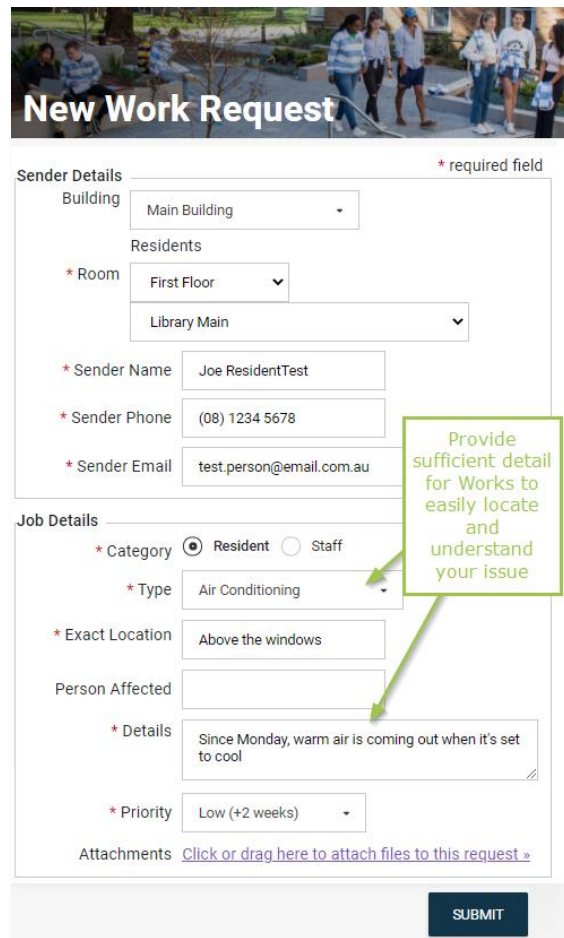


Complete the Work Request with as much detail about the issue as possible. This helps Works staff locate and identify the issue as efficiently as possible.

- Building*: where issue is located
- Sender details*: your contact details
- Type*: select from a list including Air Conditioning, Electrical, Flooring etc.
- Priority*: indicate a reasonable priority

Check all mandatory/required fields have been completed.

Click **Submit** to finalise.



New Work Request

Sender Details * required field

Building: Main Building

Residents

* Room: First Floor

Library Main

* Sender Name: Joe ResidentTest

* Sender Phone: (08) 1234 5678

* Sender Email: test.person@email.com.au

Job Details

* Category: Resident Staff

* Type: Air Conditioning

* Exact Location: Above the windows

Person Affected:

* Details: Since Monday, warm air is coming out when it's set to cool

* Priority: Low (+2 weeks)

Attachments: [Click or drag here to attach files to this request »](#)

SUBMIT

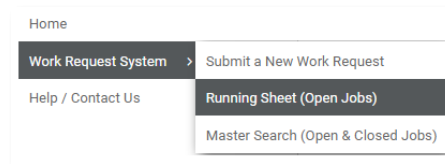
Provide sufficient detail for Works to easily locate and understand your issue

2. VIEW ACTIVE WORK REQUESTS

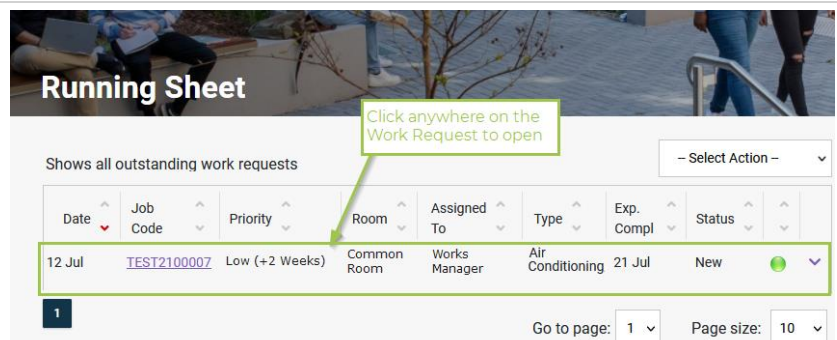
Keep track of your Open/Active Work Requests in the Running Sheet

Open the Running Sheet

- MENU: *Work Request System* > *Running Sheet (Open Jobs)*



- Click the Job Code or anywhere on the Work Request to open



Running Sheet

Shows all outstanding work requests

– Select Action –

Date	Job Code	Priority	Room	Assigned To	Type	Exp. Compl	Status	
12 Jul	TEST2100007	Low (+2 Weeks)	Common Room	Works Manager	Air Conditioning	21 Jul	New	● ▼

Go to page: 1 Page size: 10

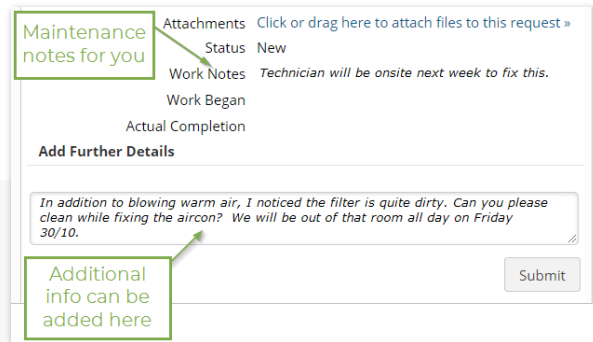
Click anywhere on the Work Request to open

Open existing Requests to view any Work Notes the Facilities team have added.

Add any updates to the issue or any information that will assist the Works Team to better understand your issue:

- Click in **Add Further Details**
- Add information required
- Click Submit

The Property/Facilities team will be notified.



Maintenance notes for you

Attachments Click or drag here to attach files to this request »

Status New

Work Notes Technician will be onsite next week to fix this.

Work Began

Actual Completion

Add Further Details

In addition to blowing warm air, I noticed the filter is quite dirty. Can you please clean while fixing the aircon? We will be out of that room all day on Friday 30/10.

Additional info can be added here

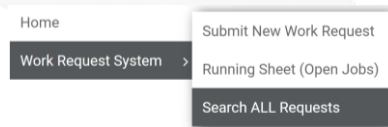
Submit

3. VIEW AND SEARCH CLOSED WORK REQUESTS

Search ALL Requests to get a list of Closed and Open Work Requests. Search results can be exported.

Open the Search:

- MENU:
Work Request System > Search ALL Requests



Home

Submit New Work Request

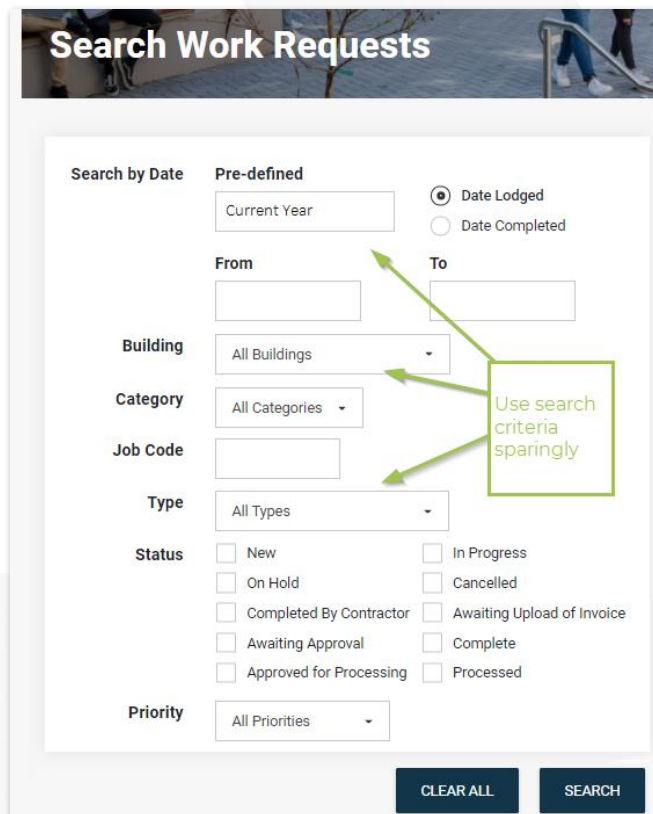
Work Request System >

Running Sheet (Open Jobs)

Search ALL Requests

Once open, select your Search criteria:

- Choose a *Pre-defined* period eg Current Year, Last Month, etc
OR
Enter a date range directly
- Optional: Select a *Building*
- Click *Search*



Search Work Requests

Search by Date Pre-defined

Current Year Date Lodged

Date Completed

From To

Building All Buildings

Category All Categories

Job Code

Type All Types

Status New In Progress
 On Hold Cancelled
 Completed By Contractor Awaiting Upload of Invoice
 Awaiting Approval Complete
 Approved for Processing Processed

Priority All Priorities

CLEAR ALL SEARCH

Use search criteria sparingly

4. HELP

Use the Contact information below for assistance with myBuildings

In myBuildings, how do I...?

Contact Works Dept for assistance with how to use myBuildings.

How do I query the progress of my Work Request?

Open the Work Request you logged and use the "Add Further Details" area to enter your query.

For urgent updates, contact Works Dept on **(02) 9565 7309**, ensuring you have the Work Request number ready to reference.