How to Submit a Service Request
Go to the **Facilities website**

Click on the Faculty/Staff Service Requests in the bar on the right side of the page, indicated by the green circle.

If you are not sure that your issue should be a Facilities Service Request or not, please [email](mailto:) or call Facilities to see if it is supported by our department. Swipe card and internet issues should be directed to [IT](mailto:). All residential issues should go through [Campus Living](mailto:).
On this page, please select the box, indicated by the green circle. This will take you to the Akitabox site to submit a Service Request. Be sure you have the correct building and room number before you submit a request.
Scroll through until the building that has the issue is found. Click on the building’s unique Service Request Portal to begin filling out the Service Request form. In this example, we will be using Akin, but all building’s portals look the same.

Please note for issues such as vehicle maintenance, exterior lighting, landscape issues, etc. please use the *CAMPUS SITES* portal.
We ask that you fill out all boxes in this form, not just the ones with the blue asterisks. In the Description box, please be as specific as possible. There are no character limits, so you may write as much as needed so our staff can understand the issue being reported. Please be sure your name, email, and phone number are all filled out before submitting. Limited details or no contact information may lead to a Service Request being denied.

Please note that the right hand side shows the most recently submitted Service Requests. Please review this before submitting to make sure there are no duplicates.
This is a quick intro to the issue. Think of it like the heading of an email. This area has a character limit, so a brief description is fine. There will be plenty of room in the Description box to really explain what you have found.
Select the type in the drop down box that is closest to the issue you are reporting. If you cannot find what you need, select “Other” and our Staff can get it to the proper group.
This is the place to really get into the details of the issue you have found. There are no character limits, so you can get as specific as you like. For our staff, the more information we have, the better it is for us to problem solve.

Please remember, unless it is a true emergency (fire, flood, or security), our staff has a 30 day timeline to complete your Service Request. If you’ll need the Service Request earlier than 30 days, this is the place to let us know that. We cannot guarantee that the Request will be completed in your timeframe, but we will try to accommodate your schedule.
Floor Plans

If you know the room number that is associated with your request, simply enter the room number in the Room box. This will auto populate the Floor number.

If you are unsure of the room number, please select the green circled View the floor plan. You will need to know the floor that the room is on.
Finding a Room

Select the floor and hover the mouse over the rooms. When you find the room that has the issue, please click on it to populate the floor and room number for your request by hitting Select.
Adding a Photo

If you have a picture of the issue, please click the camera icon circled in green. Pictures really help our staff understand what we need to help fix an issue.

Description
Spilled some coffee on a carpet tile. Tried to clean up, but there is a very visible stain. Please send someone out to clean this up. It's in the lounge, next to the couch, see picture for better details.

Floor
First

Room
140 - Lounge

Add Photos
No photos added

Need help identifying a room? View the floor plan
Uploading Your Photo

Depending on the device you are using to submit, your files should open to allow you to add the photos you have. You can choose one photo or several to upload to the Service Request.

If you are unable to upload the files you have, please submit the Service Request without the photos then email Facilities with your photos and the Service Request number. Our staff can upload them to the Service Request for you.
The most important section for Facilities is the contact section of the Service Request. Please be sure to fill out your full name, email address, and a contact phone number.

You are our best resource for reporting issues and giving us clarification on what you’ve found.
Submitting

Once you have submitted all the information you have on the issue you are reporting, please select the Submit button. You’ll receive emails with periodic updates on your Service Request. Please keep the SR number handy as this will help Facilities find your request should you have any questions.

We are always happy to answer any questions you may have. Please email us or give us a call at 503-768-7845
Optional: Additional Details

Once submitted, you have the option to add more details. This step is not necessary unless you have forgotten some detail that would help us better understand the issue.

This is the final step in creating a Service Request. Your Request has now gone to Facilities, where we will review and assign your issue to a team member for repairs.
Service Requests are given 30 days for completion except in the case of emergency. An Emergency is defined as a fire, flood, structural damage, or security risk.

**IT** handles all ethernet, WIFI, screens, projectors, computer, phone, swipe cards, and alarm systems.

**Campus Living** handles all things related to the Resident Halls. This includes the laundry machines, bed lofting, lighting, and furniture.

Space is at a premium, which means Facilities no longer has a warehouse of surplus furniture. If you are looking to purchase items for your office, please visit our **Furniture** site to facilitate your needs.