Akitabox

How to properly enter a Service Request (SR)
Entering a Service Request
Go to the Facilities Website and click on the Faculty/Staff Service Requests in the bar on the right.
Click on the SUBMIT FACULTY/STAFF SERVICE REQUEST button in the middle of the page.
Scroll through the list until the building with the SR need is found and click on its Service Request Portal. Please note, *Campus Sites* should be selected for campus vehicle repairs, lamp post light issues, emergency tower problems, traffic gate fixes, parking lot needs, landscape clean up, rental property reporting, or irrigation repairs.
Before filling out the SR, please check the items on the right hand side of the screen. These are all the recently requested services that will let you know if what you need to report is a duplicate. If the SR has not been reported, please continue filling out the submission form. If the SR is on the Recent Request, you may call the Facilities Services Front Desk at 503-768-7845 to request details. Please make sure you give the person answering the phone the building name, the title of the SR, and if the request is open or completed.

Please enter separate SR for each repair item needed in an area/room. Different Trades work on different repair needs.
Service Request Portal

Filling out the SR completely is crucial for the Facilities Services Staff to find, repair, and close the issue in a timely manner.

- **Subject**
  - Write a quick summary of what is needed
  - i.e. Replace lightbulb
- **Issue Type**
  - This is a drop down feature
  - Scroll through list to find service needed or type in the field to find the service
  - i.e. Light Bulb Replacement
- **Description**
  - Be as descriptive as possible in this section
  - The more details our Team has, the better we can serve you
- **Floor**
  - If you know the room number, you can skip this section
  - Entering the room will auto populate the floor level
- **Room**
  - Enter the room number in this section
  - If you do not know the room number or it is in a hallway, see the next slide
  - View the floor plan
- **Camera Icon**
  - Allows photos to be added to the SR
  - See the Camera icon slide for information on this icon’s use
- **Full Name**
  - You must enter your name or this SR will be denied
- **Email**
  - You must enter your personal email or this SR will be denied
  - Do not use a generic department email in this section
- **Phone**
  - Enter cell number here
  - Ext.
  - Enter campus phone extension here
  - Either the phone or extension line must be filled out or the SR will be denied
- **Submit**
If you are unsure of the room number, click on the blue View the floor plan and a Select a Room pop up will open. Pick the floor in the upper right hand corner’s drop down. This will generate the floor plan with the rooms on the screen. Simply hover your mouse over the room that the SR is needed, click on the room when found, and hit select. This will populate the floor and room numbers on the service request.

Please note that corridors, hallways, and lobbies all have room numbers associated with them. If you request is in one of these areas, be sure to include directions of the problem in the Description box. i.e. if you pick corridor 129 for a light bulb replacement and the light is nearest room 116, please add that notation to the Description.
Able to take a photo of the issue you’d like to report? Our Teams love photos. Simply click on the blue camera icon, which will bring up your folder pop up. Be sure you are entering the SR on the device that you have the pictures you took saved on it.
Our Facilities Front Desk will assign a priority to the SR you have sent in. Generally, all SR will have a 30 day timeline for completion. Exceptions are for serious danger/damage like to following:

Emergency: Must be made safe in one day. This is for issues like an active fire or flooding that has an immediate impact on the safety of a building or people. Once the issue has been made safe, additional cosmetic repairs will be made within 30 days of the request.

High: Must be made safe in three days. This is for repairs needed for something that will not cause immediate damage, but could escalate quickly, such as a broken tree limb or hazardous clean up. Once the issue has been made safe, additional cosmetic repairs will be made within 30 days of the request.

Medium: Must be made safe in fourteen days. This is for items that can wait, but need to be addressed, such as security issues of a broken lock or a slow leak in a building. Once the issue has been made safe, additional cosmetic repairs will be made within 30 days of the request.

The 30 days for completion does not include ordering part/equipment lead times. Please call the Front desk at 503-768-7845 if you would like an update on your SR.
Items that do not fall into Facilities Services wheel house
• Residential Students with issues in their respective Resident Halls should submit via the Campus Living form
  • This includes laundry machine issues
• Swipe card issues, office phone problems, internet disruptions, & Ethernet/WIFI repairs should be sent to itservice@lclark.edu
• Locked out of a room, please call Campus Safety at 503-768-7777
• Art/mural installations need to go through the Campus Life Office via the Student Engagement group
Questions?

Facilities Services Front Desk
503-768-7845
facility@lclark.edu
https://www.lclark.edu/offices/facilities/