

Estates, Facilities and Commercial Services Help Desk – How to Log a Service Request

Visit <https://cafmsurrey.ac.uk/archibus/> and click Report Problem / Request Services:
Please note Microsoft Edge is the recommended web browser for accessing the CAFM system.

Maintenance or Service Request

- Report Problem / Request Services
- View existing Fault / Service Requests

1. Your staff details will be prepopulated, but please check and update your phone number, as appropriate:

Report Problem

Requestor

Requested By* 9006171

Requestor Phone | 3597

2. Select the building and floor (click the three dots ... to search)

Location

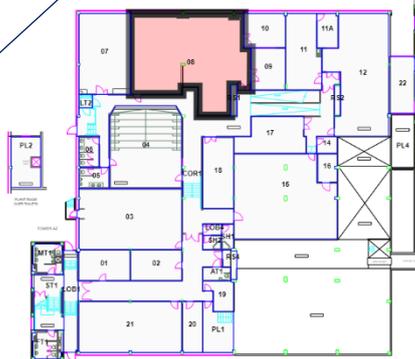
Use your assigned workspace location

Location * 01-SH ... BB ... 02 ... ROOM ... Drawing

Describe the location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the

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



3. Click on 'Drawing' and select the room from the floor plan

4. Leave the 'Equipment' section blank. Click 'View All Problem Types' and select a category that best describes your request.

Problem

Type of Problem* ELECTRICAL

View All Problem Types

Tier Two Problem Type* NO POWER

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

Select Value - Problem Type

Problem Type Code	Problem Type Description
elec	
ACCESS/ELECTRONIC LOCKS	Faulty Electronic Lock
ELECTRICAL	Electrical Issues
ELECTRICAL/ADDITIONAL LIGHT	Request additional Lighting
ELECTRICAL/ADDITIONAL POWER	Request additional Power outlet
ELECTRICAL/FAULTY LIGHT	Single random light or light flashing
ELECTRICAL/HV DISTRIBUTION	HV Fault
ELECTRICAL/LV BUILD DIST	Circuit fault
ELECTRICAL/LV DISTRIBUTION	Circuit fault
ELECTRICAL/MOTOR FAN PUMP	Faulty motor, AHU, extract fan or pump
ELECTRICAL/NO ELECTRICITY	No Electrical Supply
ELECTRICAL/NO LIGHTS	Lighting Fault
ELECTRICAL/NO POWER	No power
ELECTRICAL/UPS	UPS Failure
QUOTATION REQ/ELECTRICAL QUOTE	Quotation request for Electrical Works

5. Add further information, as appropriate. The more information you provide, the easier it is for us to provide the right response.

Description

Description* There's no lights or power in my office but the rest of the floor seems ok.

Select Description

6. You can add up to four documents to your request, for example you may wish to include a photo of the problem you are reporting.

7. Once you have entered all the required information press submit to send your request to our Helpdesk.

Workflow
Response required within 1 Hours
Workflow Steps:
On status of Requested: Edit and Approve is required by EFCS HELP DESK

Submit

Add Documents

Cancel

Once submitted, you can track progress of your request by clicking 'View existing fault / Service Request:

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