

Facilities Self-Service Archibus Workplace Portal

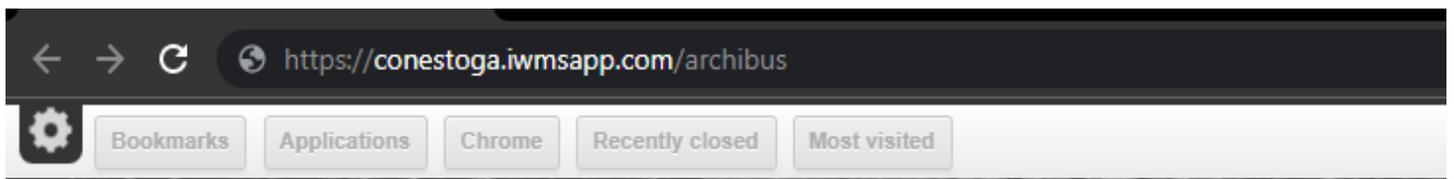
Reporting/Requesting Work

The following is a user guide for Conestoga faculty, staff, and students requesting work from Facilities via the ARCHIBUS Workplace Portal.

STEP 1:

ACCESSING ARCHIBUS WORKPLACE PORTAL

Enter the URL directly into your browser: <https://conestoga.iwmsapp.com/archibus>

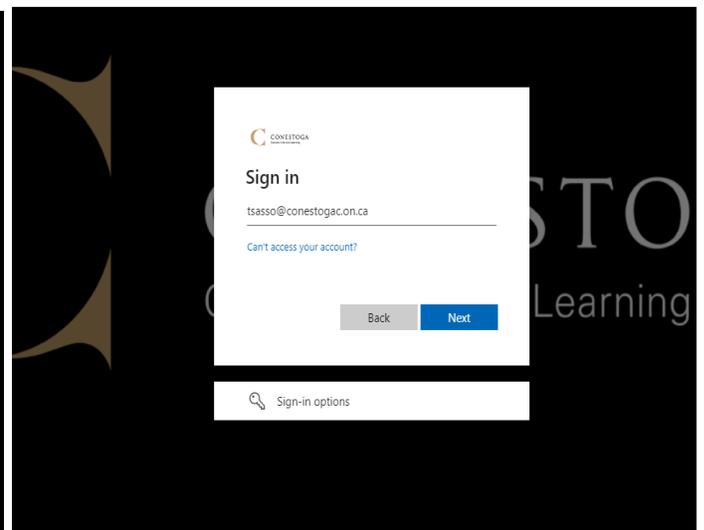
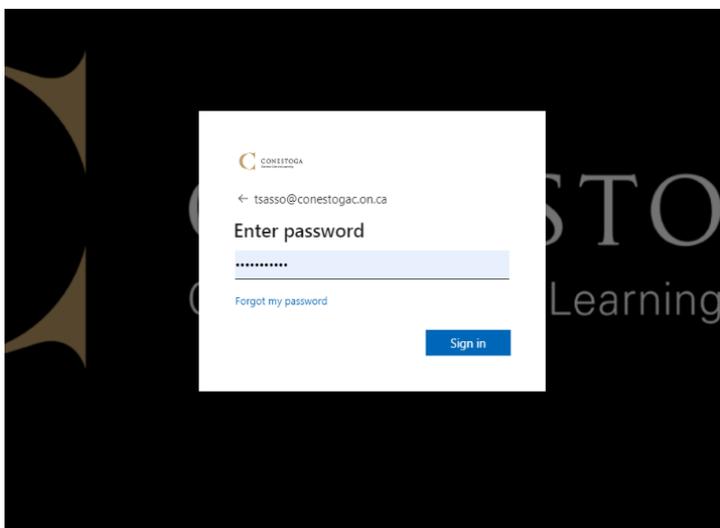


*Chrome is the recommended browser for Archibus

STEP 2:

LOGGING IN

You will now be directed to the Conestoga ADFS login page. Enter your Conestoga credentials.

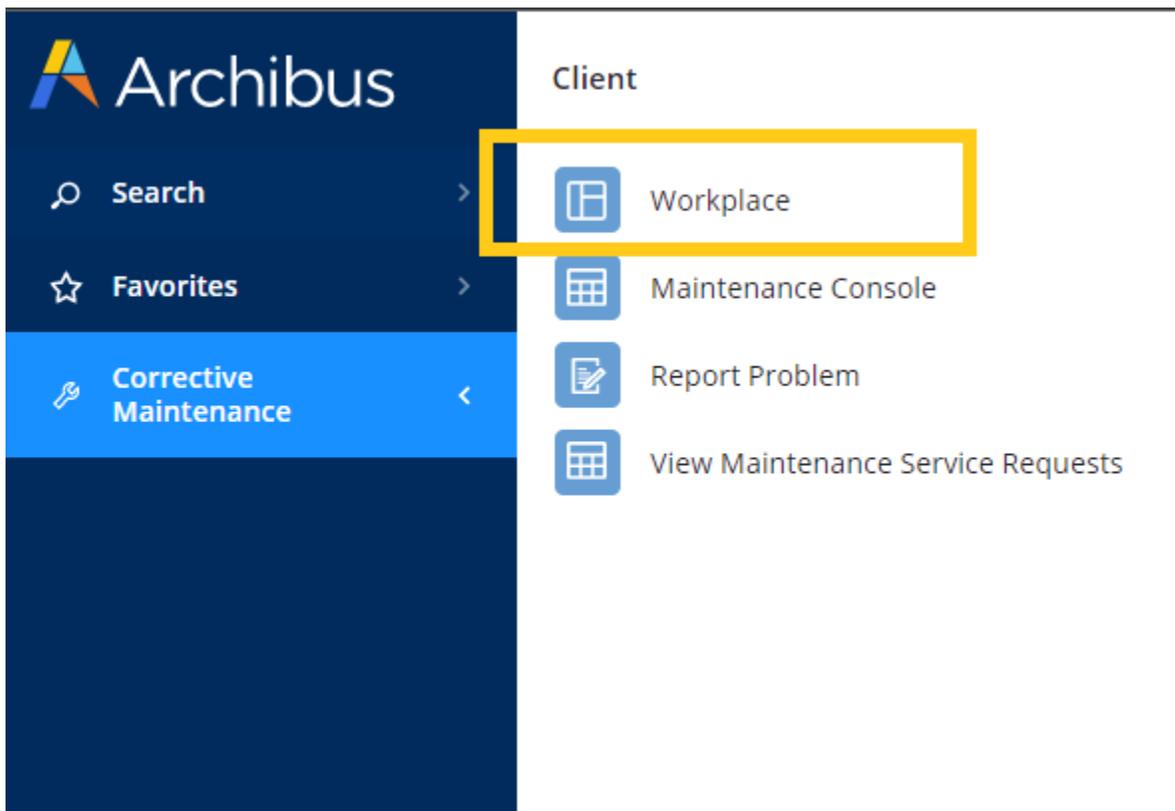


STEP 3:
ARCHIBUS NAVIGATION

You will be brought to the main ARCHIBUS navigation screen.



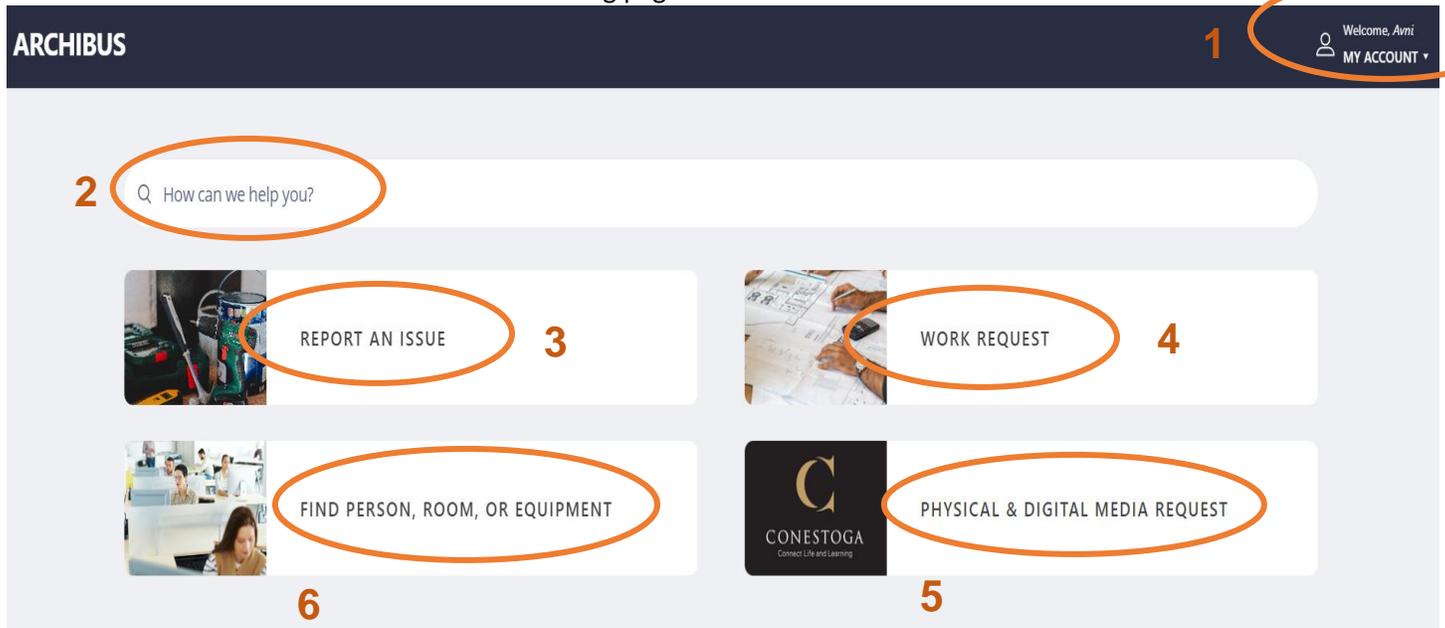
Selecting Corrective Maintenance will expand a side window. Click in the Workplace link.



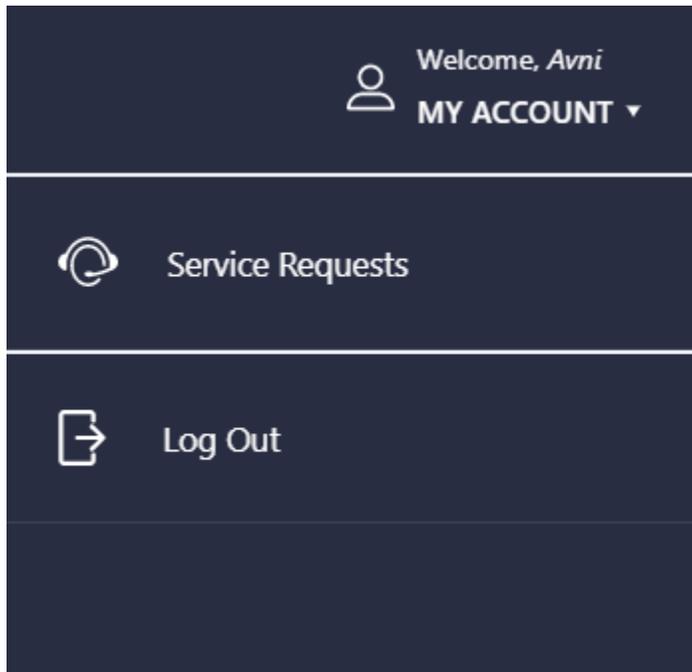
STEP 4:

WORKPLACE PORTAL NAVIGATION

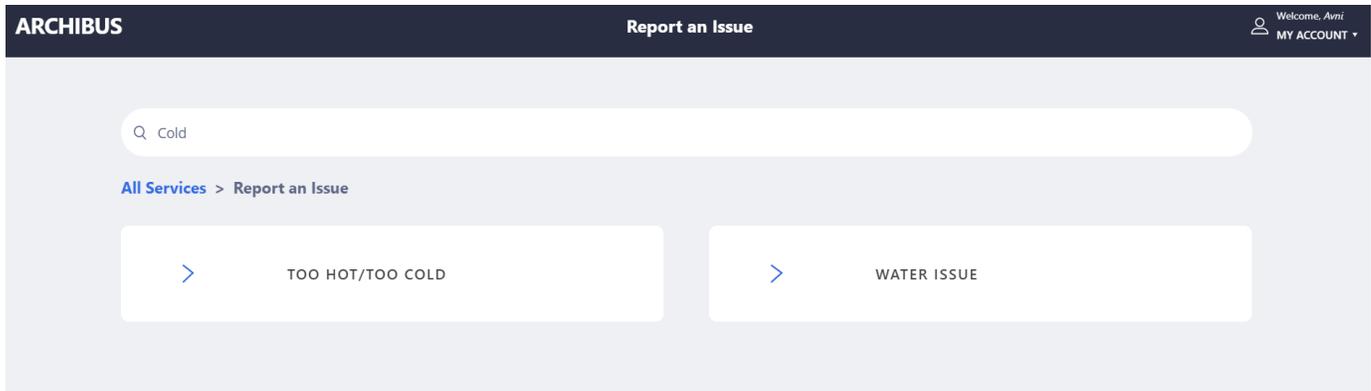
Selecting Workplace will open a new browser window with the below landing page. There are 6 main areas on the main landing page.



1. **My Account** - allows you to view the basic status of requests and log out of Workplace Portal.



2. **Search Bar** – Entering key words here will bring you directly to the appropriate service button.



3. **Report an Issue** - For the reporting of emergency or immediate repair/maintenance of facility equipment and infrastructure, housekeeping and grounds issues.



REPORT AN ISSUE

4. **Work Requests** – For project related requests for new systems or retrofits.



WORK REQUEST

5. **Physical & Digital Media Request** – For marketing material approvals.



PHYSICAL & DIGITAL MEDIA REQUEST

Locate a Person or Room



FIND PERSON, ROOM, OR EQUIPMENT

STEP 5:

CREATE A REQUEST

From the main landing page, you may enter a topic in the search bar which presents related options.

Q Cold

> TOO HOT/TOO COLD

> WATER ISSUE

Alternatively, you can select either Report an Issue or Work Requests which will bring up the first tier of options.

Q How can we help you?

All Services > Report an Issue

> ELEVATOR

> HEATING VENTILATION & AC

> ELECTRICAL

> PLUMBING

> INTERIOR FINISHES

A possible second tier of request types will now be presented.

Q How can we help you?

[All Services](#) > [Report an Issue](#) > [Interior Finishes](#)

> CEILING TILES

> DOORS

> FLOORING

> WINDOW - ACCESSORIES

After selecting the request type, the **Create a Request** page will open.

Ceiling Tiles: Location

Create a Request
Ceiling Tiles

* Required Information

Request description* **1**

4000 characters maximum allowed, including new line characters

Building*
DOON MAIN BUILDING

Floor

Location **2**

Specific Location **3**

50 characters maximum allowed, including new line characters

Next ↗ **4**

1. Enter a detailed description of your request.
2. Select Building, Floor, and Room (Location).
3. Under **Specific Location**, add Room Number or further location details to better assist Facilities staff in locating the issue.
4. Select next.

The next screen will allow you to upload any photos and prompts for a phone number or extension. This is necessary in the chance the trades staff need to follow up.

Upload Photos

Please allow camera access to capture photos

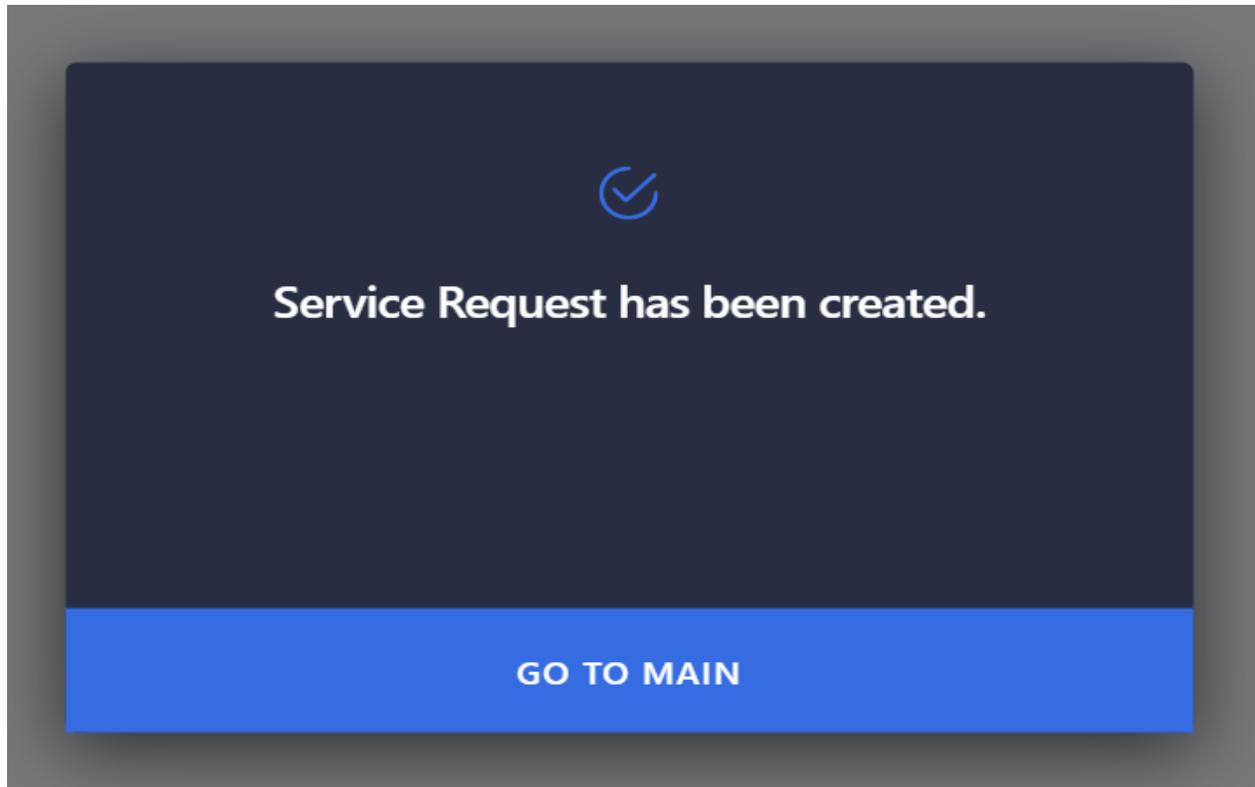
Requestor AFM

Requestor phone

227-12345

Back Send

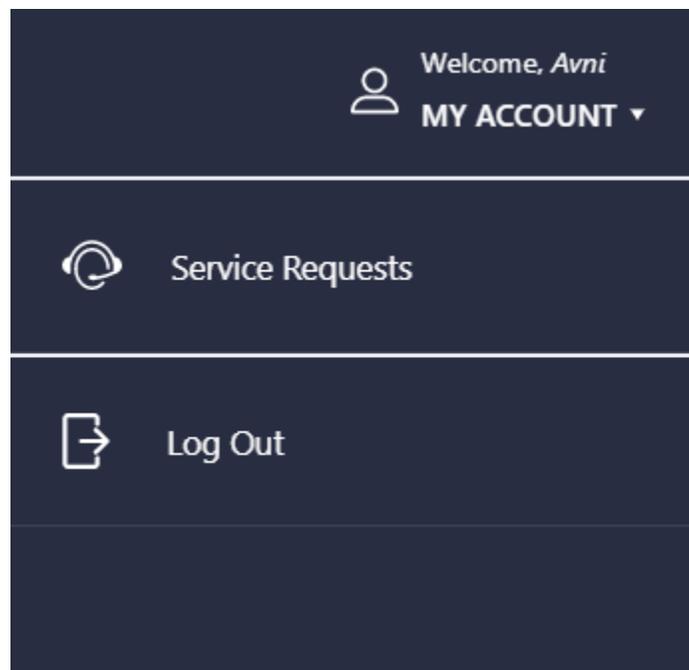
Select **Send** to complete the request.



STEP 6:

REVIEW WORK

To review status in the system, go to My Account in the top right corner and select **Service Requests**.



The system will list all requests you have submitted.

Service Requests	
#5335	COMPLETED
Your request was completed on: 03/31/2022	
Reported by Housekeeping - faucet is broken in men's washroom in 1C corridor. SMCLeod	
#5334	COMPLETED
Your request was completed on: 04/01/2022	
Requested by Tim Horton's store manager Mike - Would like the heat turned down in the Tim Hortons. SMCLeod	

Click on a request for more information.

area too cold/hot

Request #5334

COMPLETED

Request #5334
area too cold/hot

Requested: 03/31/2022 Scheduled: 03/31/2022 Completed: 04/01/2022

Request description

Requested by Tim Horton's store manager Mike - Would like the heat turned down in the Tim Hortons. SMCLeod

Building: DOON MAIN BUILDING

Floor: 2A

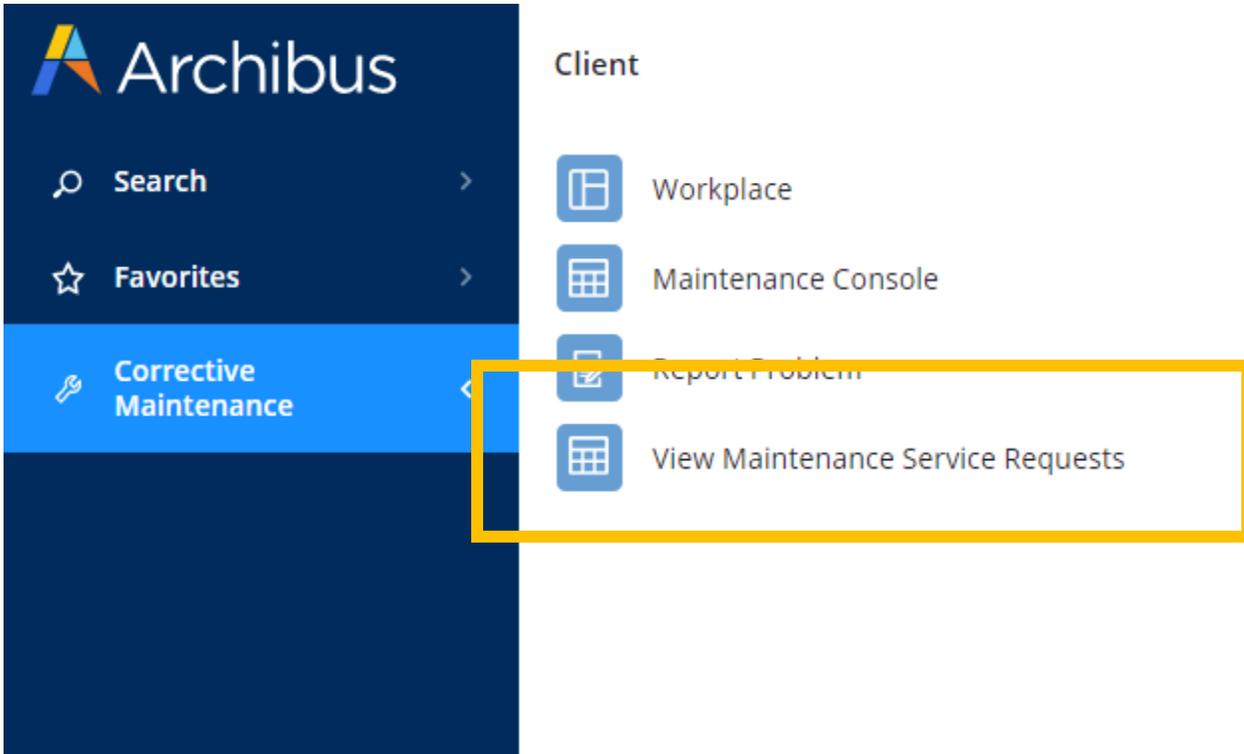
Location:

Specific location: Tim Horton's

Equipment code:

Attachments:

Review of requests can also be done in the Web Central view when selecting **View Maintenance Service Requests**.



View Corrective Maintenance Service Requests

Select View Archived Requests View

Filter

Status

Date Requested From

Date Requested To

Select a Request to view more details

Service Requests assigned to you as substitute

	Service Request ID	Requested By	Created By	Request Type	Problem Type	Status	Date Requested
Select	5365	TSASSO	TSASSO	SERVICE DESK - MAINTENANCE	MAINT CALL ELECTRICAL & LIGHTS	APPROVED	5/16/2022
Select	5360	TSASSO	TSASSO	SERVICE DESK - MAINTENANCE	MAINT CALL ELECTRICAL & LIGHTS	APPROVED	5/16/2022
Select	4094	TSASSO	TSASSO	SERVICE DESK - MAINTENANCE	WORK REQUEST OTHER	COMPLETED	9/10/2021

Selecting a work request will provide more detail.

View Corrective Maintenance Service Requests

Select View Archived Requests View

Request Type SERVICE DESK - MAINTENANCE

Problem Type WORK REQUEST|OTHER

Status COMPLETED

Description Please relocate Waste Bins from Dry Storage to storage room in 1E05

Service Desk Manager DKENNEDY

Supervisor DKENNEDY

Priority

Priority 1 : Default

Date Escalation for Response Occurs 9/14/2021

Time Escalation for Response Occurs 7:52 AM

Date Escalation for Completion Occurs 9/30/2021

Time Escalation for Completion Occurs 7:52 AM

History

Step Responded By	On	Workflow Step	Status	Step Status After	Comments
TSASSO	9/10/2021 7:52 AM	Basic	REQUESTED	None	
DKENNEDY	9/10/2021 8:40 AM	Basic	APPROVED	None	
DKENNEDY	9/10/2021 8:40 AM	Basic	IN PROGRESS	None	
	9/30/2021 8:05 AM	Escalation for Completion	IN PROGRESS	None	
GTURNER	11/17/2021 3:15 PM	Basic	COMPLETED	None	

Hours and Costs

Hours - Est. Baseline 0.00

Cost - Actual (Expense) 0.00

Comments

Hours - Actual 0.00

More questions? Email: Tony Sasso at tsasso@conestogac.on.ca