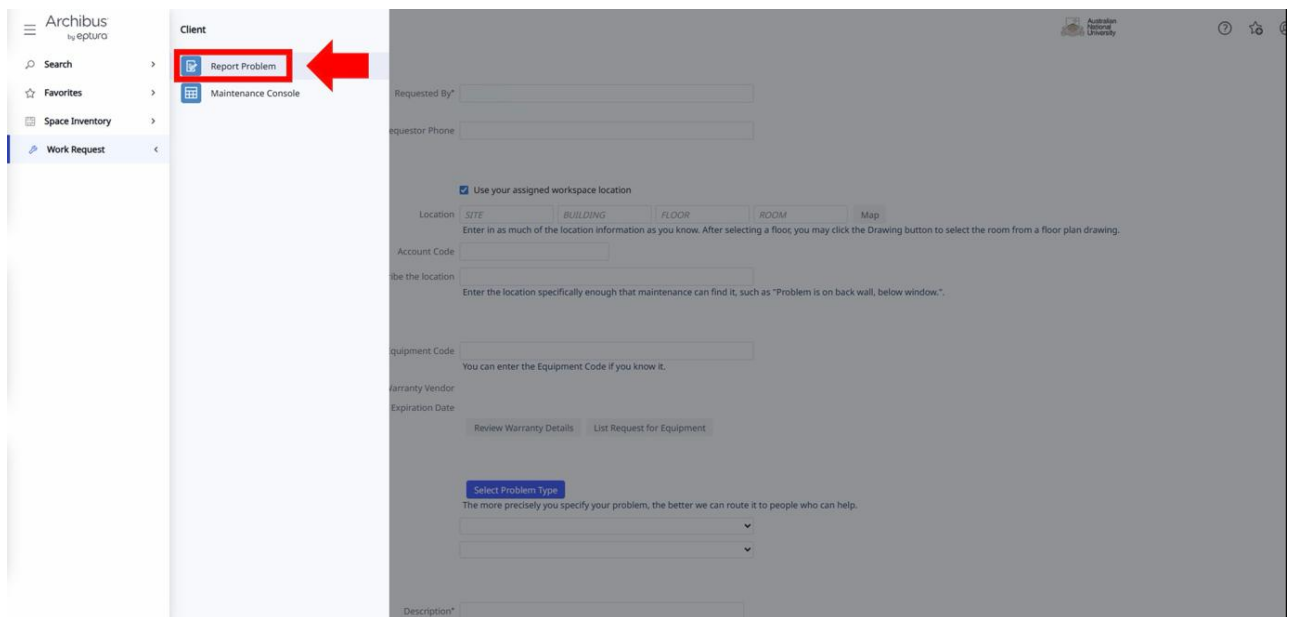




ANU Facilities Management System (FMS) Customer Instruction: Creating a Work Request

Access and Log-in

1. Access the FMS via <https://fms.anu.edu.au/archibus/schema/ab-core/views/navigator/ab-navigator.axvw> and sign in using your credentials
2. Navigate to the “**Work Request**” module in the menu on the left-hand side of the screen, and then click “**Report Problem**”.



The screenshot displays the Archibus FMS interface. On the left, a navigation menu is visible with the following items: Search, Favorites, Space Inventory, and Work Request. The 'Work Request' item is selected, and a sub-menu is open, showing 'Report Problem' (highlighted with a red box and a red arrow) and 'Maintenance Console'. The main content area shows the 'Report Problem' form, which includes fields for 'Requested By*', 'Requestor Phone', 'Location' (with sub-fields for SITE, BUILDING, FLOOR, ROOM, and a Map button), 'Account Code', 'Describe the location', 'Equipment Code', 'Warranty Vendor', and 'Expiration Date'. There are also buttons for 'Review Warranty Details' and 'List Request for Equipment', and a 'Select Problem Type' dropdown menu.

Creating a Work Request

3. Click “**Report Problem**” to bring up the work order submission window. The form is split into service specific sections:
 - Requestor (UID)* & Requestor’s phone
 - Location* & Location description
 - Equipment code
 - Problem type*
 - Problem description*
 - Add documents (if required)



And the workflow will show which team will be dispatched.

Each section contains some mandatory and optional fields that require completion.

Section 1 and 2– Requestor

Your UID will automatically populate in the requestor section, pulling from your system profile. Add a contact number before proceeding.

The screenshot shows the 'Report Problem' form in the Archibus Maintenance Console. The form is divided into several sections: Requestor, Location, Equipment, Problem, and Description. Red numbers 1 through 7 highlight specific fields: 1. Requested By, 2. Requestor Phone, 3. Location (checkbox and dropdowns), 4. Describe the location, 5. Select Problem Type, 6. Description, and 7. Submit button. A workflow note at the bottom states: 'Completion required within 2 Days. Workflow Steps: On status of Requested: Edit and Approve is required by an employee with Service Desk Role Work Team Approver.'

If you are raising a request on behalf of someone else, they should be modified prior to submission. To edit, simply begin typing directly into the fields.

Section 3 and 4 – Location

The Location section allows you to detail the location of the problem for your request. Use the checkbox to populate with your assigned workspace location (your default profile details), or manually populate each of the fields including:

- Site (campus)
- Building
- Floor
- Room



1. Use the free text field **“Describe the Location”** to provide any additional location details, such as the specific area in the room.

Building Code	Building Name	Site Code
56		ACTON - WORKZONE 1
56-E	56 E Mills Road, East of Bldg. 56 - OSCP	ACTON - WORKZONE 1
56-W	56 W Garren Road, West of Bldg. 56 - OSCP	ACTON - WORKZONE 1
56	Leonard Huxley Building	ACTON - WORKZONE 1
56A	Leonard Huxley Plant Building	ACTON - WORKZONE 1
56B	Radiation Materials Store	ACTON - WORKZONE 1

2. Use interactive floorplan (You must enter a building number or building name first to activate the map navigator and drawing tools):
 - **For indoors site & equipment:** select a **floor**, click **“Drawing”**, and then use the drawing tools to assist users in accurately populating the internal location field.

Location: ACTON - WORKZONE 56 L2 ROOM **Drawing** Map

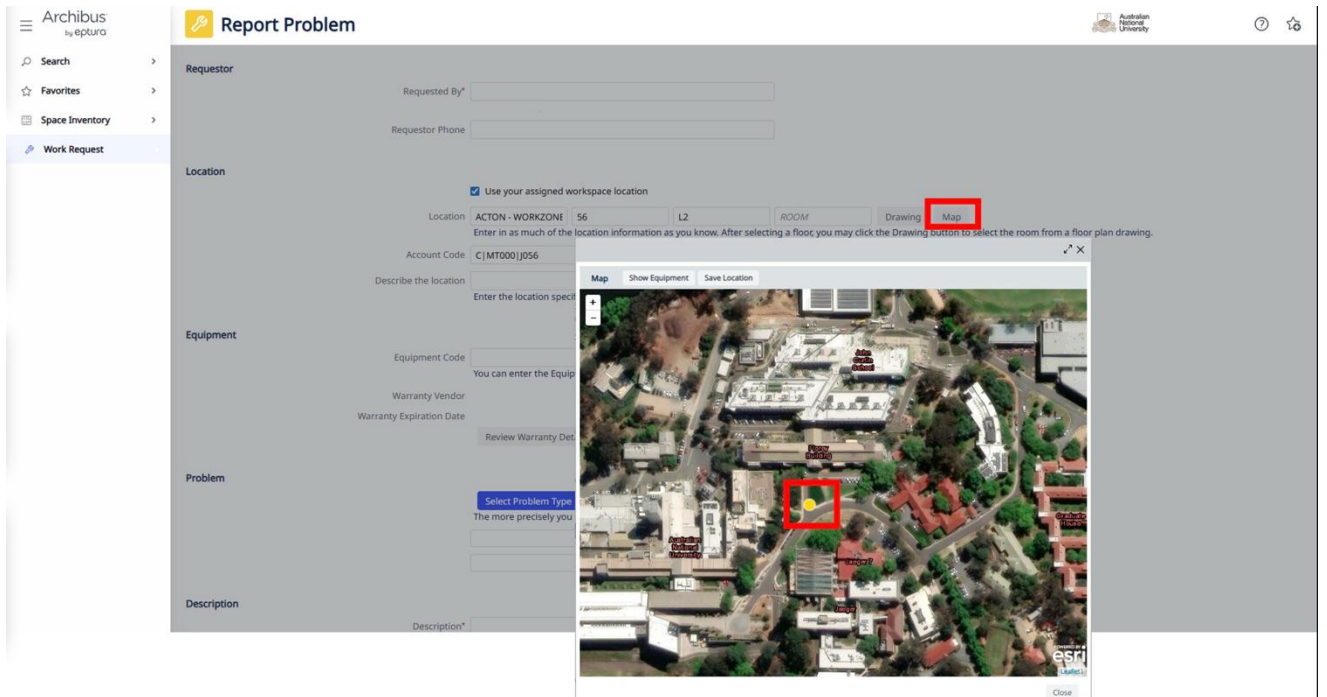
Account Code: C|MT000|J056

Describe the location: Enter the location specification

Equipment: You can enter the Equipment Code

Problem: Select Problem Type

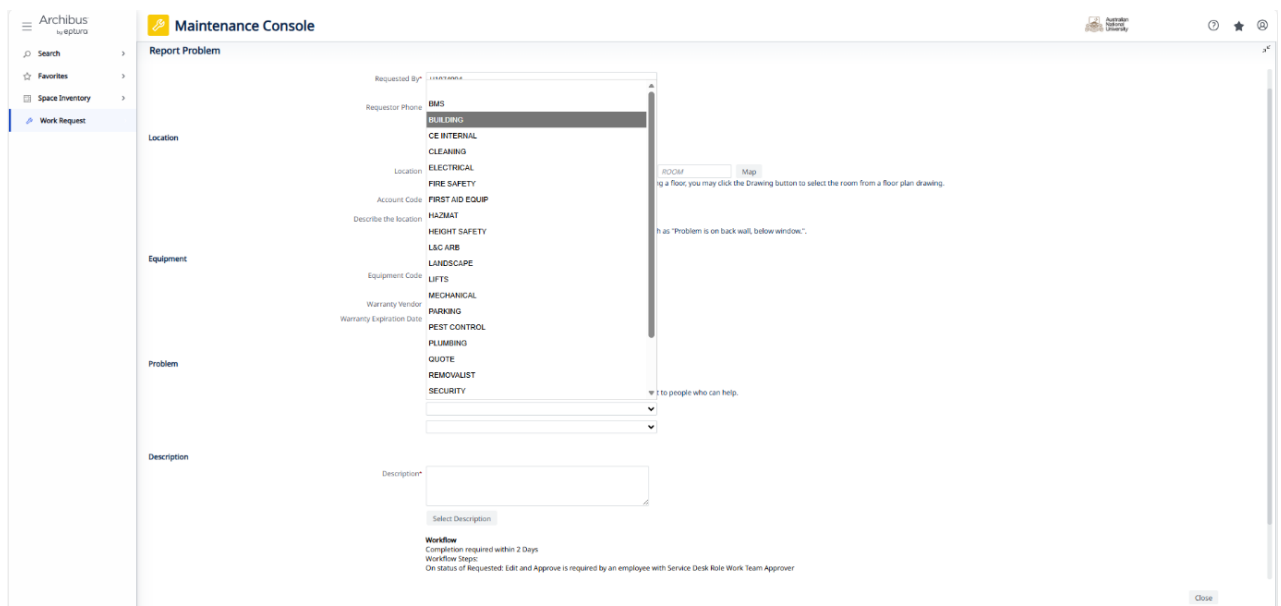
- **For outdoors site & equipment:** Select **“Map”** on the right side to assist users in accurately marking the outdoor location.



Section 5 – Define Problem Type

In this section, users can refine the request classification. The system supports up to two hierarchical levels for request categorisation.

1. To choose a parent problem type: In the first problem panel, click arrow to show the problem list
2. To choose a child problem type: In the second problem panel, click arrow to choose from the problem list





Section 6 – Provide description

Please include as much information as possible in your feedback, as detailed input is helpful for issue resolution.

Note that the “Description Category” button is temporarily disabled.

The screenshot shows the 'Report Problem' form in the Archibus Maintenance Console. The form is divided into several sections: Location, Equipment, Problem, and Description. The 'Description' section contains a text input field labeled 'Description' which is highlighted with a red rectangular box. Below this field is a 'Select Description' dropdown menu. The 'Problem' section has a 'Select Problem Type' button and a dropdown menu. The 'Equipment' section includes fields for 'Equipment Code', 'Warranty Vendor', and 'Warranty Expiration Date'. The 'Location' section has fields for 'SITE', 'BUILDING', 'FLOOR', and 'ROOM', along with a 'Map' button. At the bottom of the form, there are buttons for 'Submit', 'Add Documents', and 'Cancel'. A 'Close' button is located in the bottom right corner of the form area.

Section 7- Submission

1. Add documents if required

This screenshot is identical to the one above, showing the 'Report Problem' form. In this version, the 'Add Documents' button at the bottom of the form is highlighted with a red rectangular box. The rest of the form, including the 'Description' field and other sections, remains the same as in the previous screenshot.



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2. Click **“Submit”**
3. You will receive a **work request ID** upon Submission. Later, an email with submission details will be sent to your UID email address.

Report Problem

Location

Equipment

Problem

Description

Workflow

User will be notified as your request proceeds through each step, and upon completion.

Tracking and approval

1. Navigate to the **“Work Request”** module in the menu on the left-hand side of the screen, and then click **“Maintenance Console”**

Client

Report Problem

Maintenance Console

Requested By

Requestor Phone

Location

Account Code

Equipment Code

Warranty Vendor

Expiration Date

Select Problem Type



2. To see requests raised by yourself, click quick filters for “My Requests”

Work Request	Actions	Problem Type	Work Description	Priority	Location (Name)	Equipment Code	Date to Perform	Assigned to	Supervisor
11000006		ELECTRICAL/DOOR	During our fire drill - The automatic door from B1 to PCU facility was not in its south corridor door...	High	Linnane Building L1-1067		Tue 3/9/2025 2 days left	(None)	
11000089		FIRE SAFETY/MONITORING	Please inspect Drill & Brown to look at the job after the fire drill has finished, the smoke ex...	High	R.N. Robertson Building L1-1284		Tue 3/9/2025 2 days left	(None)	
Assigned to Work Order (7) -									
11000104		SECURITY/ACCESS CONTROL	MSS Security Reports: 3582025-06-38 - R58 Asia ry 467 - 341-471-1-889-8-Door Reader is not c...	High	Robertson Atrium - B		Tue 3/9/2025 2 days left	SCDM	
11000104		SECURITY/KEYS AND LOCKS	It has been reported that the door into the Acc...	High	Skidmore Campus Building L1-N123		Tue 3/9/2025 1 day left	BOPS	
110001043		SECURITY/ACCESS CONTROL	134 Linnane Drop in Centre Door 261-1 opening...	High	Linnane Building L1-1012		Tue 3/9/2025 1 day left	SFA	
110000874		REMOVALIST	Please organise for one office desk to be relic...	High	Chorowky Building L3-210		Tue 3/9/2025 2 days left	BOPS	
110000858		(None)	Please order a new internal name sign for Prof...	Low	Chorowky Building L3-210		Tue 3/9/2025 14 days left	BOPS	
110000810		BUILDING/MAJOR WORKS	Please spray WD40 at the hinges on the ladders...	Medium	Balmain Precinct Building L4-83-83		Mon 2/9/2025 6 days left	BOPS	
110000803		REMOVALIST	Move a round meeting table and 4 chairs from gr...	Medium	Hudson Allen Building L2-1193		Mon 2/9/2025 6 days left	BOPS	
Issued and In Process (31) -									
110001041		SECURITY/ECTV	MSS Security Reports: We cannot locate the camera in the atrium although we have cameras on 3rd Fl...	High	Bruce Hill Tower L3		Tue 3/9/2025 2 days left	HSC PLUS	
110000888		CLEANING/REQUEST	Urgent carpet steam cleaning and deodorising fr...	High	Teach Hall		Tue 3/9/2025 1 day left	QK	

Insert Customer Feedback

Notify us of your feedback through the “survey” button

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11000104		SECURITY/ACCESS CONTROL	MSS Security Reports: 3582025-06-38 - R58 Asia ry 467 - 341-471-1-889-8-Door Reader is not c...	High	Robertson Atrium - B		Tue 3/9/2025 2 days left	SCDM	
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Support and Contact

For assistance, contact the ANU Campus Support Team:

The team is staffed Monday to Friday, 8.00am-4.00pm

- Email: fixmycampus.fc@anu.edu.au
- Emergency phone number: +61 2 6125 4000 option 1
- After-hours emergency contact – ANU Security +61 2 6125 2249