

ESTATES SERVICES



FacilityNet FAQs

GENERAL

1) *Who can see the data on FacilityNet? Is it available to all users?*

No, access is restricted to Department representatives and to buildings occupied by the Department. Access needs to be approved by Department Administrators or Heads of Departments.

2) *Is the data viewable outside the University network?*

No, the database that hosts the FacilityNet site will not permit access from outside the University network. However it is possible to access FacilityNet from outside the network if you use the University's VPN client

3) *Is the data up to date?*

The data is extracted from the Planon database and is live. However, Space data may be in the process of being updated following a change request from the Department or a Space audit. Any questions should be directed to the Information Management team (space.management@admin.ox.ac.uk)

4) *Can the information on FacilityNet be restricted? For example, I would like a member of staff to be able to log a Helpdesk request but not be able to view Space information.*

Yes, we can limit access to Helpdesk requests and/or Space Information. Please tick the appropriate options on the FacilityNet application form or email the System Administrator - planon@admin.ox.ac.uk

5) *I am moving to another Department and need access to a different building, what should I do?*

Please send an email to the System Administrator - planon@admin.ox.ac.uk requesting the change. Your email request will be filed with your original application form.

SPACE

6) *Is it possible for me to update the Space information using FacilityNet?*

No, the Space information is provided in a viewable format and cannot be updated online. However, the Information Management Team should be informed of any changes to Space use or occupying Department and there is a process available to do this using an online form. You will need to click on <https://estates.admin.ox.ac.uk/space-information>

7) *I am having problems viewing a floor plan on the CadViewer, what do I need to do?*

Your web browser needs to be Java enabled to view the floorplans. This free download is available online – please check the FacilityNet page for the link to the Java web site. You may need to ask your IT support to do this.

8) *I am having difficulty printing a CadViewer floor plan. What options are available?*

The print options available depends on the printer and printer drivers that you have installed on your network. Please read the Help section on the FacilityNet CadViewer page which contains some hints on the best print settings to use.

9) *The Space numbers on the CadViewer plan are too big or too small, can I change the size of the text?*

No, unfortunately the text size is a central setting on the FacilityNet Web Manager. This means that the text may appear small on a large building with lots of spaces, and too big on a small building with few spaces. If you need a print of a floor plan (or electronic file) with the Space numbers please click on the link to request information on this web page <https://estates.admin.ox.ac.uk/space-information>.

HELPDESK REQUESTS

10) *I cannot find a Helpdesk request to match the maintenance fault that I need to report. What should I do?*

Please contact the Estates Services Helpdesk on (0)1865 2 70877 who will log the request on your behalf – you will be sent a confirmation email with the reference number. Your request may be added to the library if it is likely to occur again in the future.

11) *If I log a maintenance request on FacilityNet after office hours when will it be processed?*

The Helpdesk will process the request after 8.00 am the following morning. If your request is an emergency you should contact Security Services on (0)1865 2 72944

12) *I need to check a maintenance request that has already been completed; can I do this on FacilityNet?*

Yes, there are a number of options available to view completed maintenance requests. There is also information on the requests that have been charged to your Department.

ASBESTOS REGISTER

13) *When I click on the link to the Asbestos Register, there are no records found, why is this?*

Access to the Asbestos register is restricted to the buildings occupied by your Department (as requested on your FacilityNet application form). If those buildings do not have any known asbestos recorded then you will not see any buildings listed. However, unidentified asbestos may be present in ductwork, under floorboards and in other concealed spaces. Any work in concealed areas should be subject to further Survey, and risk assessment, which must be carried out. For further information please contact the Compliance Team Leader on estates.compliance@admin.ox.ac.uk.