FacilityNet
User guide
Version control

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Access FacilityNet

FacilityNet Helpdesks, are used by Building Managers, Facilities Managers and other authorized requesters, to report building faults and log maintenance requests.

The entry page can be found at: https://estates.admin.ox.ac.uk/helpdesk There are two FacilityNet helpdesks
- Central and Science area (Estates Services DLO)
- Hospital and Swindon (EMCOR)

To raise a request Click RAISE A REQUEST, this will take you to the main request page where you can access repairs, maintenance requests, order printing and design from our reprographics team as well as the Property and Space Information.

To view more information within each category click on the + Expand All
Logging a maintenance request

When you have decided which option is most suitable, click on the link (e.g. Bath leaking) and you will be taken to the request form – it will be populated with your name and the building will default to your location. If you are responsible for more than one building, you will see them listed if you click on the arrow at the end of the Building row. Select the correct building from the dropdown options.

Find the one that matches your need (if you are unable to locate anything suitable please call the Helpdesk on 70877 who will assist and if necessary log the request on your behalf.

The Helpdesk Request form will be shown (see below)

If you know the Space number of the room you can enter this, if not, start typing the building number and a list of spaces attached to that building will then appear in a dropdown and you can select the correct one from here.
This will automatically populate the Space details and you can then continue to complete the form with as much detail as you have.

Some request forms will prompt for additional information in the Other Questions section – please complete these as they provide useful information to the tradesmen.
When you are have completed the form click **OK** at the bottom of the form and you will be taken to a confirmation page similar to this.

If you click **OK** from here you will be redirected to the FacilityNet Helpdesk page and if required you can repeat the process to raise another request from here. Your work request will be assigned to a tradesman who will work to complete as many as possible in the working day, prioritizing work based on the target completion date.
Tracking your requests

From the Helpdesk Requests menu, you can also track orders you have made or orders raised against buildings you are a responsible for, click on the option beside ‘Track Word Orders and Requests’

The FacilityNet – View Work Orders page allows you to search for outstanding Reactive and planned work as well as completed work. You can also search for all current work orders for your building(s), which will give you an overview of outstanding work. If you select one of the above options you will have the option to enter some search parameters to help narrow down your search. (Use the calendar icons to select dates.)

The results of your search will be returned in the same page, in a section below the Search box.
You can see more information about these jobs by clicking on the description (in blue type) and you will then see the summary page for the order in question.
FacilityNet – Property & Space Information
The following Information is available to view online.

- Asbestos in your building
- Asbestos in all buildings (restricted access)
- Building number
- Floor Plans (CADViewer)

Property Information
Once you have expanded the Property Information section you can click on the relevant link to view available information. Where available the O&M manuals are online to view as a .pdf document from a list displayed by building number. The information contained within ‘Asbestos in your building’ will relate to buildings you have a responsibility for and not all buildings.
Click on the Space Details to view spaces where asbestos is present in the building.

Click on the Asbestos Summary to see a pdf document with general information and history about asbestos in the building.

ASBESTOS SUMMARY

174 THE MALTHOUSE

Only the joiners mull has records of asbestos:
- Asbestos fibreboard on the ground floor ceiling.
- Asbestos fibreboard on the northern half of the 1st floor ceiling.
- A few sections of asbestos board on the internal eaves on the 1st floor.
- Asbestos board infill panels between the truss timbers on the 1st floor.

No asbestos has been reported in the main building.
Find your building number
Selecting this option will bring up this screen

Search using any of the empty fields above and the results will be displayed below the search box.
Floor Plans and Space Allocation

Expand the ‘Floor plans and Space Information’ section and you will see these options:

**FLOOR PLANS AND SPACE INFORMATION**

View floor plans for your building by using the planon CADViewer.

**CADVIEWER**

Guide to: [Floor Plans and using the CAD Viewer](#)

Alternatively if you would like a copy of a floor plan please email [estates.info@admin.ox.ac.uk](mailto:estates.info@admin.ox.ac.uk)

1. The name and building number (if known) of the property
2. Specify which floors you require plans for
3. Specify how you would like to view the plans (by department, space type or room number & area)

Currently the process to obtain Floor Plans is a manual one – follow the above instructions.

**Reports – Space Information**

Click on Space Information at the bottom of the section and you will be taken to a search page

![Space Data Search](image)

Your own building will be shown in the Building Name and by clicking on the arrows beside Floor you will see the available options – select the one you require. (If you know the Space Code or Space Name you can enter this by clicking on the ![Input Field](image) if not just click Search and you will see a new screen:}
The search results will be displayed in a table format under the Search box.

Space Changes and Requests

For space enquiries listed below please email: space_management@admin.ox.ac.uk

- Change building street address
- Getting help with space charging
- Requesting a new building number
- Help with business rates and council tax
- Requesting a street address change
- Highways and infrastructure enquiries
- Change a building name
- Historical property information
- Additional space
- Release space

You have two options in this section – Additional Space and Release Space. Your enquiry will be received by the Information Management team at Estates.
Additional Space
Clicking this first option will send you to a request form – read the notes in the Help section carefully before submitting.

Release Space
Selecting ‘Release Space’ and you will be taken to a Request to release form.