1. **Logging on**

FacilityNet is used by Building Managers, Facilities Managers and other authorised requesters to report building faults and log maintenance requests. The site can be found at [http://www.admin.ox.ac.uk/estates/planon/index.shtm](http://www.admin.ox.ac.uk/estates/planon/index.shtm) and from here you can enter your log in. (To obtain access please complete the [online form](http://www.admin.ox.ac.uk/estates/planon/index.shtm)).

After selecting ‘Sign in’ you will be taken to this screen

![Sign in](http://example.com/sign-in.png)

Once successfully logged in you will see the main FacilityNet Helpdesk Page - Here 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 '…more' link at the end of each section and you will be presented with a list of sub-categories. If you want to expand all the categories at the same time click on the ‘++ Show all’ which is in the centre of the screen below Helpdesk requests. To close up the categories either click ‘-- Hide all’ or ‘…less’, depending how you expanded the options originally.

Throughout the site you will see ![Home button](http://example.com/home.png) at the top of most screens – whenever you click this you will return to the FacilityNet Helpdesk page (see next screenshot).
2. **Logging a maintenance request**

Click on the option beside the category in the Helpdesk Requests page which is relevant to the type of request you wish to make, e.g. Plumbing. You will see a list of Plumbing options appear – find the one which is the closest match (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).
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.
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 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, prioritising work based on the target completion date.

3. **Tracking your requests**

From the Helpdesk Requests menu you can also track orders you have made or orders raised against buildings you have a responsibility for. Click on the option beside ‘Track my requests’ and then on the underlined* **Track my request**.

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.
1. The following Information is available to view online:-
   - Building numbers
   - Building manuals
   - Floor plans
   - Requesting additional space
   - Releasing space
   - Asbestos register

2. 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

![Asbestos Location Details](image)

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

![Asbestos Summary](image)

ASBESTOS SUMMARY

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Only the joiners mill 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 to the internal walls on the 1st floor.
- Asbestos board infill panels between the truss timbers on the 1st floor.

(Note: the former asbestos-clad partition under the truss in the mill was removed in 2005)

(Note: the asbestos roof tiles on the cycle shed were removed in May 2009)

(Note: an asbestos board was removed from the roof space of the flat in Dec 2010)

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.
3. Floor Plans and Space Allocation

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

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

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 . 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.

4. Space Changes and Requests

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.

![Image of Additional Space Request Form]

**Release Space**

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

![Image of Release Space Request Form]