SELF-SERVICE WORKPLACE PORTAL

Requesting work from Plant Operations

The following is a user guide for UW faculty and staff requesting work from Plant Operations via the Archibus Workplace Portal. For an overview of what types of items fall within the selectable categories of Maintenance & Operations Work Requests and Billable Work Requests, please refer to the Self-Service information page.

STEP 1

ACCESSING ARCHIBUS WORKPLACE PORTAL

There are two options for accessing the system. The first can be found on the Plant Operations Services page.

Alternatively, you can enter the URL directly into your browser
https://uwaterloo.iwmsapp.com/archibus

*Chrome is the recommended browser for Archibus
LOGGING IN

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

ARCHIBUS NAVIGATION

You will be brought to the main Archibus navigation screen
*Navigation options will vary dependent on whether you are a department Space Planner or a general Campus Client

**Space Planner View**

**General Campus Client**

Selecting Workplace Services will expand a side window. Click on the Workplace link to the right

*All previously accessible space reporting options are available when selecting Space Planning & Management*
**General Campus Client**
Selecting Service Desk will expand a side window. Click on the Workplace link

![Archibus Self-Service User Guide](image)

**STEP 4**
**WORKPLACE PORTAL NAVIGATION**
Selecting Workplace will open a new browser window with the below landing page

![Workplace Portal Navigation](image)
There are 5 key areas on the main landing page

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

   ![My Account](image)

   - Welcome, PLTOPWO
   - MY ACCOUNT

   - Service Requests
   - Log Out
2. **Search Bar** – Entering key words here will bring you directly to the appropriate service button.

![Search Bar Image]

3. **Maintenance & Operations Work Requests** – For base/non-billable maintenance, custodial, grounds requests.

   ![Maintenance & Operations Work Requests Image]

   *These are functions most typically handled by a landlord. Refer to [https://uwaterloo.ca/plant-operations/work-requests/billable-work-vs-maintenance-operations](https://uwaterloo.ca/plant-operations/work-requests/billable-work-vs-maintenance-operations) for more information.

4. **Billable Work Requests** – For billable maintenance/operations and Design and Construction projects.

   ![Billable Work Request Image]

   *These are items beyond building and infrastructure services such as renovations, upgrades, installations, fabrication, furnishings and events. Refer to [https://uwaterloo.ca/plant-operations/work-requests/billable-work-vs-maintenance-operations](https://uwaterloo.ca/plant-operations/work-requests/billable-work-vs-maintenance-operations) for more information.
5. Locate A Person or Room – Access to building floorplans

LOCATE A PERSON OR ROOM

* Archibus does not currently store staff/faculty locations in order to locate. This is currently functioning for floorplan viewing only.
**CREATE A REQUEST**

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

Being specific will better direct your request

Alternatatively you can select either Maintenance & Operations Work Requests or Billable Maintenance Requests which will bring up the first tier of options.

In the below example, we have selected Maintenance & Operations Work Request - Buildings
A possible second tier of request types will now be presented.

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

Select your building and floor from the drop down menus.
Select the room from the floorplan

Enter a detailed description of your request. Prefacing the description with the building and room number will help the trade staff identify the location up front.

You can provide more detail of the location in the **Specific Location** field
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 trade staff need to follow up.

Select **Send** to complete the request.
Depending on the request type, you will receive one of two notification emails. You will receive these emails for all status changes of request.

From: notifications@iwmsapp.com <notifications@iwmsapp.com>
Sent: Wednesday, January 6, 2021 1:55 PM
To: Ashley Price <ashley.price@uwaterloo.ca>
Subject: [No-Reply] Work Request Issued with ID: 2020026193 Problem Type: BILLABLE-LOCKSMITH|KEY

The following work request was issued on 2021-01-06.
Requester: SCOTT DOUGLAS
Requested By:

Org Unit: 6470
Account Code: 60830
Unit 4 Account Info: 10000-10844-100
Work Team: ZONE_0_LOCKSHOP
Description: 2021-01-06 as per Aaron Voisin - Supply/Restock 500 Medeco E399 key blanks (residence keyway)

**ATTENTION**
Your billable work request has been reviewed and assigned to the appropriate Work Team’s queue. The initial review can take anywhere up to 5 days, with a completion timeline within 30 days. Please note, timing for field work completion will depend on scope, workload, access to space, availability of trades and material delivery lead times.

If you require more information regarding your request, please contact the Work Request Administrators at pltops.workrequests@uwaterloo.ca.
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.

Click on a request for more information.
Review of requests can also be done in the Web Central view when selecting View Service Requests.
Selecting a work request will provide more detail.

End – Archibus Self-Service User Guide

More questions? Email: Plant Operations Maintenance

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