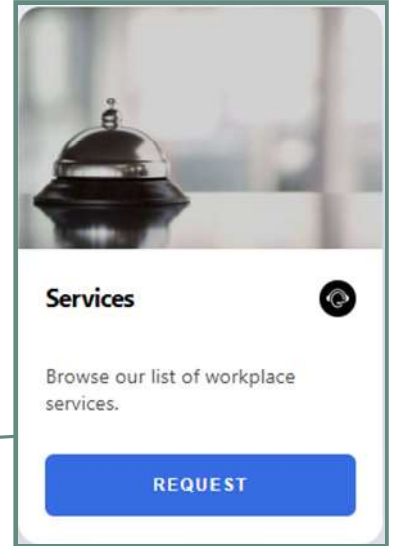


Campus Client Request 8:00am – 4:00pm

Client identifies maintenance concern on campus

Note:

Non-urgent requests received after 4:00pm will be responded to the next business day.




Call Plant Operations maintenance 24/7 line, ext. 43793

Is it urgent?

YES

NO

Log into  Archibus
(<https://uwaterloo.iwmsapp.com/archibus>) and go to **Workplace Portal**.
You may need to select your location next.

Select REQUEST

Is it Billable?
(events, department equipment, design etc.)

YES

NO

Select appropriate options from MAINTENANCE & OPERATIONS REQUESTS or VEHICLE SHOP (UNIVERSITY ASSETS ONLY). Or, use the search bar to help find a matching problem type.

Select BILLABLE WORK REQUESTS

- Fill out the form.
- Your name will default as the Requestor (not shown). Enter an Additional Contact if you want someone else to receive notifications too.
- Select a room in the Location field.
- Please also add the building acronym and room number to the beginning of the work description to assist our trades. e.g. "E2 1113" for Engineering 2, room 1113.
- Billable work requests require account information.

Submit work request.
View updates in Archibus -> Service Desk -> UW - Client -> View Service Requests