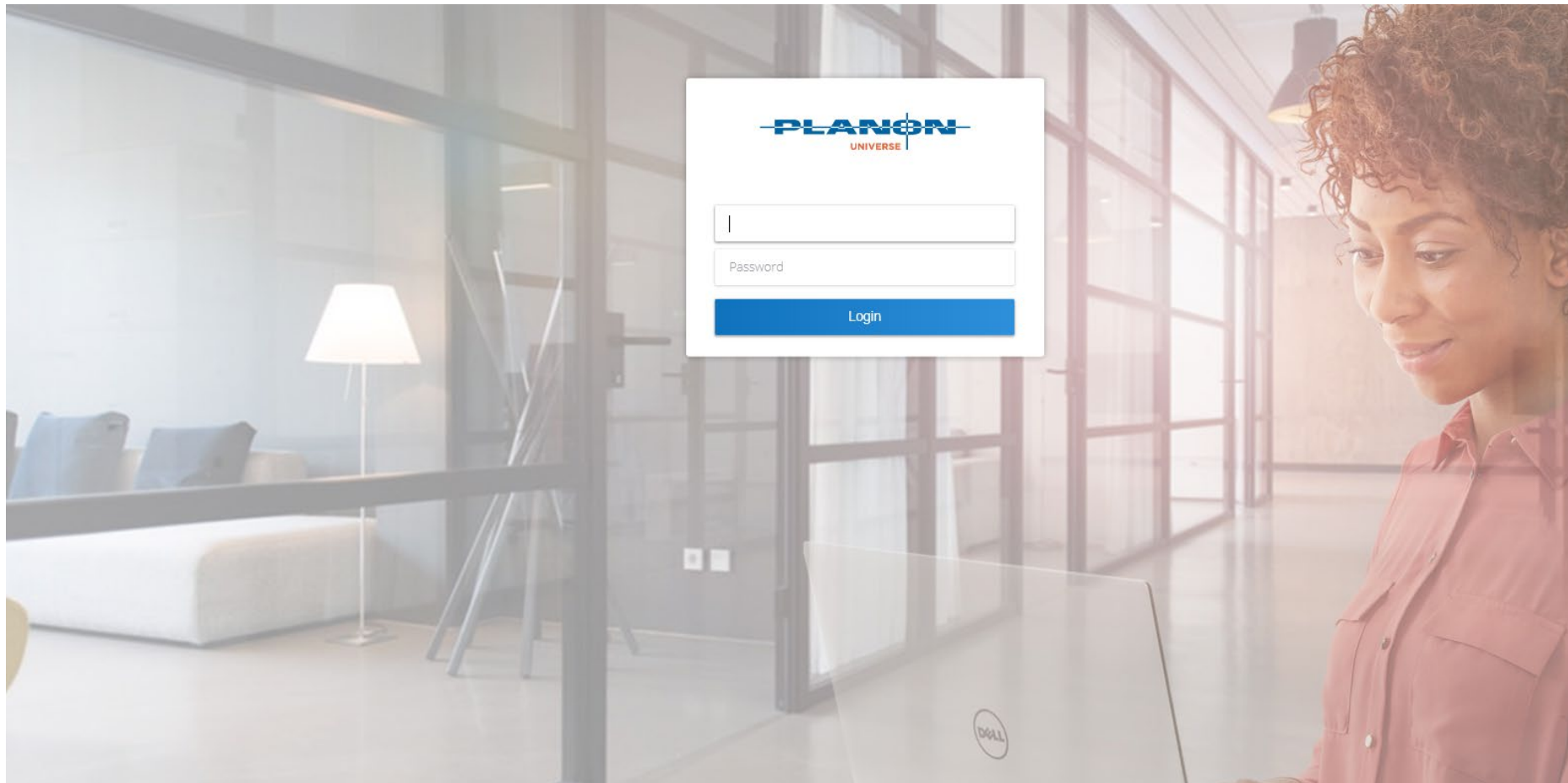


ELMS ACCOMMODATION – LOGGING A MAINTENANCE REQUEST USING THE ONLINE MAINTENANCE SYSTEM

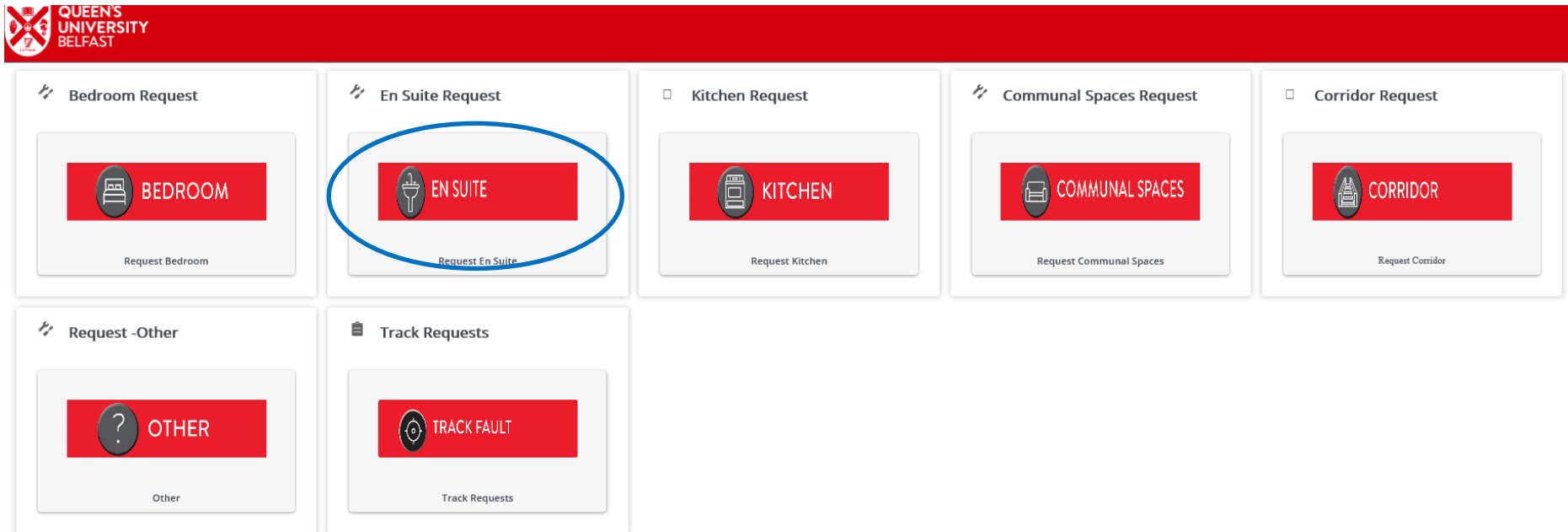
1. Click on the below link and log on with your QUB Username and Password OR THROUGH YOUR Queen’s Online account;

[Accommodation Maintenance Request](#)

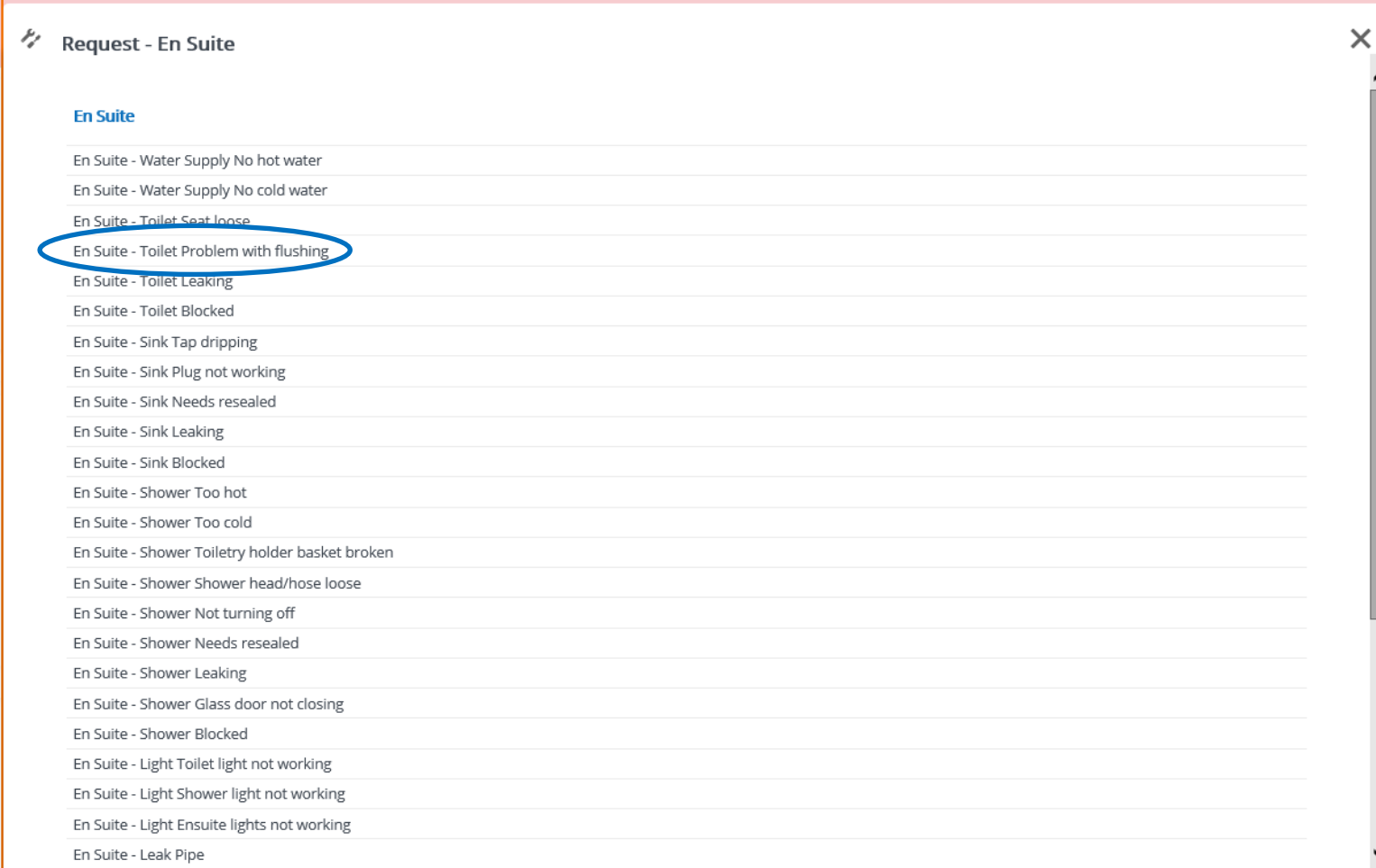


2. Select the area that you wish to report the maintenance request for. For Example 'En Suite'.

(Note: the system automatically knows which room you are staying in from your log in credentials)



3. Select from the list provided the maintenance request you wish to report. For Example 'Toilet problem with flushing'.
If your request is not available you can select 'Other' and the next screen will allow you to describe your request.




Request - En Suite

En Suite


- En Suite - Water Supply No hot water
- En Suite - Water Supply No cold water
- En Suite - Toilet Seat loose
- En Suite - Toilet Problem with flushing**
- En Suite - Toilet Leaking
- En Suite - Toilet Blocked
- En Suite - Sink Tap dripping
- En Suite - Sink Plug not working
- En Suite - Sink Needs resealed
- En Suite - Sink Leaking
- En Suite - Sink Blocked
- En Suite - Shower Too hot
- En Suite - Shower Too cold
- En Suite - Shower Toiletry holder basket broken
- En Suite - Shower Shower head/hose loose
- En Suite - Shower Not turning off
- En Suite - Shower Needs resealed
- En Suite - Shower Leaking
- En Suite - Shower Glass door not closing
- En Suite - Shower Blocked
- En Suite - Light Toilet light not working
- En Suite - Light Shower light not working
- En Suite - Light Ensuite lights not working
- En Suite - Leak Pipe

4. Once you have selected your maintenance request you can add further info before clicking on 'Submit'.

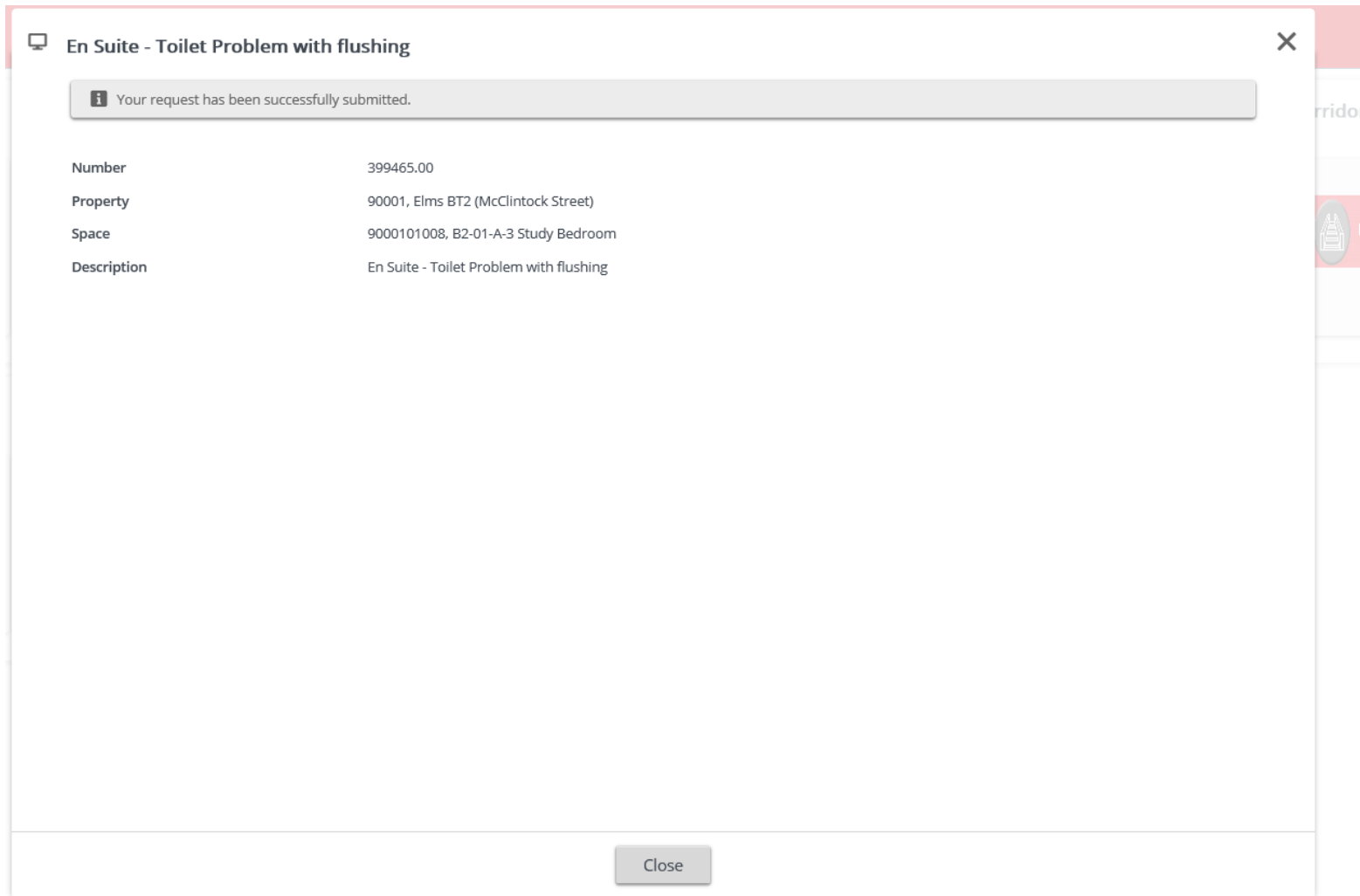
 **En Suite - Toilet Problem with flushing** ✕

i Your maintenance request will be attended by our next available engineer.
If your request is for;
- Being locked out of your room
- Major leak of water
- No Power
- No hot water
And it is between 6pm and 8am then please telephone reception who will be happy to assist.

Elms BT1 – Telephone 028 9097 6040
Elms BT2 – Telephone 028 9097 6441
Elms BT9 – Telephone 028 9097 4525

* Description	En Suite - Toilet Problem with flushing
* Requestor	STUDENT_BT1&BT2
* Property	90001, Elms BT2 (McClintock Street)
Space	B2-01-A-3 Study Bedroom 
Further info	<input data-bbox="719 847 1339 948" type="text"/>

5. You will then see a screen confirming that your maintenance request has been successfully submitted.

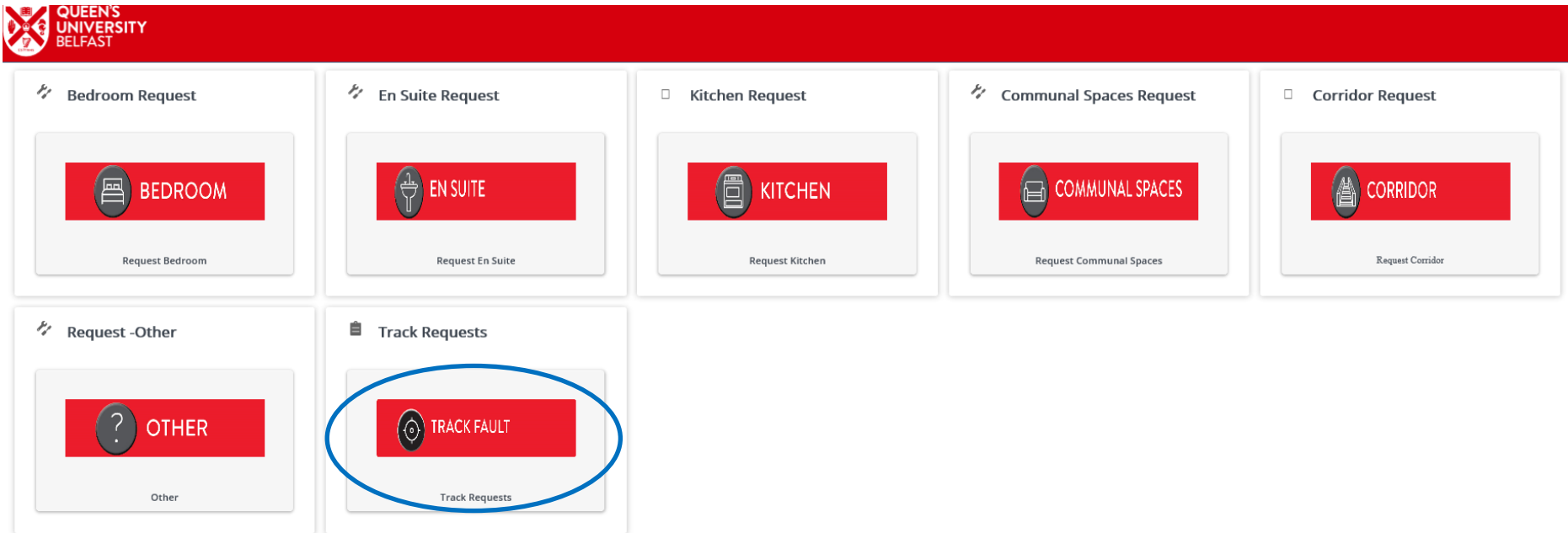


The screenshot shows a modal dialog box with a title bar that reads "En Suite - Toilet Problem with flushing" and a close button (X) on the right. Below the title bar is a grey notification bar with an information icon and the text "Your request has been successfully submitted." Underneath this is a table with the following details:

Number	399465.00
Property	90001, Elms BT2 (McClintock Street)
Space	9000101008, B2-01-A-3 Study Bedroom
Description	En Suite - Toilet Problem with flushing

At the bottom center of the dialog box is a "Close" button. On the right edge of the dialog, a portion of the background application is visible, showing a sidebar with a "Corridor" label, a red icon of a toilet, and a "Re" label.



6. You can track the progress of your request by selecting the 'Track Fault' icon. You will also receive e-mail updates confirming that your job has been completed or if any further work is required following the maintenance visit.



7. Select the request you wish to track (you will only see the requests that you have logged).



Track requests ✕

i If you require further information please contact:
Elms BT1 – Telephone 028 9097 6040
Elms BT2 – Telephone 028 9097 6441
Elms BT9 – Telephone 028 9097 4419

Requestor	STUDENT_BT1&BT2				
Number	Fault	Property	Space	Status	Reported on
308277.01	Bedroom - Furniture Desk Drawer broken	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	13/09/2018 12:31
309069.01	En Suite - Toilet Problem with flushing	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	19/09/2018 11:27
333113.01	Bedroom - Other	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	03/04/2019 10:22
399458.01	TEST Bedroom - Door Locked out of room	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	16/02/2021 15:04
399465.01	En Suite - Toilet Problem with flushing	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Assign to Maintenance Officer	17/02/2021 10:31

8. You can now see the progress of your request and the expected completion date.

Work order details

Work order details

Status	ACC Assign to Maintenance Officer
Requestor	STUDENT_BT1&BT2
Number	399465.01

Dates - times

Reported on	Wednesday, 17 February 2021 10:31
Technically completed on	
Due for Completion by	Thursday, 18 February 2021 10:32

Location

Property	90001, Elms BT2 (McClintock Street)
Space	9000101008, B2-01-A-3 Study Bedroom

Work Required

Description	En Suite - Toilet Problem with flushing
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Allocation

Order group	P, Plumber
Trade	FP, Fitter/Plumber

[Back](#)