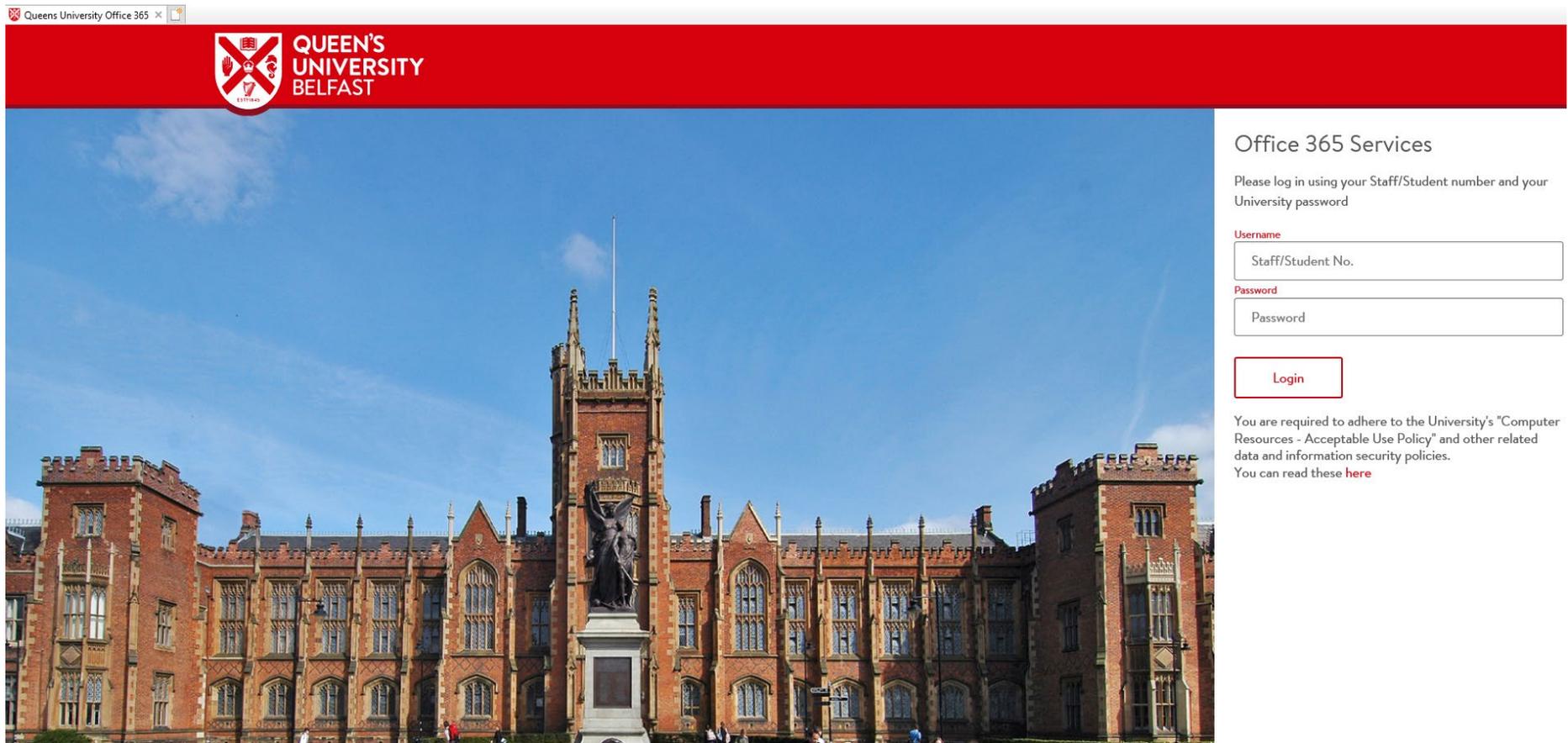


ELMS ACCOMMODATION – LOGGING A MAINTENANCE REQUEST USING THE ONLINE MAINTENANCE SYSTEM

1. Click on the below link and log on with your QUB Username and Password.

[Accommodation Maintenance Request](#)



Queens University Office 365

 **QUEEN'S
UNIVERSITY
BELFAST**

Office 365 Services

Please log in using your Staff/Student number and your University password

Username

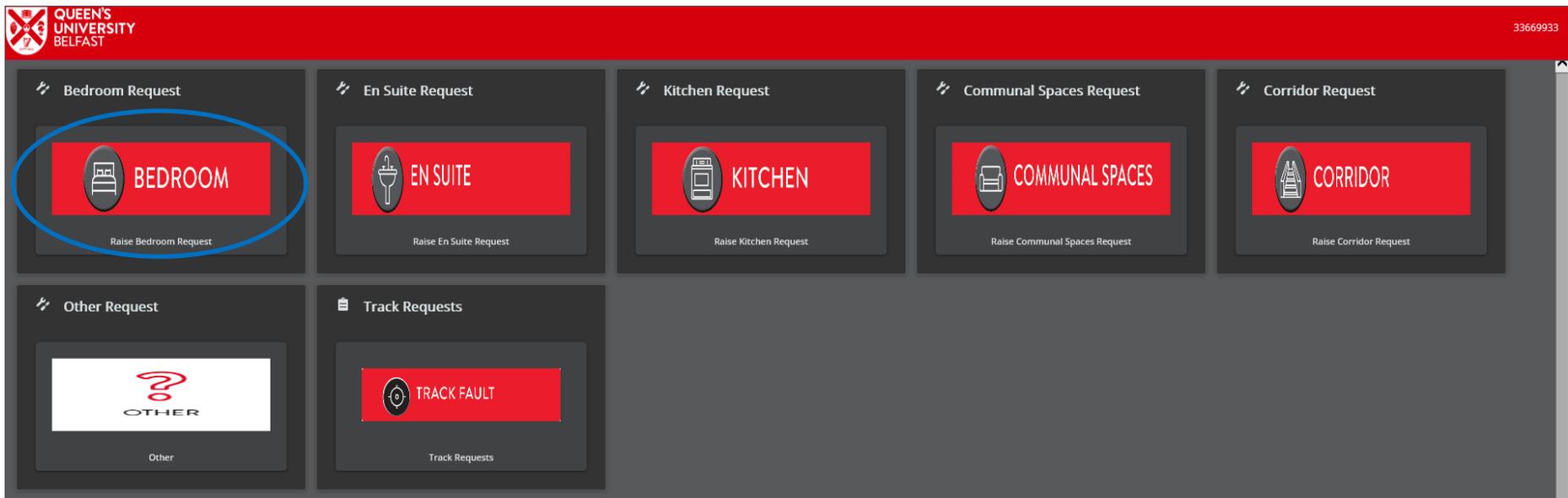
Password

Login

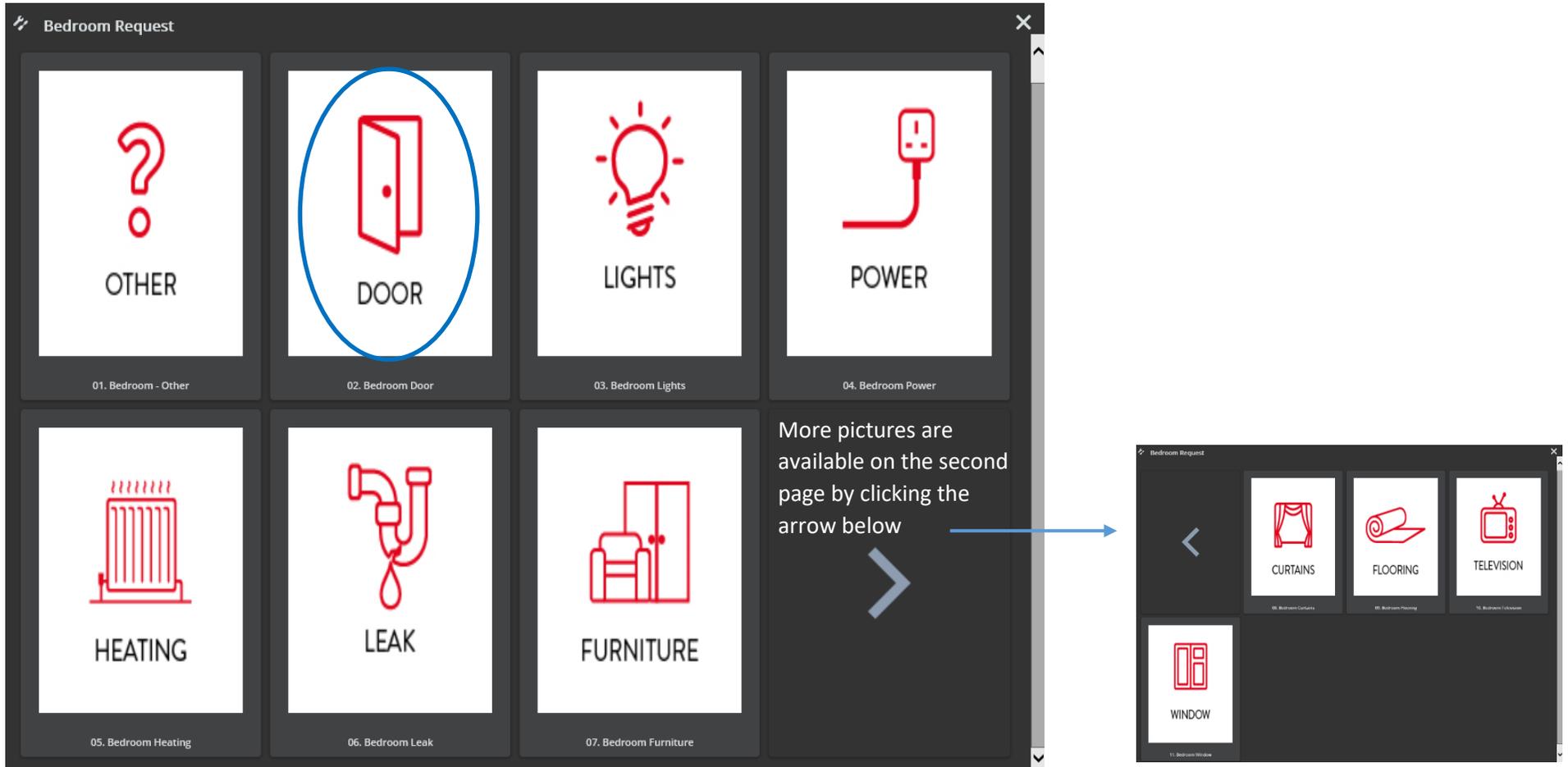
You are required to adhere to the University's "Computer Resources - Acceptable Use Policy" and other related data and information security policies. You can read these [here](#)

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

If you are accessing the system using a mobile device rather than a desktop PC/laptop it is best you rotate the device to a landscape view.



3. Click on the picture that best illustrates the request you wish to report. For Example 'Door'.



If your request is not available you can select 'Other' and you will then be able to describe your request.

4. Once you have clicked on the most appropriate picture you can now select the type of fault, eg 'Door handle/lock broken'
- Additional 'Further Info' can be typed in to better describe your request and you may also upload a photo, up to 1MB in size.
- Finally, click 'Submit'

Bedroom Door [Close]

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: Bedroom Door

* Requestor: STUDENT_BT1&BT2

* Property: 90001, Elms BT2 (McClintock Street)

Space: B2-01-A-3 Study Bedroom

* Bedroom - type of Door Fault:
 Closer not working
 Sticking/not closing
 Door handle/lock broken
 Locked out of room

Further info: [Text area]

Project Code: H1003WHH, RESIDENCES - MCCLINTOCK STREET (BT2)

Files: [Drag & drop files here or Browse]

Submit **Cancel**

The system automatically knows which room you are staying in from your log in credentials. You do not need to change the 'Property' or 'Space' fields.

'Project Code' field is also automatically populated and does not need to be changed.

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

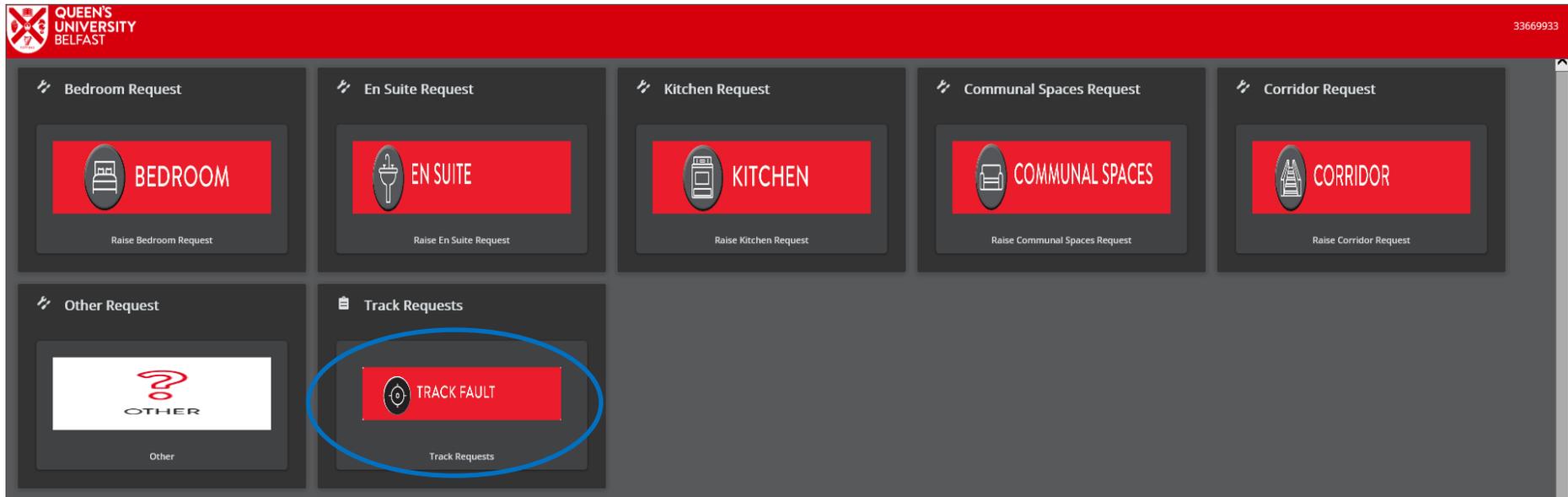
Bedroom Door [Close]

i Your request has been successfully submitted.

Number	417213.00
Property	90001, Elms BT2 (McClintock Street)
Space	9000101008, B2-01-A-3 Study Bedroom
Description	Bedroom Door
Bedroom - type of Door Fault	Locked out of room

[Close]

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 initial 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	TEST En Suite - Toilet Problem with flushing	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	17/02/2021 10:31
413797.01	En Suite - Toilet Problem with flushing	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	05/08/2021 14:46
416912.01	Bedroom Door TEST	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	Order Cancelled	13/09/2021 17:00
417014.01	Bedroom Door TEST	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	Order Cancelled	14/09/2021 13:06
417053.01	Bedroom - Door Door handle/lock broken	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Order Administratively Complete	14/09/2021 15:56
417213.01	Bedroom Door - Locked out of room	90001, Elms BT2 (McClintock Street)	9000101008, B2-01-A-3 Study Bedroom	ACC Assign to Maintenance Officer	15/09/2021 14:30

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

Work order details

Work order details

Status	ACC In Progress Maintenance Officer
Requestor	STUDENT_BT1&BT2
Number	417213.01

Dates - times

Reported on	Wednesday, 15 September 2021 14:30
Technically completed on	
Due for Completion by	Wednesday, 15 September 2021 18:30

Location

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

Work Required

Description	Bedroom Door - Locked out of room
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Allocation

Order group	J, Joinery
Trade	J, Joiner
Supplier	

Back