

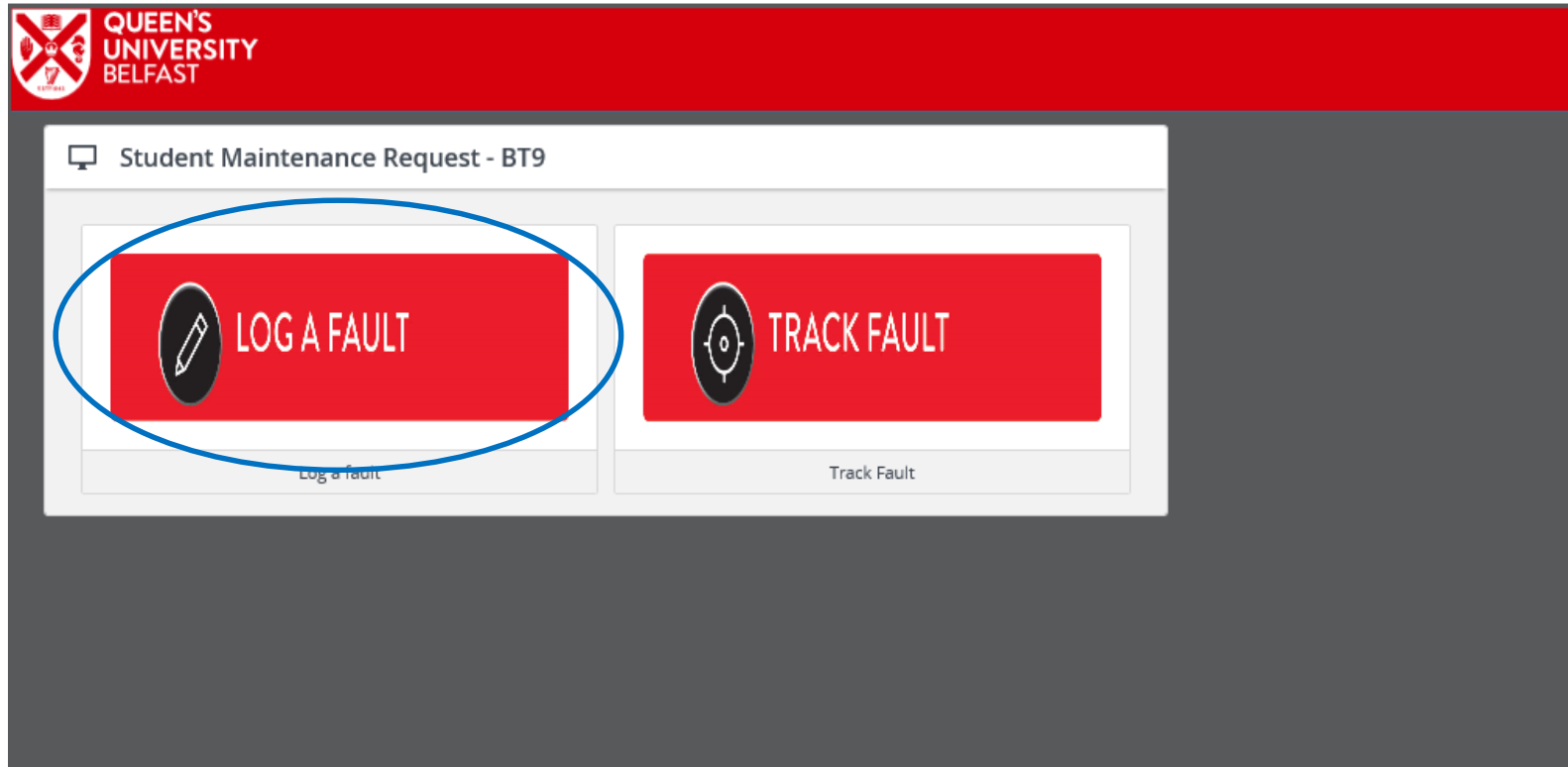
ELMS BT9 – LOGGING A MAINTENANCE REQUEST USING THE ONLINE MAINTENANCE SYSTEM

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

https://ipsc2.ads.qub.ac.uk/startpage/QuB/Elms_BT



2. Select the 'Log A Fault' icon.



3. Complete the 'Work required' field by briefly describing the fault. Further details can also be added in the field 'Details of work required' before clicking on 'Submit'.

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

Student maintenance request

Thanks for visiting the Online Maintenance Request site. We are really sorry that you are experiencing a maintenance problem in your accommodation.
Please complete the form below and we will fix the problem in line with our published priority standards.

Requestor information

Requestor * Neill, Weir

Information on request

Work required * Desk light not working

Property * Rowan Gardens - Apartment 3

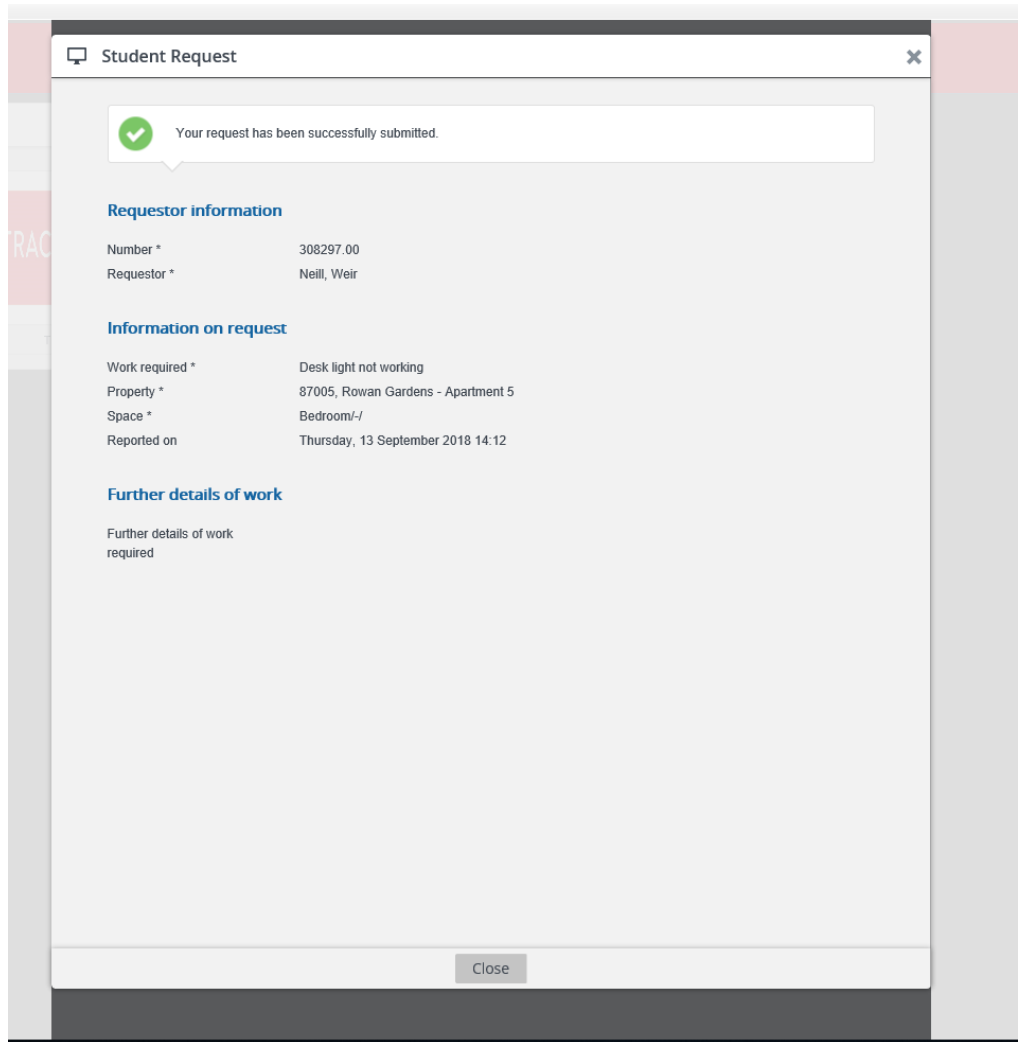
Type of room/ room no. * Bedroom/-/

Further Details

Details of work required

Submit Cancel

- You will then see a screen confirming that your maintenance request has been successfully submitted to the Student Plus Helpdesk.



5. The Student Plus Helpdesk will review the request and pass it on to the maintenance provider. You can then track the progress of your request by selecting the 'Track Fault' icon.

Select the request you wish to track (you will only see the requests that you have logged and that have been accepted by the Student Plus Helpdesk). You will be able to see the status of your request including the time and date that the request is expected to be completed by.

