

# ESTATES SERVICES



## FacilityNet User guide



Version control

Version 3

Date: 20.08.2019

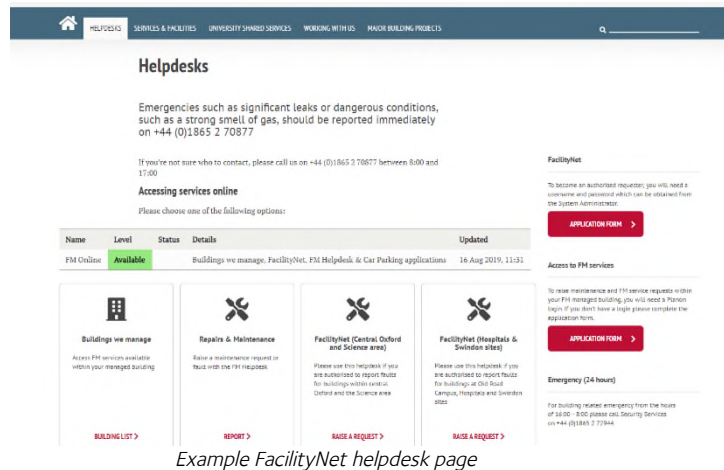
|                                                 |    |
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# Access FacilityNet

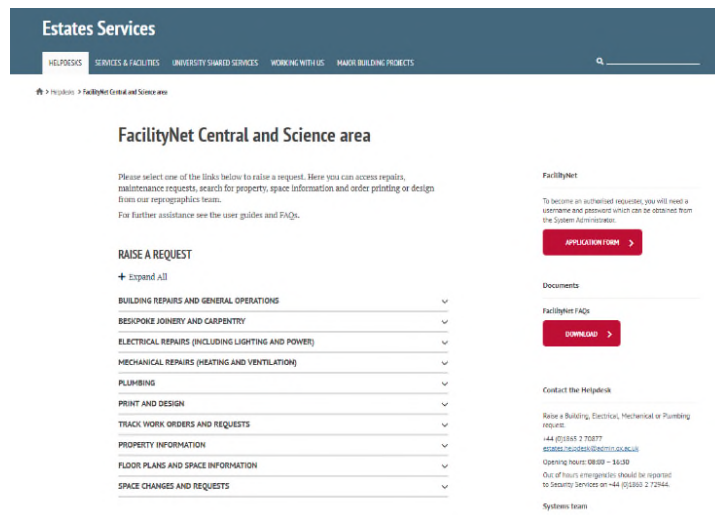
FacilityNet Helpdesks, are used by Building Managers, Facilities Managers and other authorized requesters, to report building faults and log maintenance requests.

The entry page can be found at: <https://estates.admin.ox.ac.uk/helpdesk> There are two FacilityNet helpdesks

- Central and Science area (Estates Services DLO)
- Hospital and Swindon (EMCOR)



Example FacilityNet helpdesk page



To raise a request Click **RAISE A REQUEST**, this will take you to the main request page where you can access repairs, maintenance requests, order printing and design from our reprographics team as well as the Property and Space Information.

To view more information within each category click on the **+ Expand All**

## RAISE A REQUEST

**+ Expand All**

**BUILDING REPAIRS AND GENERAL OPERATIONS**

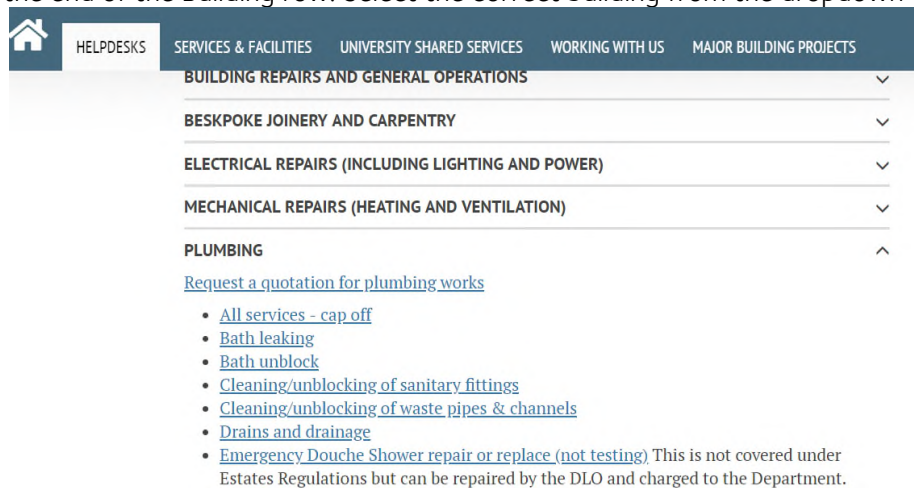


**BESKPOKE JOINERY AND CARPENTRY**



## Logging a maintenance request

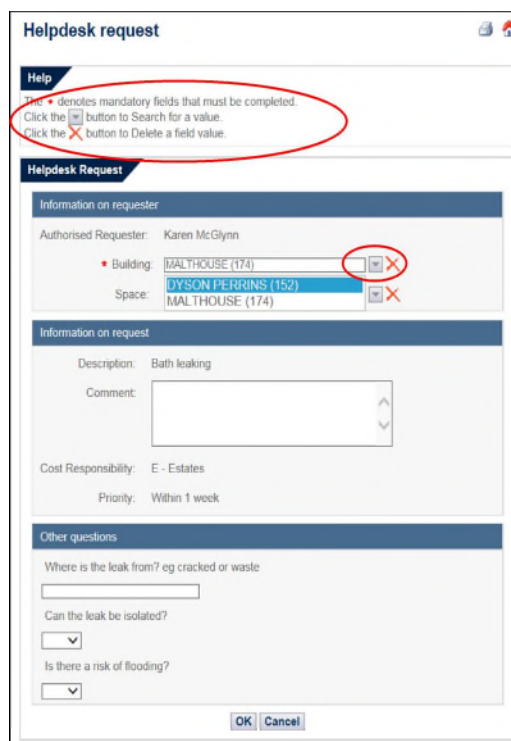
When you have decided which option is most suitable, click on the link (e.g. Bath leaking) and you will be taken to the request form – it will be populated with your name and the building will default to your location. If you are responsible for more than one building, you will see them listed if you click on the arrow at the end of the Building row. Select the correct building from the dropdown options.



The screenshot shows a navigation menu with a home icon and the following tabs: HELPDESKS, SERVICES & FACILITIES, UNIVERSITY SHARED SERVICES, WORKING WITH US, and MAJOR BUILDING PROJECTS. Under the HELPDESKS tab, there is a list of categories with dropdown arrows: BUILDING REPAIRS AND GENERAL OPERATIONS, BESKPOKE JOINERY AND CARPENTRY, ELECTRICAL REPAIRS (INCLUDING LIGHTING AND POWER), MECHANICAL REPAIRS (HEATING AND VENTILATION), and PLUMBING. Below the PLUMBING category, there is a link "Request a quotation for plumbing works" and a list of sub-links: All services - cap off, Bath leaking, Bath unblock, Cleaning/unblocking of sanitary fittings, Cleaning/unblocking of waste pipes & channels, Drains and drainage, and Emergency Douche Shower repair or replace (not testing). A note states: "This is not covered under Estates Regulations but can be repaired by the DLO and charged to the Department."

Find the one that matches your need (if you are unable to locate anything suitable please call the Helpdesk on 70877 who will assist and if necessary log the request on your behalf.

The Helpdesk Request form will be shown (see below)



The screenshot shows the "Helpdesk request" form. At the top, there is a "Help" section with instructions: "The \* denotes mandatory fields that must be completed. Click the [magnifying glass] button to Search for a value. Click the [X] button to Delete a field value." Below this is the "Helpdesk Request" form. The "Information on requester" section shows "Authorised Requester: Karen McGlynn". The "Building" field is set to "MALTHOUSE (174)" and has a dropdown arrow circled in red. The "Space" field is set to "MALTHOUSE (174)" and also has a dropdown arrow circled in red. The "Information on request" section shows "Description: Bath leaking" and a "Comment" text area. The "Cost Responsibility" is "E - Estates" and the "Priority" is "Within 1 week". The "Other questions" section has three questions: "Where is the leak from? eg cracked or waste" (with a text input field), "Can the leak be isolated?" (with a dropdown menu), and "Is there a risk of flooding?" (with a dropdown menu). At the bottom, there are "OK" and "Cancel" buttons.

If you know the Space number of the room you can enter this, if not, start typing the building number and a list of spaces attached to that building will then appear in a dropdown and you can select the correct one from here.

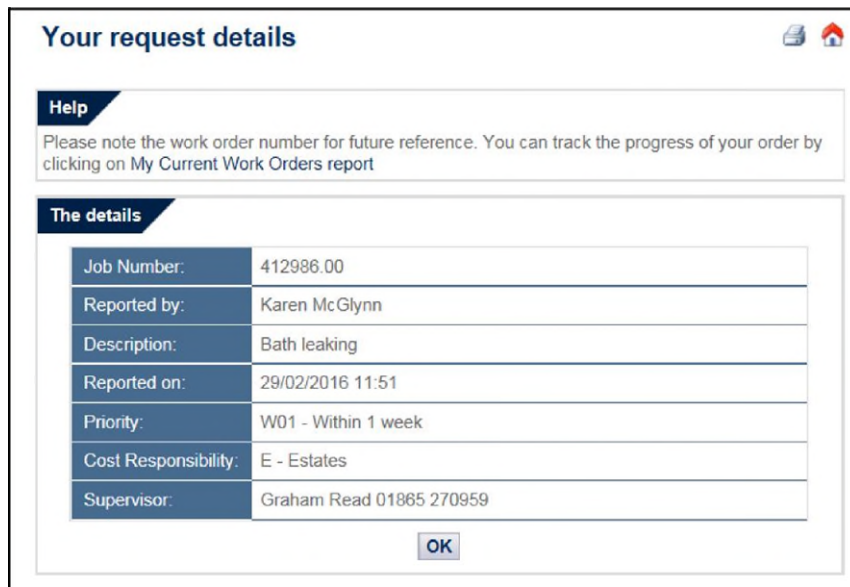
The screenshot shows a web browser window with the title 'Helpdesk request'. Below the title is a 'Help' section with instructions: 'The \* denotes mandatory fields that must be completed. Click the [X] button to Search for a value. Click the [X] button to Delete a field value.' The main form is titled 'Helpdesk Request' and has a section 'Information on requester' with 'Authorised Requester: Karen McGlynn'. Below this are two dropdown menus: 'Building: MALTRHOUSE (174)' and 'Space: 174'. A dropdown menu is open for the 'Space' field, showing a list of room options: 174.00.01 - Entrance Lobby, 174.00.01A - Reception, 174.00.02 - Reception, 174.00.02A - Store, 174.00.02B - Print Room, 174.00.02C - Book Lift, 174.00.02D - Sick Room, 174.00.03 - Post Room, 174.00.04 - Stationery Room, 174.00.05 - Corridor, 174.00.06 - Lobby, 174.00.07 - Locker Room, 174.00.08 - Shower, 174.00.09 - Shower, 174.00.10 - Stairs, 174.00.11 - Switchroom, 174.00.11A - Store, 174.00.12 - Telecoms Room, 174.00.13 - Open Plan Office, 174.00.14 - Office, 174.00.15 - Office, 174.00.16 - Office, 174.00.17 - Stairs, 174.00.18 - Office, 174.00.18A - Shower, 174.00.18B - Shower. Below the dropdown menu, there are fields for 'Description: Bath', 'Comment: Bath is leaking from the plug hole', 'Cost Responsibility: E - Estates', and 'Priority: Within 1 week'. There is also a section 'Other questions' with a text input 'Where is the leak from? eg cracked or waste' containing 'waste', and two dropdown menus: 'Can the leak be isolated?' set to 'No' and 'Is there a risk of flooding?' set to 'Yes'. At the bottom are 'OK' and 'Cancel' buttons.



This will automatically populate the Space details and you can then continue to complete the form with as much detail as you have.

The screenshot shows a close-up of the 'Other questions' section of the helpdesk request form. It contains a text input field 'Where is the leak from? eg cracked or waste' with the value 'waste'. Below this are two dropdown menus: 'Can the leak be isolated?' set to 'No' and 'Is there a risk of flooding?' set to 'Yes'. At the bottom are 'OK' and 'Cancel' buttons.

Some request forms will prompt for additional information in the Other Questions section – please complete these as they provide useful information to the tradesmen.

When you have completed the form click **OK** at the bottom of the form and you will be taken to a confirmation page similar to this.



**Your request details**  

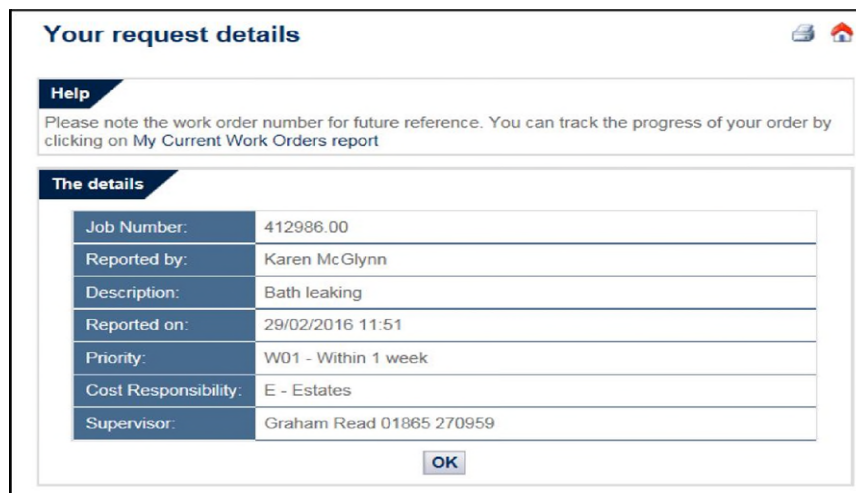
**Help**  
Please note the work order number for future reference. You can track the progress of your order by clicking on [My Current Work Orders report](#)



**The details**

|                      |                          |
|----------------------|--------------------------|
| Job Number:          | 412986.00                |
| Reported by:         | Karen McGlynn            |
| Description:         | Bath leaking             |
| Reported on:         | 29/02/2016 11:51         |
| Priority:            | W01 - Within 1 week      |
| Cost Responsibility: | E - Estates              |
| Supervisor:          | Graham Read 01865 270959 |

**OK**

If you click **OK** from here you will be redirected to the FacilityNet Helpdesk page and if required you can repeat the process to raise another request from here. Your work request will be assigned to a tradesman who will work to complete as many as possible in the working day, prioritizing work based on the target completion date.



**Your request details**  

**Help**  
Please note the work order number for future reference. You can track the progress of your order by clicking on [My Current Work Orders report](#)

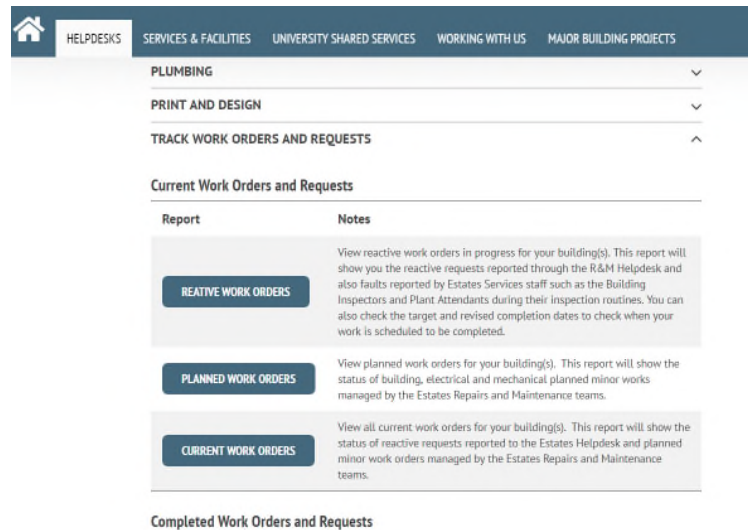
**The details**

|                      |                          |
|----------------------|--------------------------|
| Job Number:          | 412986.00                |
| Reported by:         | Karen McGlynn            |
| Description:         | Bath leaking             |
| Reported on:         | 29/02/2016 11:51         |
| Priority:            | W01 - Within 1 week      |
| Cost Responsibility: | E - Estates              |
| Supervisor:          | Graham Read 01865 270959 |

**OK**

## Tracking your requests

From the Helpdesk Requests menu, you can also track orders you have made or orders raised against buildings you are a responsible for, click on the option beside 'Track Word Orders and Requests'



The FacilityNet – View Work Orders page allows you to search for outstanding Reactive and planned work as well as completed work.

You can also search for all current work orders for your building(s), which will give you an overview of outstanding work.

If you select one of the above options you will have the option to enter some search parameters to help narrow down your search. (Use the calendar icons to select dates.)

The screenshot shows a search form with the following fields: 'Job Number:' with an empty text input; '\* Building:' with a dropdown menu showing 'MALTHOUSE (174)'; 'Reported on:' with 'from' and 'to/incl.' labels, each followed by a date input field and a calendar icon. The date input fields are circled in red. A 'Search' button is located below the date fields.

The results of your search will be returned in the same page, in a section below the Search box.





**Help**

It is not necessary to complete all the fields to search for a job number. To see ALL the work orders in the default building shown below, just click on the Search button.

If you would like to view the details of a known job reference, please enter the first 5 digits of the job number only (eg 12345) and then click Search.



To change the Building, click on the search button to the right of the Building field.



You can narrow your search to a specific time period by completing the 'Reported on' field.

Click the  button to Search for a value.  
Click the  button to Delete a field value.

**Search**

Job Number:


Building:   

Reported on: from   up to/incl.   (dd/MM/yyyy)

**The results** [ 1 - 5 of 5 ]

| Job Number | Reported on      | Description (Click for further information)    | Space              | Status of request    | Target completion date |
|------------|------------------|------------------------------------------------|--------------------|----------------------|------------------------|
| 412086.01  | 23/02/2016 11:51 | Bath leaking                                   | 174.00.09 - Shower | Order cancelled      | 07/03/2016 11:51       |
| 410893.01  | 23/02/2016 10:31 | Malthouse Project works for March / April 2016 |                    | Order reported       | 22/04/2016 10:31       |
| 409191.02  | 16/02/2016 09:16 | Heating Not Working                            |                    | Technically Complete | 23/02/2016 09:16       |
| 409103.01  | 15/02/2016 14:12 | GA Boiler - Fault                              |                    | Order reported       | 16/02/2016 14:12       |
| 388872.03  | 02/02/2016 08:48 | Lamp - Internal replace                        |                    | Print or email PO    | 09/02/2016 08:48       |

You can see more information about these jobs by clicking on the description (in blue type) and you will then see the summary page for the order in question.

**Details**  

Page: [Show page \ order details page](#)

**Help**

If the Target Completion Date had passed or is not appropriate for your request please email the Helpdesk to request

**The details**

|                         |                                      |
|-------------------------|--------------------------------------|
| Job Number:             | 409103.01                            |
| Reported on:            | 15/02/2016 14:12                     |
| Reported by:            | Ralph Watson                         |
| Description:            | GA Boiler - Fault                    |
| Status:                 | Order reported                       |
| Target completion date: | 16/02/2016 14:12                     |
| Supervisor:             |                                      |
| Cost Responsibility:    | E - Estates                          |
| Contractor/Consultant:  | 562 - Oxford City Council City Works |
| Comment:                | Broken                               |

## FacilityNet – Property & Space Information

The following Information is available to view online.

- Asbestos in your building
- Asbestos in all buildings (restricted access)
- Building number
- Floor Plans (CADViewer)

### Property Information

Once you have expanded the Property Information section you can click on the relevant link to view available information. Where available the O&M manuals are online to view as a .pdf document from a list displayed by building number. The information contained within 'Asbestos in your building' will relate to buildings you have a responsibility for and not all buildings.

#### PROPERTY INFORMATION

- [Asbestos in your building](#)
- [Asbestos in all buildings \(restricted access\)](#)
- [Find your building number](#)

### Asbestos in your Building?

Page: [Back to Buildings](#)

**Your Buildings** | 1 - 2 of 2 |

| Building Name       | Building Number | Space Details                 | Asbestos Summary           |
|---------------------|-----------------|-------------------------------|----------------------------|
| DYSON PERRINS (152) | 152             | <a href="#">Space Details</a> | <a href="#">152asb.pdf</a> |
| MALTHOUSE (174)     | 174             | <a href="#">Space Details</a> | <a href="#">174asb.pdf</a> |

Click on the Space Details to view spaces where asbestos is present in the building

### Asbestos Location Details 📄 🖨️ 🏠

Page: Back to Buildings \ Building (MALTHOUSE (174))

**Important - please note**

Unidentified asbestos may also be present in ductwork, under floorboards and in other concealed spaces. Any work in concealed areas should be subject to further survey and risk assessment, which must be carried out via Estates Services.

For further information please contact the Asbestos Coordinator at Estates Services, Tel: (2)78763.

Asbestos is a corporate University matter and is subject to Policy statement S6/07.

**The results** | 1 - 7 of 7 |

| Space code/Dept Ref | Asbestos Location                                      | Material       | Content              | Labels |
|---------------------|--------------------------------------------------------|----------------|----------------------|--------|
| 174.00.20/          | Floor                                                  | Floor tiles    | Chrysotile           | No     |
| 174.00.25/          | Ceiling of Ground Floor Workshop                       | Fibreboard     | Amosite              | Yes    |
| 174.00.26/          | Ceiling of Office                                      | Fibreboard     | Amosite              | Yes    |
| 174.10.26/          | Infill panels between truss timbers - 1st Fir Workshop | Fibreboard     | Amosite & Chrysotile | Yes    |
| 174.10.27/          | Eaves infill board - 1st Fir Workshop                  | Cement board   | Chrysotile           | No     |
| 174.10.27/          | Ceiling board - 1st Fir Workshop                       | Asbestos board | Chrysotile           | No     |
| 174.10.27/          | Infill panels between truss timbers - 1st Fir Workshop | Fibreboard     | Amosite & Chrysotile | Yes    |

| 1 - 7 of 7 |

Click on the Asbestos Summary to see a pdf document with general information and history about asbestos in the building

#### ASBESTOS SUMMARY

**174 THE MALTHOUSE**

Only the joiners mill has records of asbestos:

- Asbestos fibreboard on the ground floor ceiling.
- Asbestos fibreboard on the northern half of the 1<sup>st</sup> floor ceiling.
- A few sections of asbestos board to the internal eaves on the 1<sup>st</sup> floor.
- Asbestos board infill panels between the truss timbers on the 1<sup>st</sup> floor.

No asbestos has been reported in the main building.

## Find your building number

Selecting this option will bring up this screen

Search using any of the empty fields above and the results will be displayed below the search box.

### Find a building number

**Help**

Enter a value in one or more of the fields to search for a building number.

It is possible to use the wildcard key % to search. For example to search for The Malthouse you could enter Malt% in the Building Name field

**Search**

Building Name:

First line of address:

Postcode:

**The results** | 1 - 1 of 1 |

| Building Number | Building Name   |
|-----------------|-----------------|
| 174             | MALTHOUSE (174) |

## Floor Plans and Space Allocation

Expand the 'Floor plans and Space Information' section and you will see these options:

### FLOOR PLANS AND SPACE INFORMATION

View floor plans for your building by using the planon CADViewer.

[CADVIEWER](#)

Guide to: [Floor Plans and using the CAD Viewer](#) 

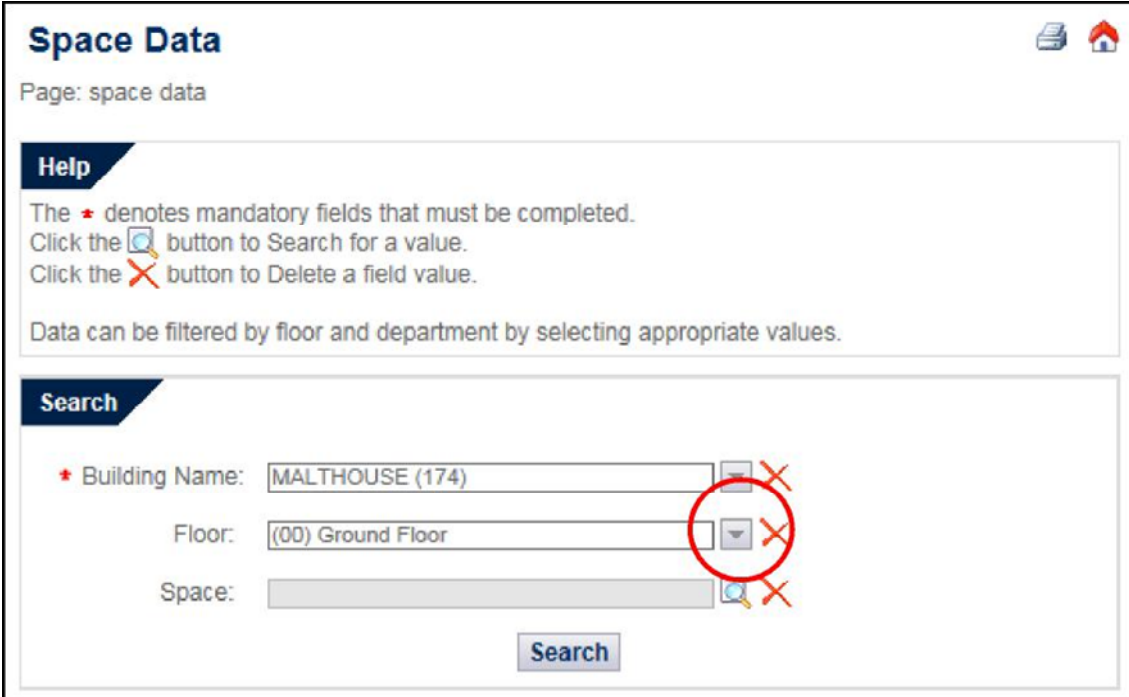
Alternatively if you would like a copy of a floor plan please email [estates.info@admin.ox.ac.uk](mailto:estates.info@admin.ox.ac.uk)



1. The name and building number (if known) of the property
2. Specify which floors you require plans for
3. Specify how you would like to view the plans (by department, space type or room number & area)

Currently the process to obtain Floor Plans is a manual one – follow the above instructions.

## Reports – Space Information



Click on Space Information at the bottom of the section and you will be taken to a search page



**Space Data**  



Page: space data



**Help**



The \* denotes mandatory fields that must be completed.  
Click the  button to Search for a value.  
Click the  button to Delete a field value.


Data can be filtered by floor and department by selecting appropriate values.

**Search**

\* Building Name:   

Floor:   

Space:   

Your own building will be shown in the Building Name and by clicking on the arrows beside Floor you will see the available options – select the one you require. (If you know the Space Code or Space Name you can enter this by clicking on the  If not just click Search and you will see a new screen:

| The results |                       |         |                        |                                                     |                      | 1 - 36 of 36 |
|-------------|-----------------------|---------|------------------------|-----------------------------------------------------|----------------------|--------------|
| Space Code  | Department            | Share % | Area (m <sup>2</sup> ) | Space type                                          | PRISC Code           | De           |
| 174.00.01   | BALANCE AREAS - B     | 100     | 9.413                  | M7 - Circulation                                    | N/A - Not Applicable |              |
| 174.00.02   | ESTATES SERVICES - JW | 100     | 23.06                  | J1 - Reception                                      | 4 - PRISC Band Four  |              |
| 174.00.03   | ESTATES SERVICES - JW | 100     | 13.831                 | J7 - Post Room                                      | 4 - PRISC Band Four  |              |
| 174.00.04   | ESTATES SERVICES - JW | 100     | 7.248                  | K4 - Support Office Storage (UAS, ASUC and Council) | 5 - PRISC Band Five  |              |
| 174.00.05   | BALANCE AREAS - B     | 100     | 40.035                 | M7 - Circulation                                    | N/A - Not Applicable |              |
| 174.00.06   | BALANCE AREAS - B     | 100     | 7.78                   | M7 - Circulation                                    | N/A - Not Applicable |              |
| 174.00.07   | BALANCE AREAS - B     | 100     | 14.18                  | J11 - Changing Area                                 | N/A - Not Applicable |              |
| 174.00.08   | BALANCE AREAS - B     | 100     | 3.146                  | J12 - Shower Room                                   | N/A - Not Applicable |              |
| 174.00.09   | BALANCE AREAS - B     | 100     | 3.146                  | J12 - Shower Room                                   | N/A - Not Applicable |              |
| 174.00.10   | BALANCE AREAS - B     | 100     | 24.796                 | M7 - Circulation                                    | N/A - Not Applicable |              |

The search results will be displayed in a table format under the Search box.

## Space Changes and Requests

HELPPAGES
SERVICES & FACILITIES
UNIVERSITY SHARED SERVICES
WORKING WITH US
MAJOR BUILDING PROJECTS

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**PROPERTY INFORMATION** ▼

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**FLOOR PLANS AND SPACE INFORMATION** ▼

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**SPACE CHANGES AND REQUESTS** ▲

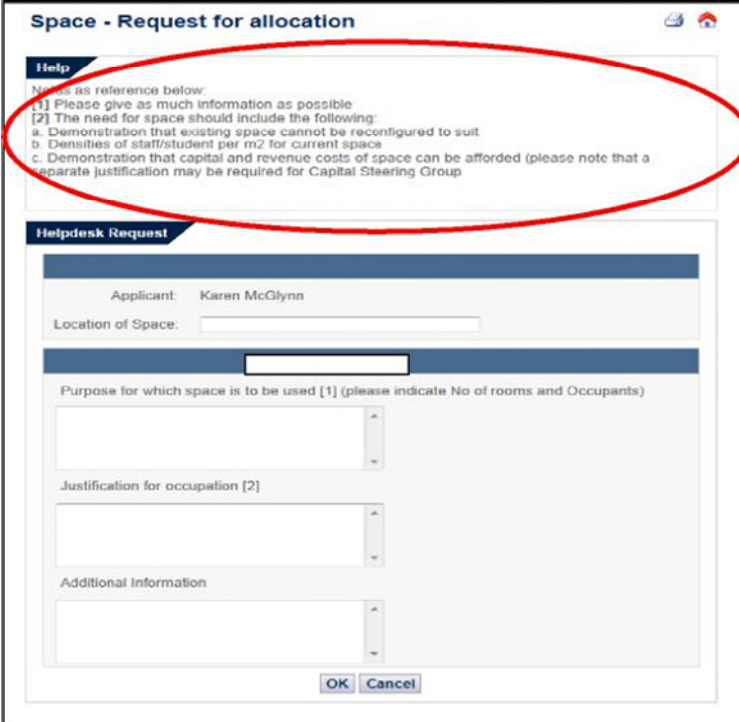
For space enquiries listed below please email: [space.management@admin.ox.ac.uk](mailto:space.management@admin.ox.ac.uk)

- [Change building street address](#)
- [Getting help with space charging](#)
- [Requesting a new building number](#)
- [Help with business rates and council tax](#)
- [Requesting a street address change](#)
- [Highways and infrastructure enquiries](#)
- [Change a building name](#)
- [Historical property information](#)
- Additional space
- Release space

You have two options in this section – Additional Space and Release Space. Your enquiry will be received by the Information Management team at Estates.

## Additional Space

Clicking this first option will send you to a request form – read the notes in the Help section carefully before submitting.



**Space - Request for allocation**

**Help**

Notes as reference below:  
[1] Please give as much information as possible  
[2] The need for space should include the following:  
a. Demonstration that existing space cannot be reconfigured to suit  
b. Densities of staff/student per m2 for current space  
c. Demonstration that capital and revenue costs of space can be afforded (please note that a separate justification may be required for Capital Steering Group)

**Helpdesk Request**

Applicant: Karen McGlynn

Location of Space:

Purpose for which space is to be used [1] (please indicate No of rooms and Occupants)

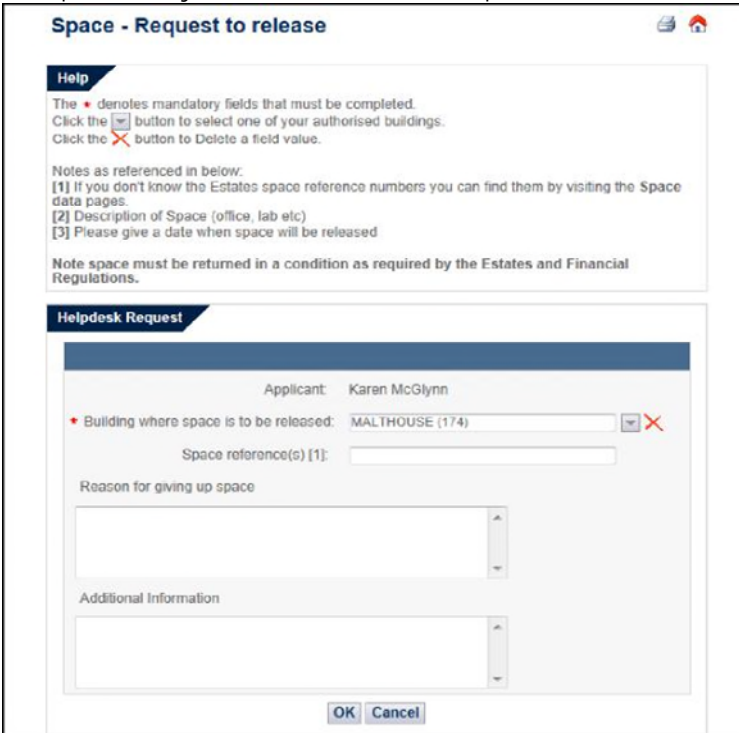
Justification for occupation [2]

Additional Information

OK Cancel

## Release Space

Selecting 'Release Space' and you will be taken to a Request to release form.



**Space - Request to release**

**Help**

The \* denotes mandatory fields that must be completed.  
Click the  button to select one of your authorised buildings.  
Click the  button to Delete a field value.

Notes as referenced in below:  
[1] If you don't know the Estates space reference numbers you can find them by visiting the Space data pages.  
[2] Description of Space (office, lab etc)  
[3] Please give a date when space will be released

Note space must be returned in a condition as required by the Estates and Financial Regulations.

**Helpdesk Request**

Applicant: Karen McGlynn

\* Building where space is to be released: MALTHOUSE (174)

Space reference(s) [1]:

Reason for giving up space

Additional Information

OK Cancel

Estates Services  
Systems team

Tel:(0)1865 278762  
planon@admin.ox.a.uk

