1. HOW TO REPORT AN ISSUE / LOGGING A WORK REQUEST

Maintenance issues and requests are logged using myBuildings Work Requests. The Works team access your Work Requests for action.

- Access your Application portal
- Open AssetWhere FM
- MENU: Work Request System > Submit a New Work Request

Complete the Work Request with as much detail about the issue as possible. This helps Works staff locate and identify the issue as efficiently as possible.

- **Building:** where issue is located
- **Sender details:** your contact details
- **Type:** select from a list including Air Conditioning, Electrical, Flooring etc.
- **Priority:** indicate a reasonable priority

Check all mandatory/required fields have been completed.

Click **Submit** to finalise.

2. VIEW ACTIVE WORK REQUESTS

Keep track of your Open/Active Work Requests in the Running Sheet

Open the Running Sheet

- MENU: Work Request System > Running Sheet (Open Jobs)

- Click the Job Code or anywhere on the Work Request to open
Open existing Requests to view any Work Notes the Facilities team have added.
Add any updates to the issue or any information that will assist the Works Team to better understand your issue:
- Click in Add Further Details
- Add information required
- Click Submit
The Property/Facilities team will be notified.

3. **VIEW AND SEARCH CLOSED WORK REQUESTS**

**Search ALL Requests** to get a list of Closed and Open Work Requests. Search results can be exported.

Open the Search:
- **MENU:**
  Work Request System > Search ALL Requests

Once open, select your Search criteria:
- Choose a Pre-defined period eg Current Year, Last Month, etc
- OR
  Enter a date range directly
- Optional: Select a Building
- Click Search

4. **HELP**

Use the Contact information below for assistance with myBuildings

In myBuildings, how do I…?
Contact Works Dept for assistance with how to use myBuildings.

How do I query the progress of my Work Request?
Open the Work Request you logged and use the "Add Further Details" area to enter your query.

For urgent updates, contact Works Dept on (02) 9565 7309, ensuring you have the Work Request number ready to reference.