



Quick Reference Guide
for using the
P&S Workplace Services Portal

Powered by Archibus

<https://services.ps.uct.ac.za>

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1. Introduction

The Properties & Services (P&S) Workplace Services Portal, is a central web portal for accessing the vast array of services offered by P&S.

The P&S Workplace Services Portal provides for logging service requests covering:

- Maintenance and Repairs
- Cleaning, Gardens and Grounds
- Postal Services
- Educare
- Irma Stern Museum
- Other Estates and Custodial Services such as Venue and Exam Preparations, assistance at Events, etc.
- Shared workspace / Hot desk Reservations

2. Access

To access the P&S Workplace Services Portal, click on the following link:

[P&S Workplace Services Portal](#)

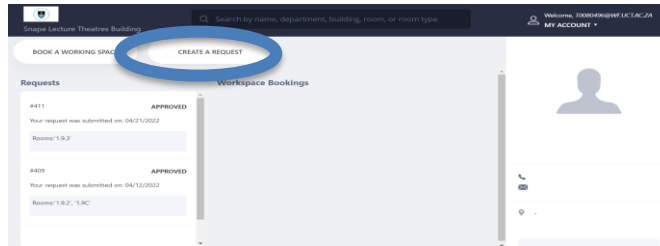
3. Things to note:

- Certain fields are mandatory fields (required field) and must be completed in order to successfully submit the request
- Certain fields are restricted to a maximum number of characters which may be entered. Spaces between characters are also counted as a character and included in the character count
- If more than one request is being reported, then separate requests must be logged

4. Steps for Completing a Service Request

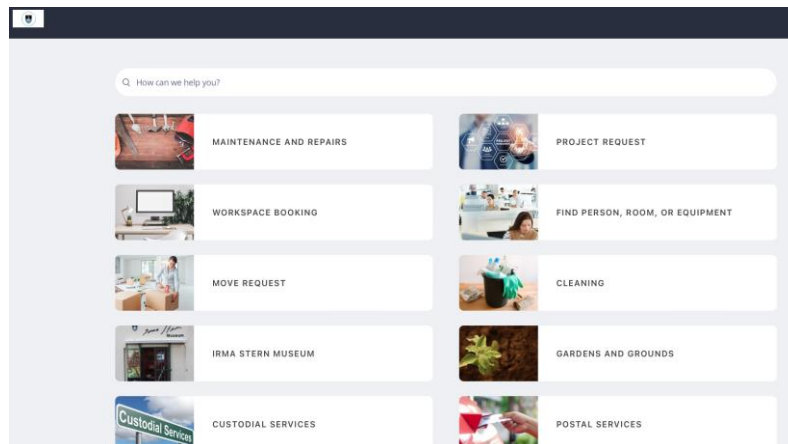
1. Click on the link [P&S Workplace Services Portal](#)

- At the UCT login, enter your UCT credentials for logging into the system
- The following screen will appear

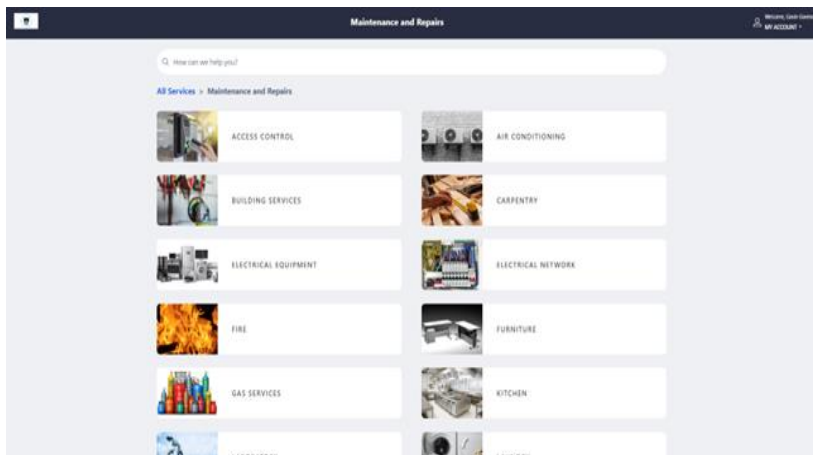


2. Click on Create a Request.

- See first level of Service Request Types to choose from

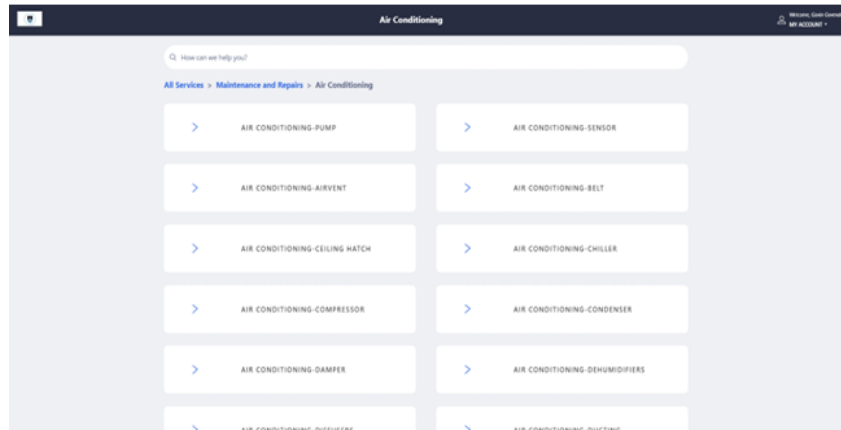


- Then Select the appropriate request linked to the request type, e.g., under Maintenance & Repair, the options are as listed below:

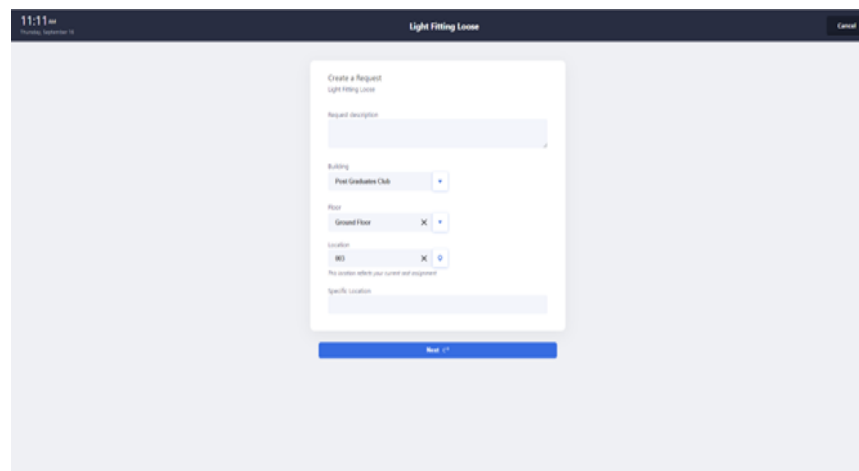


- Then Select the detailed request linked to the request type, e.g., under Maintenance & Repair, Air Conditioning, the options are as listed below:

Tier/Level 3 – example Air Conditioning- Airvent



- Once the detail of the request type has been selected the following screen will appear



3. You may choose to change the following fields should you need to for a different location:

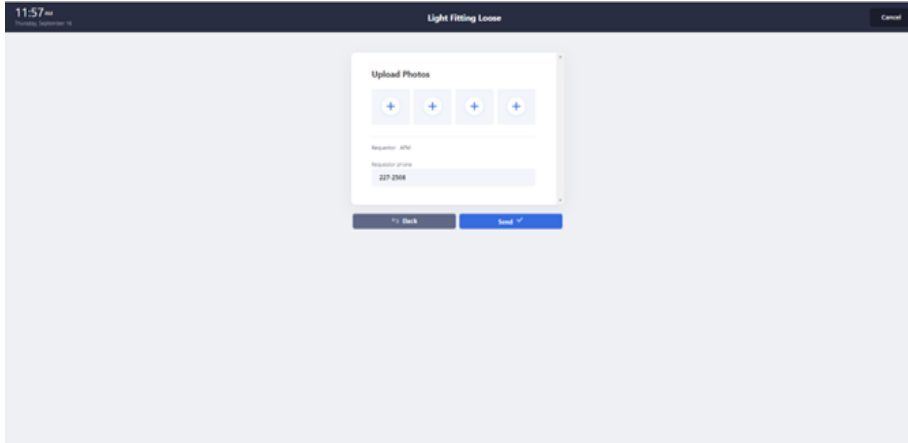
- Request description: text field
- Building: select from drop down arrow list or use search panel
-

To select an external location not linked to any buildings, search on campus to select the campus and using the Specific Location and Description fields, information may be provided on the external location being referred to in the Service Request.

- Floor: select from drop down arrow list or use search panel
- Location: click on location icon to select from a floor plan the room details
- Specific Location: text field to provide more detail of location.

4. Click Next push button and then click on the + icon to upload a photo/document.

- The following screen will appear



5. Click Send to submit the service request or select Back to make changes.

6. Click Cancel to cancel the request.

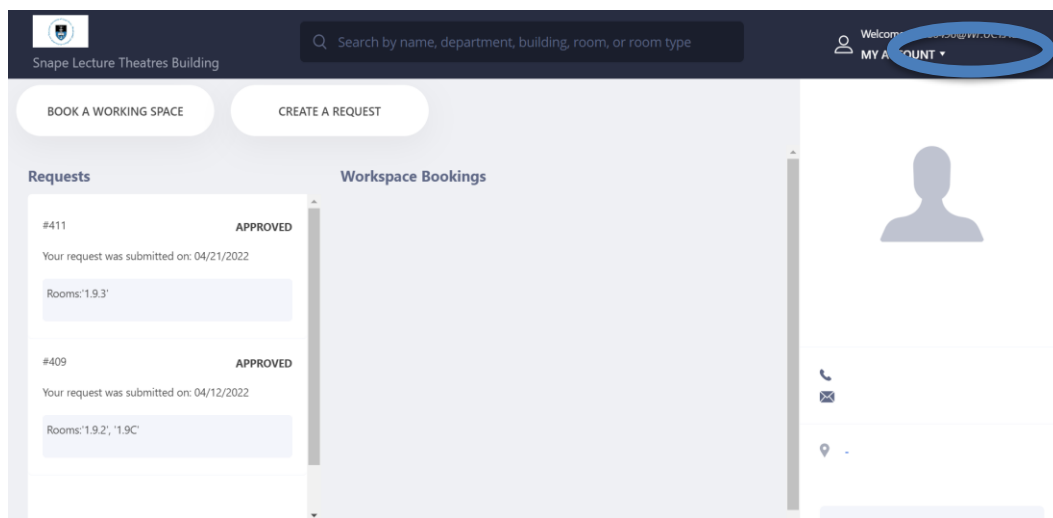
5. Steps for Tracking and Monitoring a Service Request

Once the Service Request is created, a unique Service Request ID is automatically generated which can be used for tracking the progress of your service request.

1. Once the request is created, you will receive an email notification of your service request created and thereafter receive email notifications of status changes to your request during its lifecycle.

2. Click on the link [P&S Workplace Services Portal](#)

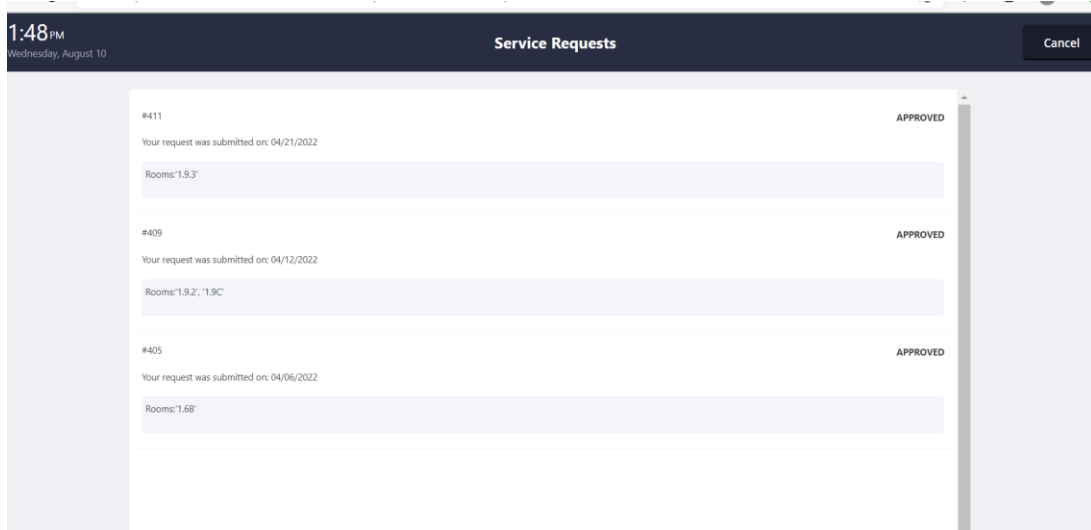
- Enter your UCT credentials for logging into the system
- The following screen should appear





3. Click on MY ACCOUNT in the top right corner of the page

- The following screen should appear



- You will be able to view the requests you have logged and their status.