



# CREATING A FACILITIES SERVICE REQUEST IN IOFFICE

# CREATING A FACILITIES SERVICE REQUEST

The screenshot shows the iOFFICE dashboard. At the top, a grey banner says "Welcome To iOFFICE" with a house icon. Below this, five icons are displayed: "Space" (buildings), "Move" (person with box), "Service Request" (bell icon, highlighted with a blue border), "Asset" (monitor with barcode), and "Directory" (three people). Below the icons, a section titled "Create A New Request" with a bell icon contains the question "Who/What Is This Service Request For?". Under this question are three options: "Me" (with a purple circle containing "JS"), "Specific Asset" (with a monitor icon), and "Someone Else" (with a person icon). To the right of the "Create A New Request" section is a blue box labeled "CAPTRUST Facilities Asset" containing a barcode and the number "1002".

- From Okta, login to iOffice by clicking the iOffice tile
- Once in iOffice select the Service Request module
- You have the option of creating a request for yourself, a specific asset or someone else. Assets are chairs, desks, filing cabinets, etc. and should have a barcode tag on them.

## CREATING A SERVICE REQUEST FOR YOURSELF



## Create A New Request

Who/What Is This Service Request For?

JS Me

Request Location

Default: Raleigh - HQ — Floor 09 — 918

Other Space


Request Type

Search for request types




 Create Building Service Work Order Create Asset Service Work Order

- Creating a Service Request for yourself defaults the request location to your office/workstation.
- From the Request Type list choose a Building Service Work Order for building related issues like HVAC, lighting, etc. or choose Asset Service Work Order for issues with chairs, desks, or other CAPTRUST facilities assets.

## CREATING A REQUEST FOR SOMEONE ELSE

 Create A New Request

Who/What Is This Service Request For?

 Me  Specific Asset  Someone Else


Who/What Is This Service Request For?

Someone Else

Someone Else

Showing Recently Selected













User Search

 **Nyia Johnson**  
nyia.johnson@captrustadvisors.com — nyia.jc  
Raleigh - HQ — Floor 09 — 9193

- To create a request for someone else select Someone Else and then enter the person's name
- Complete the request as you would for yourself

# CREATING A FACILITIES SERVICE REQUEST

## COMPLETING THE SERVICE REQUEST

Request Type	Request Type
Search for request types	Search for request types
 Create Building Service Work Order	 Create Asset Service Work Order
 Janitorial	 Furniture Maintenance
 General Clean Up	 Broken chair
 Vacuuming Needed	
 Empty Trash	
 Empty Recycle Bin	
 Carpet Cleaning	
 Carpet Repair	
 Clean refrigerator	

Priority

Normal Low High Urgent

Date Required

[Nov 5, 2018 4:40 PM EST](#)

Date required cannot be before 11/05/2018 4:40 PM Eastern Standard Time

Comments





Attachments

Drag or click here to upload attachments

- For a Building Service Work Order, select the category and any applicable subcategory
- For an Asset Service Work Order, select the category and any applicable subcategory
- When completing the request you can change priority, add comments, pictures and a due date.

## CHECKING THE STATUS OF A SERVICE REQUEST

## My Recent Requests

	Other (Air Conditioning and Heating) <b>Submitted</b> Raleigh - HQ: Space 17141, Floor 17 Date Created: Oct 30, 2018 10:42 AM	Date Required: Oct 30, 2018 2:45 PM	Date Completed:
	Requirements/Needs <b>Submitted</b> Raleigh - HQ: Space 16112, Floor 16 Date Created: Oct 30, 2018 8:37 AM	Date Required: Nov 5, 2018 8:30 AM	Date Completed:
	Carpet Cleaning <b>Submitted</b> Raleigh - HQ: Space 918, Floor 09 Date Created: Oct 27, 2018 6:07 AM	Date Required: Oct 28, 2018 2:25 PM	Date Completed:
	Hang Picture <b>Submitted</b> Raleigh - HQ: Space 16133, Floor 16 Date Created: Oct 18, 2018 11:55 AM	Date Required: Oct 18, 2018 3:55 PM	Date Completed:

- You will receive a confirmation email when you complete the request and you will receive an email once the request has been completed.
- To check the status of a request, go back to the Service Request module and look at your Recent Request queue.

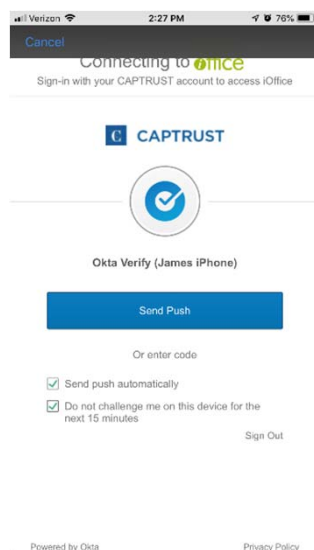
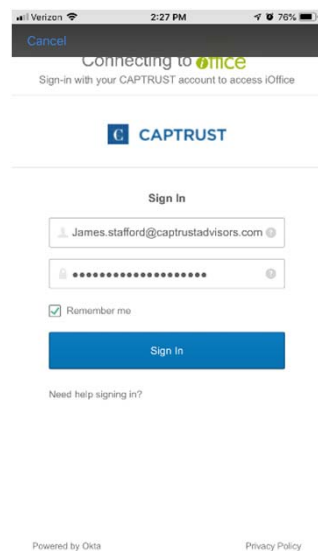
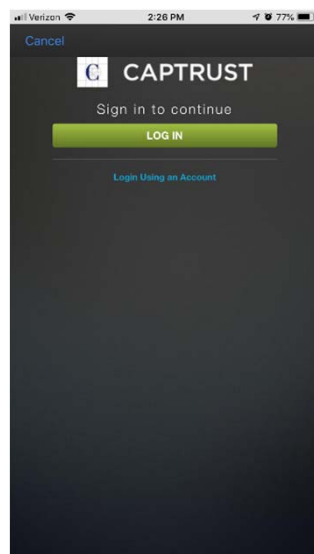
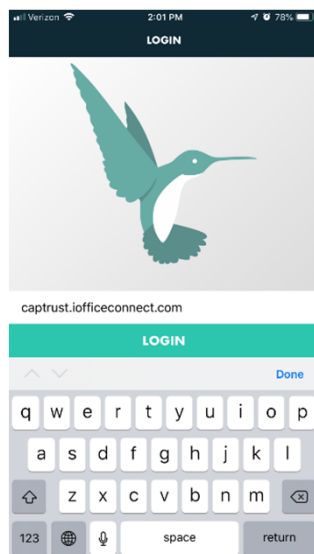
## USING THE IOFFICE HUMMINGBIRD MOBILE APP

- The iOffice Hummingbird mobile app can be used for wayfinding, space reservations and creating service requests.
- It is compatible with all iOS devices running iOS 8.0 or newer and with Android devices running Android 6.0 or newer.
- Follow the steps below to setup and use the Hummingbird mobile app.





## SETTING UP THE HUMMINGBIRD MOBILE APP

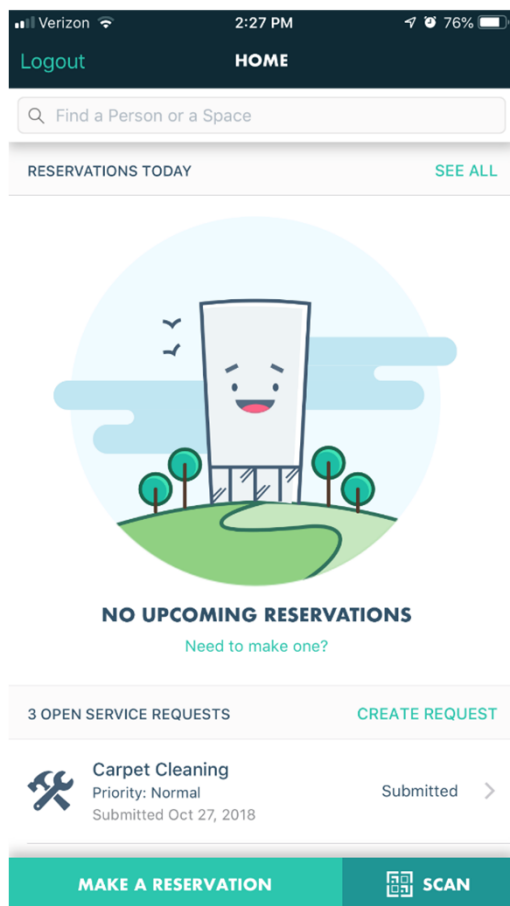


- Enter our site URL, captrust.ioofficeconnect.com, at the login screen
- Select the green Log In button to use SSO
- At the SSO screen enter your CAPTRUST Okta credentials and choose Sign In.
- Select the Send Push button for multi-factor or choose enter code.
- You will not have to complete these steps each time you use the app.



# CREATING A FACILITIES SERVICE REQUEST

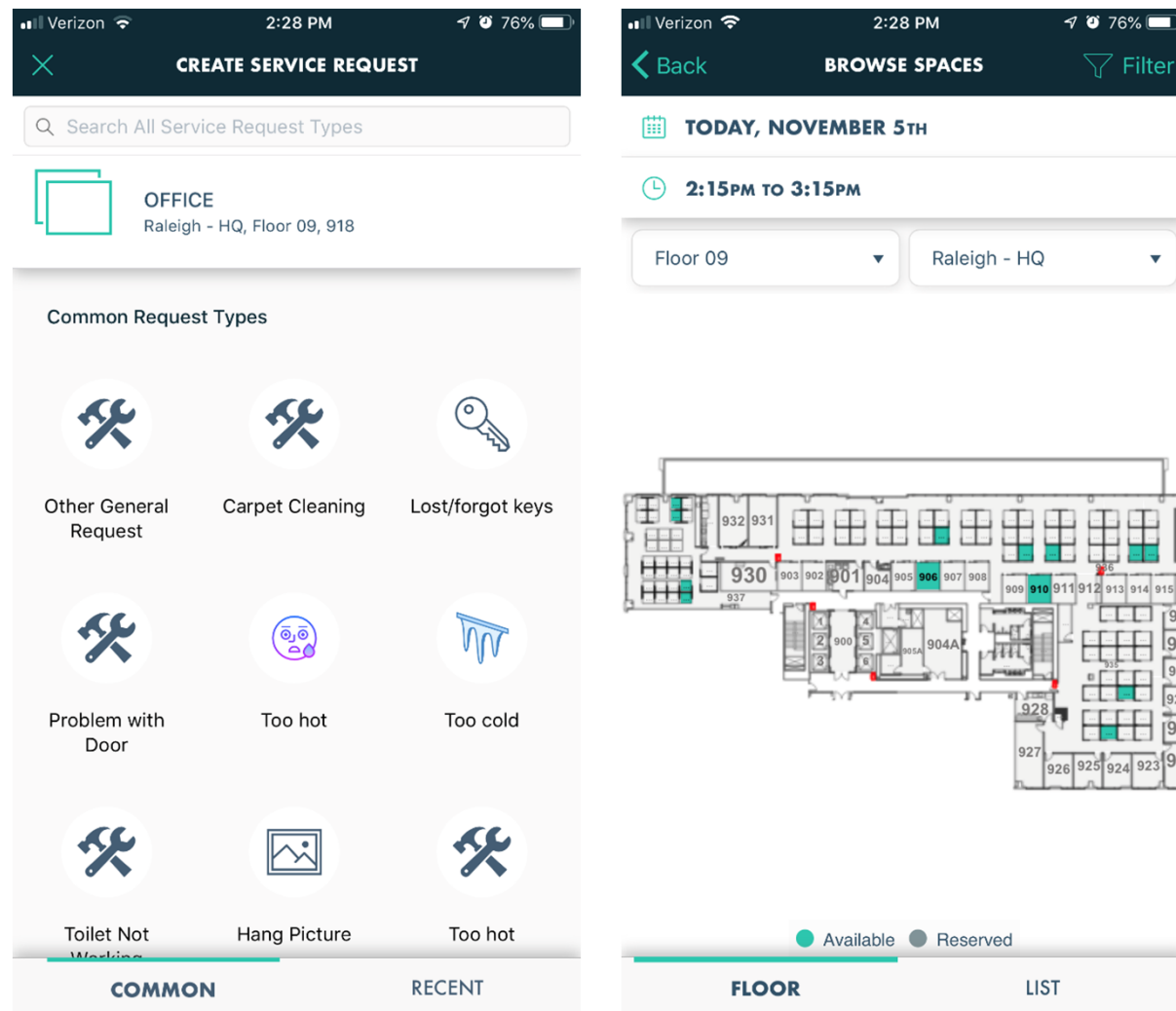
## USING THE HUMMINGBIRD MOBILE APP



- Use the app to search for co-workers or conference rooms

# CREATING A FACILITIES SERVICE REQUEST

## USING THE HUMMINGBIRD MOBILE APP



- Use the app to create service requests or make space reservations.