1. Start at the Facilities Management home page (www.fmd.qut.edu.au)
2. Click on “Archibus Service Request (Something Not Working or New Work Required)” in the Operations box or in the “Quicklinks” box.

3. Click on “Archibus Service Request”
4. Click on ‘Building Operations’ in the menu on the left.

5. Click on ‘Create Maintenance Service Request’ under Client View.
6. Below is an example of a maintenance service request. All areas indicated with a * (red asterisk) are mandatory, if there are no document attachments – Click SUBMIT.

7. If document attachments required – Click NEXT.
8. Upload documents by clicking on the arrow in the ‘Documents’ tab.

9. Below is an example of a ‘new works required’ service request that requires an account code and is chargeable.

10. Scroll down to view Extra Information and enter your ‘School/Department Code, Centre/Section Code and Account Code’ and then click ‘SUBMIT’
11. When you have finished with Archibus, Sign Out instead of closing the browser or tab.
12. The Sign Out button is located at the top right corner of the screen.