



Filling out an Archibus Request Form

- You only need to fill out the information highlighted below in yellow.
- For type of Problem, select BLDG FIXES and OTHER-BLDGFIX and write problem/issue in Description box.
- If you have a major emergency, flood, fire, door not working, etc. contact Customer Care Monday - Friday 8 a.m. - 4:30 p.m. at 403.220.7555. Outside of these hours you can contact our main office at 403.220.8300 during office hours or your Community Ambassador on call.

Use your assigned workspace location

[Check here if this is a Family Housing Request](#)

Location SITE BUILDING FLOOR ROOM

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Unit (Family Housing only)

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Account Code [An Account Code may be required for this Request.](#)
 If you do not know the Account Code you can still submit the request and we may contact you to determine which Account to use.

Bus. Unit	Fund	Dept	Account	Program	Internal	Proj	Activity
UCALG	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Equipment Code

You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

Type of Problem

*

The more precisely you specify your problem, the better we can route it to people who can help.

Description*

Workflow
 Target Response Time: 30 Days
 Workflow Steps:
 On status of Requested: Edit and Approve is required by an employee with Service Desk Role Approver if Account Code = 'UCALG-XX'
 Request will be dispatched to CCC