

Quick Start Guide

Online Facilities + Maintenance Requests

Please click the icon below to take you to related sections



[Submit a request](#)



[Check status
of request](#)



[Provide additional info](#)



[Frequently asked
questions](#)

What is an online facilities + maintenance request?

The online facilities + maintenance request system is a website for any one of the university communities to submit a facilities maintenance request or report a maintenance issue on campus.

The information entered into this website will help Facilities and Operations staff respond to your requests in a more efficient and effective way. Our building service workers, work control center as well as the trades shops are behind this portal to work through the life cycle of your request from start to finish.

It is also a communication channel for all the parties involved in the process to exchange information, provide feedback and help streamline the approval process if there is authorization needed.

Log in with your CCID

Step 1

Enter uab.ca/fixit in a web browser from any mobile device or a computer.

Step 2

At the below screen, enter your CCID and password to login.

Campus Computing ID
UAlberta Login

[Forgot your password?](#)

NOTE: New users will see a secondary screen prompting them to enter their email address. Enter your email and click Next to proceed to Step 3.

Step 3

After you log in, you should see the homepage of the facilities + maintenance requests system as seen in the below screenshot.

The screenshot shows the homepage of the University of Alberta Facilities and Operations Maintenance Requests system. At the top, there is a yellow header with the University of Alberta logo and the text "UNIVERSITY OF ALBERTA FACILITIES AND OPERATIONS". Below the header is a green navigation bar with "Home" and "Process" on the left, and "User Profile", "Notifications", "About", and "Logout" on the right. The main content area is titled "Maintenance Requests" and features a grid of 14 icons representing different maintenance categories: Temperature & HVAC, Lights & Power, Plumbing, Cleaning, Lock & Doors, Electronic Access, Windows_Testing, Structural (roof, wall) Leaks, Flooring & Ceiling, Pest Control, Elevator, Fumehood, Patch,PaintandGraffiti_Testing, and Need Help? Each icon is accompanied by its corresponding category name.

How to submit a service request or report a maintenance issue on campus


Step 1

Log in to the system.


Step 2

Click a service type icon that captures your request best, and enter all the information you would like us to know. You can also attach relevant documents and photos to your request.



Example

There is a lighting issue to report, you can click the Lights & Power icon  to continue, and you will see a form open for you to enter the information.


Step 3

Click the  button to continue to the next page to add relevant attachments (documents and/or photos).

Step 4

Click the  button to go to the Review page to see all the information you've entered. If change is required, you can also click the  button to go back to the previous page to modify your request.

Step 5

When all is correct, click the  button to submit the request. You will receive an email confirmation of your request with a hyperlink which can bring you to the service portal to view your request.

How to check my request status?

Check the status of your request by following the link in your confirmation email OR through the steps below:

Step 1

[Log in to the system.](#)

Step 2

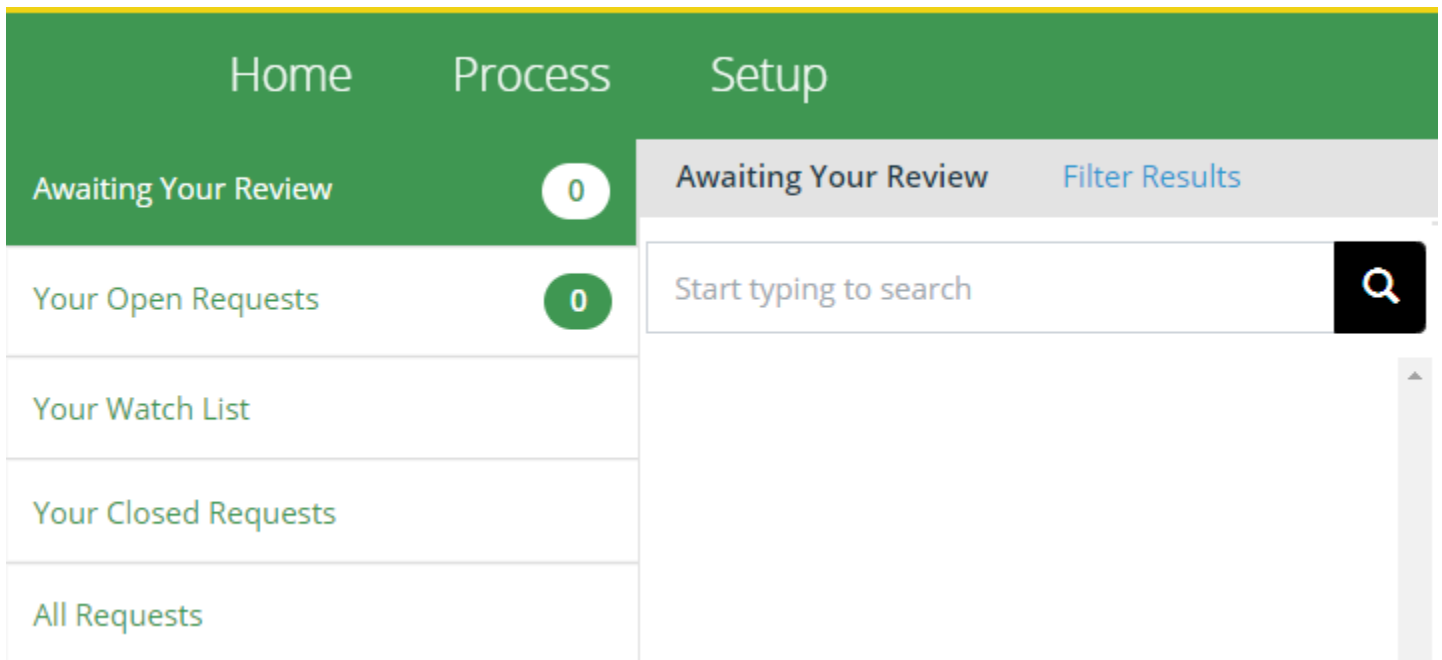
Click 'Process' in the menu bar at the top of the web page.



Step 3

In the 'Process' tab, you will see there is a menu bar in the left panel. If you know the request number, you can use that as your search criteria in each of the categories. Other options include:

1. **Your Open Requests** to view your submitted requests that have not yet been addressed/completed.
2. **Your Watch List** to view requests you submitted or requests where someone else got you involved.
3. **Your Closed Requests** to view all cancelled or completed requests.



Step 4

After you find your request, you can review the information on the right panel of the page. You can also navigate down to the bottom half of the page to find the 'Approval History' section. This section helps identify

which stage of the workflow the request has passed through and is currently at. The latest approval will be at the top of the list.

Approval History	
▶ IWC Review Approval	Create Work Order
▶ Department Approval	Approve
▶ Estimate	Estimate Complete for approval
▶ IWC Review	Request Estimate

How to add additional information after you submitted your request

Step 1


[Log in to the system](#)

Step 2

Find your request. Refer to the [‘check my request status’ section](#) if you don’t know how to find your submitted request.

Step 3

After you find your request, in the right panel of the page, navigate to the comment section at the bottom and add any information you would like us to know.

Comments	
	<input type="text" value="Click to enter comment"/>

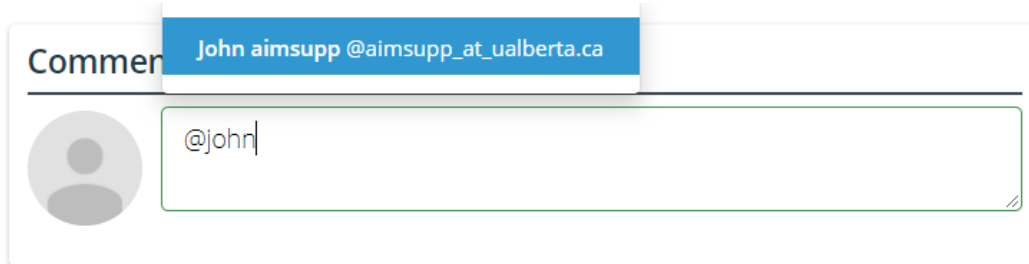
You also can attach additional supporting documents or any pictures which may help.

Attachments
<p style="text-align: center;">📁 Drop files to attach, or Browse</p>

Frequently Asked Questions

How can I get someone involved in my request so they can watch the request for me?

The system utilizes the tagging feature that most media platforms use. To tag someone, make sure they have logged into the system at least once (this will automatically create their account) and type @username.



The screenshot shows a comment input interface. At the top left, the word "Comment" is partially visible. To its right, a blue box contains the text "John aimsupp @aimsupp_at_ualberta.ca". Below this, there is a grey circular profile icon. To the right of the icon is a text input field with a green border, containing the text "@john".

What do I need to do if I experience any technical difficulties when I am on this site?

On the homepage, look for our 'Need Help?' icon and complete the request. We will be in touch with you soon!

How can I submit a request which doesn't belong to any service category icon showing on the main page?

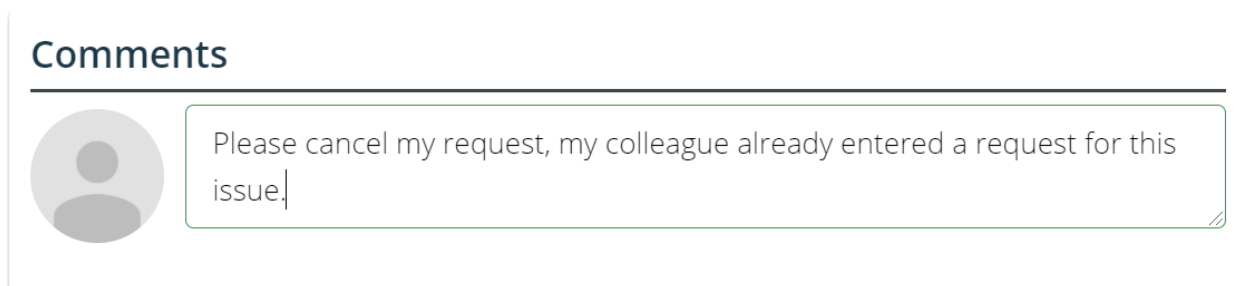
We are working on ensuring every request has an appropriate icon, if you have a request that doesn't fit anywhere let us know!

I can't find the building in the building list, what do I need to do to submit the request?

We understand that our University has many buildings with many different names! On the homepage, look for our 'Need Help?' icon and complete the request with the name of the building, we will contact you with the correct building name.

Can I cancel the request?

Yes! If you've sent in a request but want to cancel it, please navigate to the request and scroll down to the Comments section to let us know you would like it cancelled and preferably why.



The screenshot shows a comment input interface. At the top left, the word "Comments" is visible. Below it is a grey circular profile icon. To the right of the icon is a text input field with a green border, containing the text "Please cancel my request, my colleague already entered a request for this issue.".

If my request is canceled, can I know the reason for cancellation?

Knowledge is a powerful thing and of course we will share it with you! To access notes or comments regarding your request, navigate to the request and scroll down to check for comments left in the Comments section or in the Approval History section.

How do I access my requests?

There are a couple of ways to access your requests:

1. If you are receiving notification emails, you can access the hyperlink from your email to access the request regardless of its current status.
2. If you have not been receiving notifications, log into your account and go to the "Process" tab and search for your request.
3. Log into your account and using the Notifications tab, search for and click the hyperlinked request title.

How do I change what emails I get?

Too many emails can be a pain! You will always receive confirmation or cancellation emails, but other types can be changed. To change your notification settings, go to your User Profile and scroll down to the Notification section, click edit and check/uncheck what notifications are most relevant to you.