

# Facilities Help Desk

## User Guide

### Need to raise a facilities request?

#### You can log requests online in three easy steps

- 1. Login to the Facilities Help Desk portal, at [www.dxc.com/facilities](http://www.dxc.com/facilities)**
  - First time users will need to click “Sign Up” and follow the on-screen instructions.
  - If you have already registered, enter your email address and password to login.
  - If you have an immediate/urgent request, please call the Facilities Help Desk directly.
- 2. Submit your request**
  - To log a new request, choose the type of request you want to submit from the “Quick Requests” menu on the left-hand side of the screen.
  - Validate your contact details are correct.
  - Define the request location by selecting the appropriate city, building, floor and room/area from the drop-down lists.
  - Type in a brief description of your request.
  - Click “Create” to submit the request – Once you have submitted a request, you will receive ongoing updates via email. Alternatively, you can use the “Dashboard” shortcut at the top of the page to view all your open requests.
- 3. Changes and feedback**
  - Clicking the “Provide Feedback” shortcut at the top of the page allows you to submit changes to a request or submit feedback for any recently completed requests.
  - Enter your work order number.
  - If you would like to submit changes or ask a question about a request, click “Submit Changes”.
  - If you would like to leave feedback about a recently completed request, click “Provide Feedback”.

If you experience any issues with the Facilities Help Desk online portal, please email [\*\*DXCSERVICEREQUEST@CBRE.COM\*\*](mailto:DXCSERVICEREQUEST@CBRE.COM)