

# Using Fiix's new work request portal

Fiix's new work request portal makes it easier for you to submit and stay up-to-date with your work requests. In this short guide, we walk you through how to submit work requests to your maintenance team, as well as how you can keep track of your requests.



**Note:** If the portal is set up for you to track your requests, we'll identify you using your login details, so make sure you enter your full name (with the same capitalization) each time.

## Logging in to the portal

The image shows a screenshot of the Fiix Work Request Portal login page. The page features the Fiix logo at the top, followed by the title "Work Request Portal". Below the title are two input fields: "First and last name \*" and "Email address \*". The "First and last name \*" field contains the placeholder text "Enter name". The "Email address \*" field contains the placeholder text "Enter email". Below the input fields is a prominent orange "Continue" button. Underneath the "Continue" button is a link that says "Go back to Fiix log in".

Four instructional callouts with orange arrows point to specific elements on the page:

- A callout box on the left says "Enter your full name." with an arrow pointing to the "First and last name \*" input field.
- A callout box on the right says "Enter your email. We may use this to send you updates." with an arrow pointing to the "Email address \*" input field.
- A callout box at the bottom left says "Click this button to log in to the portal." with an arrow pointing to the "Continue" button.
- A callout box at the bottom right says "Click here to return to the Fiix log in page." with an arrow pointing to the "Go back to Fiix log in" link.

# Viewing, sorting, and searching for requests

As soon as you log in to the portal, you will be able to view your list of requests and their current status.



**Note:** You can only view, sort, and search for requests if you have access to the request list. If you don't see this option, you can skip this section.

This button redirects you to the work request form for you to submit a request.

To sort your work requests by status, site, submitted by, or submitted date, select any sort option in this drop-down list. Here, the list is sorted by Status.

The screenshot shows the 'Fiix Work requests' interface. At the top, there is a blue header with the 'Fiix' logo and the text 'Work requests'. To the right of the header is a blue button with a plus sign and the text 'New Request'. Below the header is a search bar with the placeholder text 'Search' and a magnifying glass icon. To the right of the search bar is a toggle switch labeled 'Only my requests' which is currently turned on. To the right of the toggle is a refresh icon (a circular arrow) and a dropdown menu labeled 'Sort by Status' with a downward arrow. Below these controls is a list of work requests. Each request card displays its status (e.g., 'CLOSED, COMPLETED', 'REQUESTED'), a description, and the equipment name. The first card shows 'Making a strange sound' for a 'Hydronic Unit Heater (A2-AL-HH)'. The second card shows 'Unusual vibrations' for a 'cummins generator (A64)'. The third card shows 'Small bolt is loose' for a 'Rail Car Gate Opener #5 (A62)'. The fourth card shows 'Broken. Not sure what the problem is' for a 'Baileigh BP-14013CNC'. Each card also displays 'Submitted on: Today' and 'Requester: Guest\_user\_test'. Orange callout boxes with arrows point to various elements: the search bar, the 'New Request' button, the 'Only my requests' toggle, the refresh icon, the 'Sort by Status' dropdown, and one of the request cards.

To search based on your current list view, enter any search term. Here, you would be searching within your own requests, because the **Only my requests** toggle is switched on.

To refresh the list, click on the **refresh** icon. If any work requests have changed status, the portal will update them.

Here, the toggle is switched on, which means you only see your work requests.

Click a work request to open it and view its details.

# Submitting a work request

When you're navigating around the portal, you can return to the list at any time by clicking the **home** icon.

The screenshot shows the 'Fiix' logo at the top left. Below it is a breadcrumb trail: a home icon followed by '> New Request'. The main heading is 'New Work Request'. The form contains several fields: 'Site \*' with a dropdown menu showing 'Select'; 'Description \*' with a text input area; 'Assets' with a text input area containing 'Enter text'; and an 'Upload file' button with a paperclip icon. At the bottom are 'Cancel' and 'Submit' buttons. Orange callout boxes with arrows point to the home icon, the 'Site \*' and 'Description \*' fields, the 'Upload file' button, and the 'Submit' button.

Any field with a **red asterisk** indicates a mandatory field, so make sure you fill these out prior to clicking **Submit**.

Click here to upload files to your work request. You will be able to upload documents, images, videos, presentations, and spreadsheets.

Once you have filled out the form, click **Submit** to place your work request with the maintenance team.