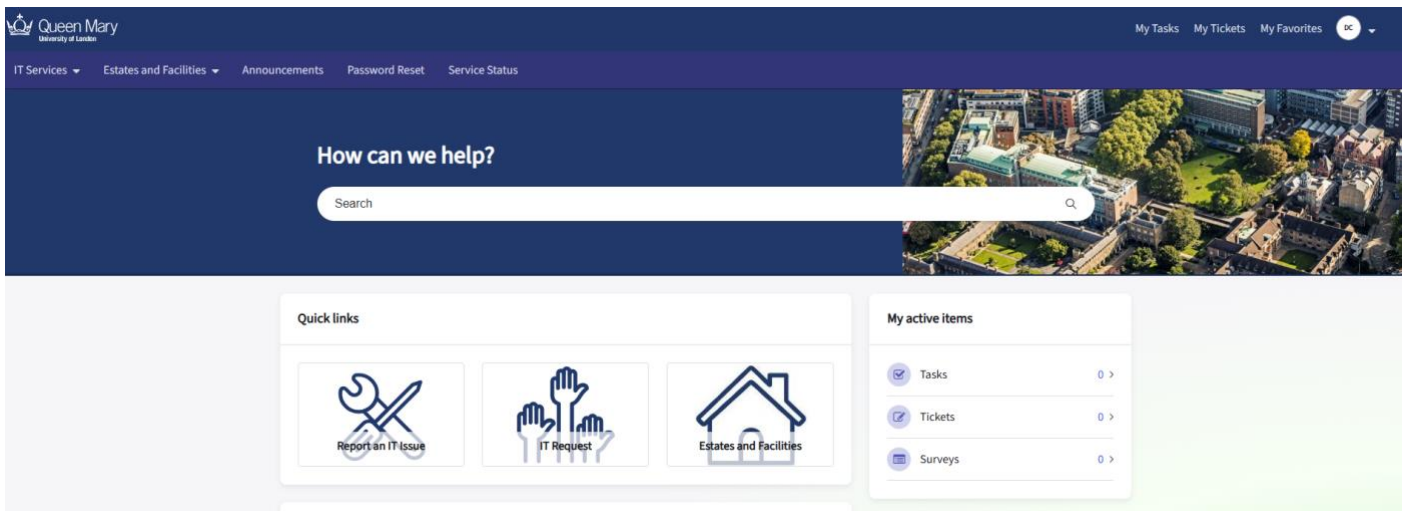


## Introduction

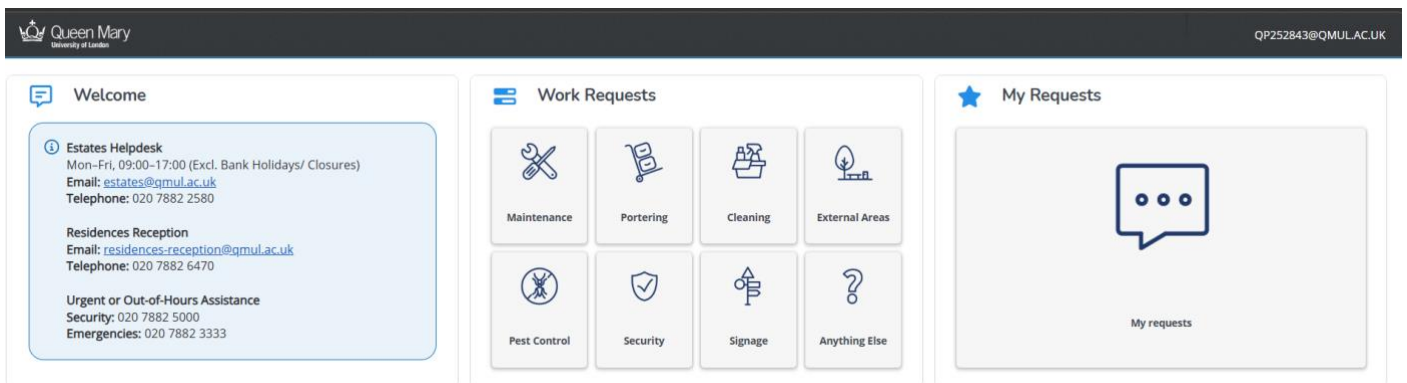
This guide helps users navigate Planon Self Service (PSS). PSS is a dedicated portal where users can submit and manage work requests while staying informed about key Estates services.

## How to access PSS

All University helpdesk resources can be found at: <https://helpdesk.qmul.ac.uk>



- Once you have navigated to this screen click onto 'Estates and Facilities' to navigate to PSS.
- You will then be logged in automatically and redirected to <https://estates.qmul.ac.uk/startpage/BP/Homepage>.



Here you will see

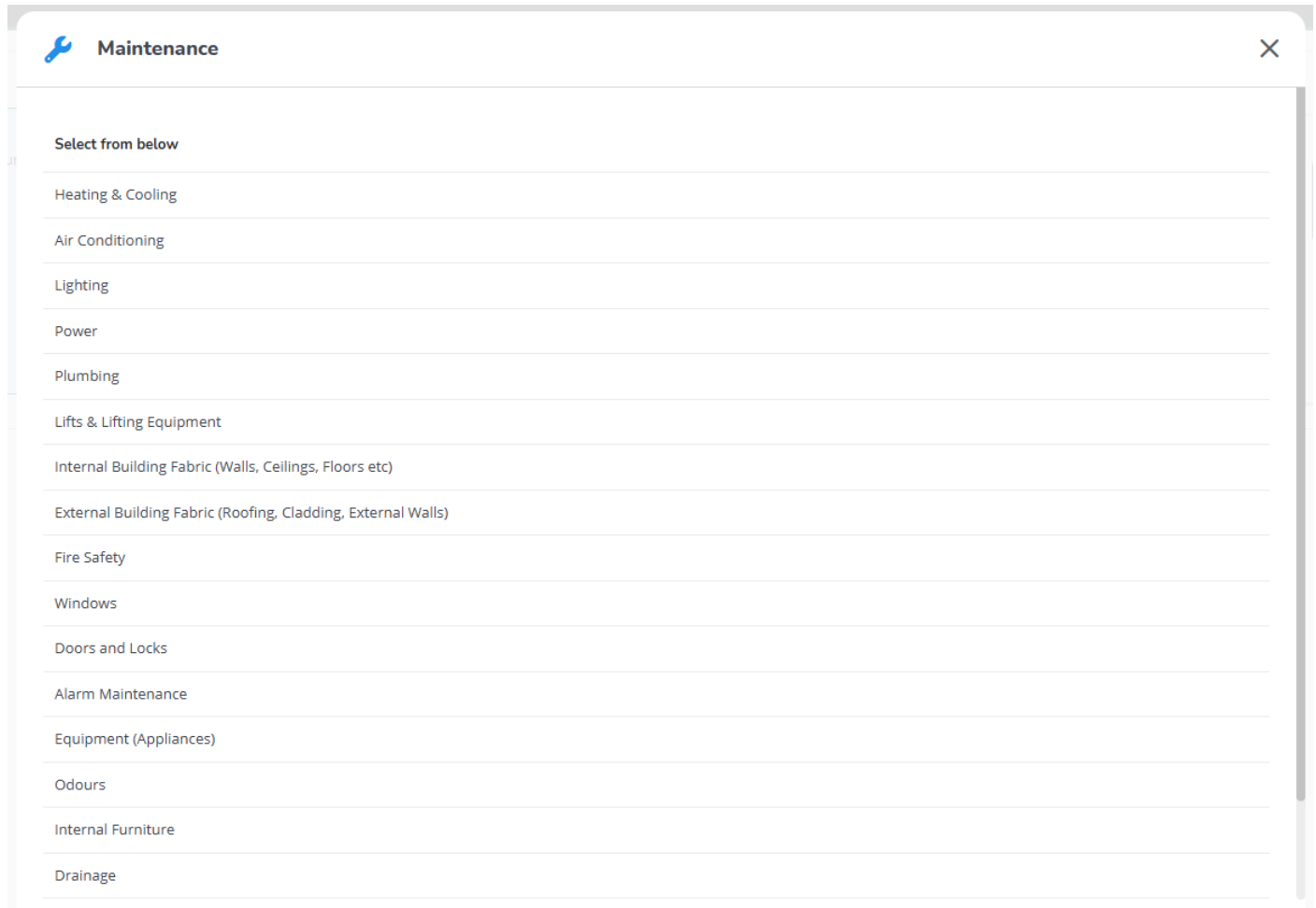
- Welcome: Essential information, including hours of operation and contact methods.
- Work Requests: The ability to submit estates related requests via the Estates Helpdesk.
- My Requests: View, track, and update your service requests.

## Work Requests

To submit an Estates Helpdesk request, click onto the relevant work request category:

- Maintenance
- Portering
- Cleaning
- External Areas
- Pest Control
- Security
- Signage
- Anything Else

Once you click onto a relevant category you will be presented with a list of available services



The screenshot shows a modal window titled "Maintenance" with a close button (X) in the top right corner. Below the title bar, there is a section labeled "Select from below" followed by a list of maintenance categories, each on a separate line with a horizontal separator below it:

- Heating & Cooling
- Air Conditioning
- Lighting
- Power
- Plumbing
- Lifts & Lifting Equipment
- Internal Building Fabric (Walls, Ceilings, Floors etc)
- External Building Fabric (Roofing, Cladding, External Walls)
- Fire Safety
- Windows
- Doors and Locks
- Alarm Maintenance
- Equipment (Appliances)
- Odours
- Internal Furniture
- Drainage

The listed options are ordered by historic frequency of use. Once you click onto an option you will either be presented with another (filtered) list, or be taken to a request details screen, shown on the next page.

**Fire Safety**
✕

---

**\* Requestor**

David Corden d.corden@qmul.ac.uk
>

**\* Property Name**

>

Floor

>

Space

>

Asset

>

Description

Fire Safety

**\* What is the nature of your fire safety request?**

- Automatic Opening Vents
- Deaf Watch Panel
- Emergency Lighting
- Emergency Exits
- Evacuation Chair
- Fire Curtain
- Refuge Points
- Fire Fighting Equipment

**\* Comments**

Submit

Save and add another

Cancel

To make a request, fill in all the boxes that are relevant. Those boxes marked with a red asterisk \* are mandatory, the rest are optional.

- **Requestor:** This field defaults to your Single Sign-On (SSO) login information. To select a different staff member or student, click the blue chevron icon to the right of the box
- **Property Name:** Select your building name (or campus) here. You can begin typing the name to see matching records or click the blue chevron icon on the right to choose from a full list.
- **Floor:** Select the relevant floor here. If you have selected campus, then no floor options will be available.
- **Space:** Select the relevant space (room). If you have selected campus, then no room options will be available.
- **Asset:** Select an asset (if applicable). Note: assets will be filtered to the space selected.
- **Description:** A brief, read-only summary of the selected service type.
- **Questionnaire:** A series of radio, drop down or multiple-choice dynamic questions.
- **Comments:** Additional work request information.
- **Attachments:** the ability to add images or documents in support of your request.

You may then submit your request to view a confirmation page. Alternatively, you can save and add another request if you have multiple items to submit. You may also cancel and return to the service list.

## My Requests

Here, you can view, track, and update your service requests. You can search by job number, description, status, or reported date. For multiple requests, each screen displays 10 jobs.

### My requests

< 1 - 10 of 70 >

Number	Reported on	Description	Status	Property
290.00	23/04/2026 14:36	Heating & Cooling	In progress	Department W
291.00	23/04/2026 14:40	Air Conditioning	In progress	Laws
292.00	23/04/2026 14:44	Lighting	In progress	Cryostore
293.00	23/04/2026 14:47	Power	In progress	East Gate Security Lodge

For further information, click on the relevant job to go to the request details page.

### Request details

Property Name  
Department W

Floor  
Third

Space  
3.11

Asset


Description  
Heating & Cooling

Number  
290.00

Comments  
The air unit is always on and seems to be mostly blowing cold air. It is also very noisy. It should come on as needed.

Notes

On this page you may either cancel the request or add a note.

 **Add note** ✕

\* Request Number

\* Property Name

Floor

Space

Asset

Description

Comments

Notes

Notes will be saved to the request and emailed to the Estates Helpdesk for action. The requester will receive an email acknowledgment for their records. Additionally, assigned personnel will receive a notification via the Planon Mobile Field Services (PMFS) app and can view the message directly within the job details.