

Archibus Quick Guide for Work Requests

When submitting a work request in Archibus, please select the **Problem Type** that best matches your issue. Include your **building, room number, and a clear description**.

Emergencies

Do **NOT** submit in Archibus. Call **x3210 during regular business hours**, or **Public Safety x2111** after hours:

- Fire, flood, active leaks
- Power outages
- Elevator stuck/out of service
- Gas odor or hazardous chemical spills
- Any immediate life-safety issue

Common Requests

- **Carpentry:** Cabinets, doors, ceiling tiles, walls, furniture assembly
- **Custodial:** Cleaning (rooms, floors, restrooms, carpet shampoo); Trash or recycling pickup; Soap or paper dispensers, graffiti removal
- **Electrical:** Light bulbs, fixtures, outlets, ballasts; Power outages (also call) **Plumbing:** Toilets, sinks, showers, urinals; Drains, leaks, fountains, bottle-fill stations
- **HVAC (Heating/Cooling):** Too hot / too cold; Noisy or smelly units; Poor air quality
- **Keys & Locks:** Key requests (via Public Safety); Lock repairs or changes
- **Painting:** Full painting or touch-ups
- **Pest Control:** Insects or rodents
- **Elevators:** Light replacement; Service issues (also call if stuck)

Moving & Furniture

- **Move | Furniture / Object** – Office moves, setup/breakdown, or moving items
- **Campus Planning approval required** for new furniture

Tips for Faster Service

- Always include **location** (building & room number).
- Give a **clear description** of the issue.
- For **recurring issues** (e.g., leaks, HVAC), note if it has been reported before.
- If unsure, select the **closest category**—Facilities will reassign if needed.

How does Facilities prioritize requests?

- Life-safety and accessibility issues (highest priority). 1-2 Days.
- Academic and research support needs. 1 Week
- Routine maintenance and repairs. 1 Month
- Cosmetic or non-urgent issues (lowest priority). Based on Craftsperson availability.

CSI Facilities Requests – Archibus FAQ

1. How do I submit a work order?

First, you must be a confirmed Archibus “Requestor”, instructions have previously been sent by the Provost’s Office on how to gain requestor access.

All facilities repair and service requests must be submitted through the **Archibus system**.

Once logged in:

- Select “**Corrective Maintenance**” → “**Report a Problem**”.
 - Complete all required fields, including **building, room number, issue type, urgency, and a detailed description**.
 - Submit the request. You will receive a confirmation email, please retain it for reference.
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2. How do I get access to Archibus?

To request Archibus access, you may:

- **Dial extension x3210** to reach the Facilities Office directly.
- Or use the **CSI Facilities website** (<https://www.csi.cuny.edu/faculty-staff/facilities-management-and-operational-services/facilities-management>) to submit an Archibus access request form.

Once processed, you will receive login credentials and instructions via email. It can take up to three business days to receive login credentials.

3. What information should I include in my request?

- **Building and room number** where the issue is located.
 - **Type of problem** (electrical, plumbing, custodial, HVAC, etc.).
 - **IMPORTANT: In the event of an active fire, flood, gas leak, or any other immediate life-threatening emergency, please do not submit an Archibus work request. Instead, contact Public Safety x2111 right away.**
 - **Description** detailed enough for Facilities staff to understand the scope.
 - Optional: attach **photos or supporting documentation** if helpful.
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4. How do I check the status of my request?

- Log into Archibus and navigate to “**My Work Requests**” to view current status.
 - Status updates will display whether the request is **Pending, Assigned, In Progress, or Completed**.
 - For requests delayed beyond expected timelines, you may contact the Facilities Office at **x3210**, during regular business hours.
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5. How long will it take for my request to be addressed?

- **Routine repairs** (non-emergency) are typically addressed within **5–10 business days**, depending on workload and parts availability.
 - **Larger projects** may require procurement or contractor scheduling and could take longer.
 - **Emergency or life-safety issues** (e.g., fire alarms, floods, leaks, icy conditions) should be reported immediately to Public Safety at **x2111**.
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6. What if I need to follow up?

- Always check the Archibus system first for status updates.
 - If you still have concerns, call the Facilities Office at **x3210**.
 - You may also escalate through your department chair or administrator if an issue has remained unresolved for an extended period.
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