# 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



Enter your full name.

**Fiix**

**Work Request Portal**

First and last name *

Enter name

Enter your email. We may use this to send you updates.

Email address *

Enter email

**Continue**

Click this button to log in to the portal.

Go back to Fiix log in

Click here to return to the Fiix log in page.

# 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.

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.

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

**fiix** **Work requests**      ⊕ New Request

Search 🔍     Only my requests ⬤ ↻   Sort by Status ⌄

**CLOSED, COMPLETED** Making a strange sound
*Hydronic Unit Heater (A2-AL-HH)*

Submitted on: Today

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.

Submitted on: Today     Requester: Guest_user_test

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

**REQUESTED** Unusal vibrations
*cummins generator (A64)*

#206     Submitted on: Today

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

**REQUESTED** Small bolt is loose
*Rail Car Gate Opener #5 (A62)*

#208     Submitted on: Today     Requester: Guest_user_test

**REQUESTED** Broken. Not sure what the problem is
*Baileigh BP-14013CNC*

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

Submitted on: Today     Requester: Guest_user_test

# 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.

**Fiix**

🏠 > New Request

## New Work Request

Site *

Select ⌄

Description *

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

Assets

Enter text

🔗 Upload file

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

Cancel    Submit

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