

INTRODUCING MRU FRONTLINE

Frontline, Submit a request, We'll find a solution

Frontline

Frontline, also known as Archibus, is an online request system that Facilities Management uses to manage requests received from the Mount Royal University Community. We handle a wide range of requests including for temperature issues, furniture requests, key/access card requests, building maintenance as well as project/renovation requests and to provide event support. Frontline allows users to submit requests, and allows them to track their requests' progress and gives them access to space information such as floor plans. The Frontline online system is accessible to all staff and faculty.

Overview

This guide has been created to provide detailed instructions on how to use the different tools available in Frontline. The first half covers how to submit a frontline request and how to check the status of requests. The second portion covers information on how to access space information, such as room amenities.

If you have any questions about Facilities Management's Frontline system please email mrufrontline@mtroyal.ca

Who to Contact for Emergencies/Urgent Requests

To escalate requests that **require immediate attention** please contact the group listed below:

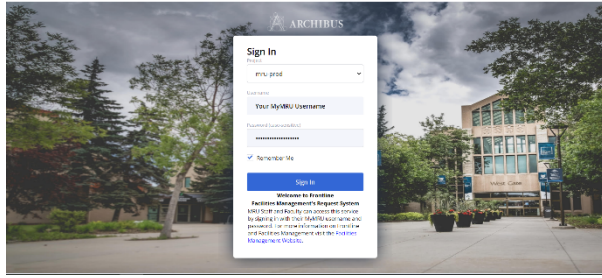
<ul style="list-style-type: none"> ● Flooding ● Power Outage ● Injury ● Chemical Spills ● Hazardous Waste 	<p>Security 403.440.5900</p>
<ul style="list-style-type: none"> ● Spills ● Overflowing Toilets ● Broken Glass ● Body Fluids (Blood, etc.) ● Indoor Graffiti 	<p>Environmental Services 403.440.6422</p>
<ul style="list-style-type: none"> ● Leaks ● Gas Smell ● Outdoor Water Leak ● Other 	<p>Call Centre 403.440.6417</p>

For all other requests that require immediate attention please call our **Call Centre at 403-440-6417**.

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How to Access Frontline



1. Open Mozilla Firefox or Google Chrome while connected to the MRU internet network, or if you are trying to access Frontline away from campus follow the instructions outlined in Appendix A¹.
2. Go to the MRU Frontline Website at <https://mrufrontline.mtroyal.ca/archibus/>
3. Log-in using your MyMRU username and password.

The Client Page: Submitting and Tracking Requests

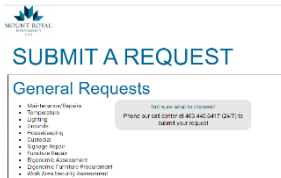
How To Access the Client Page

Select “Create Service Request (Public)”, in the blue navigation bar on the left. This will open up the main client page.



Overview of the Client Page

The Client Page is where you can place requests and access all other request related tools. The Client page is split into three main sections:



General Requests

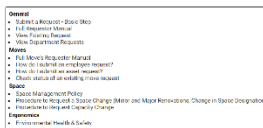
This is where users can request the most common types of requests, such as for maintenance requests, lighting issues, cleaning issues and similar. **If you do not know what request type to use, select “Maintenance/Repairs”,** and your request will be sent to the group that is best equipped to handle your request.

Space, Project, Furniture and Signage Procurement Requests

This section is for more complicated and often larger scale requests. Most of these require some form of approval from your Dean/AVP. Only designated individuals can request Office Moves and Key/Card requests.



General Information and Resources



General Information and Resources

This section has links to additional information and resources related to Facilities Management’s Services and Frontline.

¹ The online Frontline system is only available to devices that are connected to the MRU network. If you are unable to access the Frontline system you can submit your request by either calling 403-440-6417 or sending an email to mrufrontline@mtroyal.ca

How to Submit a Request

To submit a request complete the following steps:

1. Access the Client Page (**Create Service Request (Public)**)
2. Under “SUBMIT A REQUEST” **select the request type²** that fits best with your request. A detailed explanation of each request is provided by hovering over the link (also available in *Appendix B*). This will open a new “Report Problem” window with a request form³ (as shown below).
3. **Requestor:** Please Enter the best phone number to reach you at, by default your MyMRU user contact information should show in the form automatically.
4. **Location:** enter in the location of the request and add any other details to the “ Describe the location” box. There are a couple of different methods by which you can enter a location.

For Your Office: Check off “Use your assigned workspace location”, this will enter your office location that we have on record.

Room Number is Known: Enter the room code/number directly into the “**ROOM**” box (note that it must not include dashes or spaces (ex. A150)) and select the location from the drop-down list.

Room Number is Unknown: Enter in the building code and floor number, this will cause a drawing button to appear besides the “room” field. If you click on this, it will bring up a floor plan of the area. If you click on the desired room number on the drawing, the drawing will close and the room information of the selected room will automatically be filled into the location section.

Report Problem

Requestor

Requested By* YOUR MYMRU USERNAME

Requestor Phone* Your Phone Number

Location

Use your assigned workspace location

Location SITE BUILDING FLOOR ROOM Map

Describe the location Details on the request location (ex. Above Door)

Equipment

Equipment Code LEAVE THIS BLANK

Warranty Vendor

Warranty Expiration Date

Review Warranty Details List Request for Equipment

Problem

Problem Type BOPSI/ADMIN-REPAIRS

Description

Description* Details on what you are requesting and any deadlines

Select Description

Workflow

Workflow Steps:

On status of Requested: Edit and Approve is required by an employee with Service Desk Role BC

Request will be supervised by AWASSER

Submit Add Documents Cancel

5. For some requests, there is a “**Specific Details**” section. The information that is collected here, is to aid Facilities Management in processing the request. If there is a red asterisk (*), the information is required to submit the request .

² Please note that **office moves** can only be requested by designated individuals who have received special moves training. A list of these individuals have been provided through the “Moves” link on the main client page. If you cannot find a representative for your department on that list, please email mruf frontline@mtroyal.ca

³A few of the request types do not require a frontline request and will instead provide information on how those specific requests can be made.

Specific Details

Please Provide the Best Phone Number to Reach you at*

Is this for a Learning Space (Classroom/ Lab), Meeting Room or Event?*

Can we Enter the Space if it is Occupied?*

Do you want Building Operations to Contact you to Schedule a Time for your Request?

4. **Equipment:** Leave this Section blank
5. **Description:** Add a description of your request and include the following:
 - A detailed description of the problem or request
 - If the work needs to be scheduled
 - If the work is time-sensitive (ie if there is a deadline)
 - Any other relevant information

6. **Adding Documents (Optional):** If you wish to include documents (including photographs):
 - A. Click the “Add Documents”
 - B. A new popup screen will display four document fields
 - C. Click on one of the blue arrows beside the four document fields, this will open up a new window.
 - D. Click on “Choose File” and then select the file you want to add from your computer and Click “Open”
 - E. Follow steps C and D for any additional documents in one of the free spots (maximum of 4 documents)
 - F. Once you have added all your documents, click the “OK” button.

Add Documents

Document 1 Upload a document

Document 2 Upload a document

Document 3 Upload a document

Document 4 Upload a document

OK

- G. **To Submit your Request** : Click the “Submit” button at the bottom of the page to complete the request. A pop-up screen will appear to give the **Work Request code** (also referred to as work request id). Please reference your request using this work request code.

mrufrontline.mtroyal.ca says

You created a work request with id 82036

OK

View Your Work Requests

- In the navigation bar, select **“Create Service Request (Public)”** listed under **“Client.”** This will take you to the Client page.
- Click on the **“Check the Status of My Request”** button. This will redirect you to the page with all of your requests called **“View On Demand Work Service Requests”**.

SUBMIT A REQUEST

General Requests

- Maintenance/Repairs
- Temperature
- Lighting
- Grounds
- Housekeeping
- Custodial
- Damage Repair
- Furniture Repair
- Ergonomic Assessment
- Ergonomic Furniture Procurement
- Work Area Security Assessment

Not sure what to choose?
Phone our call center at 403.440.6417
(24/7) to submit your request

Check the Status of My Request

Check the Status of our Departmental Requests

Space Console View

- This page is split into two tabs (shown below in the red rectangles):
 - The **“Select”** tab: shows all active work requests that you have placed, whose statuses’ will range from requested to completed. If you cannot find your request in this tab check the **“Archived”** tab.
 - The **“Archived”** tab: shows all work requests that have been cancelled, rejected or have been closed.

**** Note that generally work requests are cancelled or rejected because someone else has already placed a request for the same work. Normally, if your work request is cancelled/rejected for another reason, someone from Facilities Management will provide an explanation. ****

- To see a detailed view of your work request (including craftsperson’s notes), click on the **“Select”** button besides the work request you want (shown in the purple rectangle below).
 - In this detailed view you can see the history of the work request and notes made by the craftsperson(s) assigned to the request. If you require further details or have any questions, email mruf frontline@mtroyal.ca and reference the work request ID (code).

View On Demand Work Service Requests

Select
Archived Requests

Filter Show Clear

Status Date Requested From Date Requested To

Select a Request to view more details

Service Requests assigned to you as substitute

Service Request ID	Work Request ID	Requested By	Created By	Request Type	Problem Type	Status	Date Requested
Select	84238 77446	Alisse Wasser	AWASSER	SERVICE DESK - MAINTENANCE	BOPS ADMIN-REPAIRS	REQUESTED	2021-07-30
Select	84227 77439	Alisse Wasser	AWASSER	SERVICE DESK - MAINTENANCE	PREVENTIVE MAINT	REQUESTED	2021-07-19
Select	82907 74883	Alisse Wasser	AWASSER	SERVICE DESK - MAINTENANCE	BOPS-ARCHIMOVES	APPROVED	2021-02-02
Select	82906 74882	Alisse Wasser	AWASSER	SERVICE DESK - MAINTENANCE	BOPS-ARCHICEILING REPAIR	IN PROGRESS	2021-02-02

View Your Department's Requests

1. Go to the Client page by selecting **“Create Service Request (Public)”** in the navigation bar.
2. Select **“Check the Status of our Departmental Requests”**. This will take you to a page with all of your department's requests called **“Departmental Frontline Request Lookup”**.

SUBMIT A REQUEST

General Requests

- Maintenance/Repairs
- Temperature
- Lighting
- Grounds
- Housekeeping
- Custodial
- Signage Repair
- Furniture Repair
- Ergonomic Assessment
- Ergonomic Furniture Procurement
- Work Area Security Assessment

Not sure what to choose?
Phone our call center at 403.440.6417
(24/7) to submit your request

Check the Status of My Request

Check the Status of our Departmental Requests

Space Console View

3. You can refine your search by entering search criteria in the white boxes and pressing enter.

Departmental Frontline Request Lookup

Department Requests Refresh XLS

Action Item ID: 1 [8] 2 [28] 3 [28] 4 [166] 5 [944] 6 [19] 7 [244] 8 [177] All [1605] Page 1 of 17 [Next >>](#)

Problem Type	Action Item ID	Work Order Code	Work Request Code	Date Requested	Requested By	Room Code	Status	Description	Created By	Comments
PREVENTIVE MAINT	84298	54256		2021-09-05		X210	APPROVED			
BOPS ADMIN-REPAIRS	84238		77446	2021-07-30		B282	REQUESTED	WHAT ARE YOU REQUESTING, AND ANY OTHER DETAILS...		
BOPS-ARCH MILLWORK	84229		77442	2021-07-21		K101	REQUESTED	JP Testing the phone number.		
BOPS-HVAC EQPT	83837	54138	76978	2021-06-02		X210B	CLOSED	Testing the application parameter error -JP		
PREVENTIVE MAINT	83560	54097		2021-05-06		X210	APPROVED			
BOPS-ARCH FURN	83510	54049	76138	2021-04-27		X210B	CLOSED	JP: testing the AutoCloseWorkRequests and Close...		
FM-SYS ADMIN	83509	54048	76137	2021-04-27		X210H	CLOSED	JP: Testing the AutoCloseWrCompleted and CloseD...		
PREVENTIVE MAINT	83436	53975		2021-04-01		X210	APPROVED			
BOPS	83320	53960	75672	2021-03-18		X210H	CLOSED	JP This work request needs to pair with 64601 u...		
PREVENTIVE MAINT	83251	53936		2021-03-04		X210	CLOSED			
BOPS-CSI HOT WORKS PERMIT	83249	53940	75589	2021-03-04		X210A	CLOSED	BOPS-CSI HOT WORKS PERMIT test		
BOPS-ARCH PAINT-PREP	83248	53939	75588	2021-03-04		X210A	CLOSED	BOPS-ARCH PAINT-PREP test		
FM-SYS ADMIN EQUIP-CORR	83247	53938	75587	2021-03-04		X210A	CLOSED	FM-SYS ADMIN EQUIP-CORR test		
PPD FP-REVIEW	83246	53934	75586	2021-03-04		X210A	CLOSED	PPD FP-REVIEW test		
BOPS-ARCH FURN	83245		75585	2021-03-03		I159-02	CANCELLED	test		
BOPS	83244		75584	2021-03-03		I159-02	CANCELLED	test		
ROPS	83243		75583	2021-03-03		I159-02	CANCELLED	test		

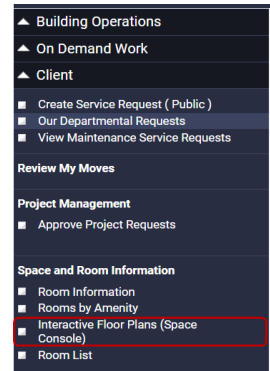
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Accessing Space Information: Floorplans, Amenities, Capacities and Other Space information

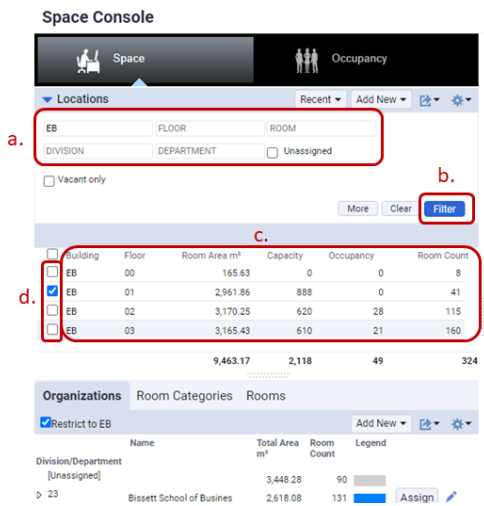
Space Console View/Interactive Floor Plans

Overview of the Space Console

The Space Console provides drawings, which through the console, can be color-coded based on different criteria; including assigned department, occupancy and room type (i.e. classroom vs. washroom). Through this tool you can find information such as square footage and occupancy.



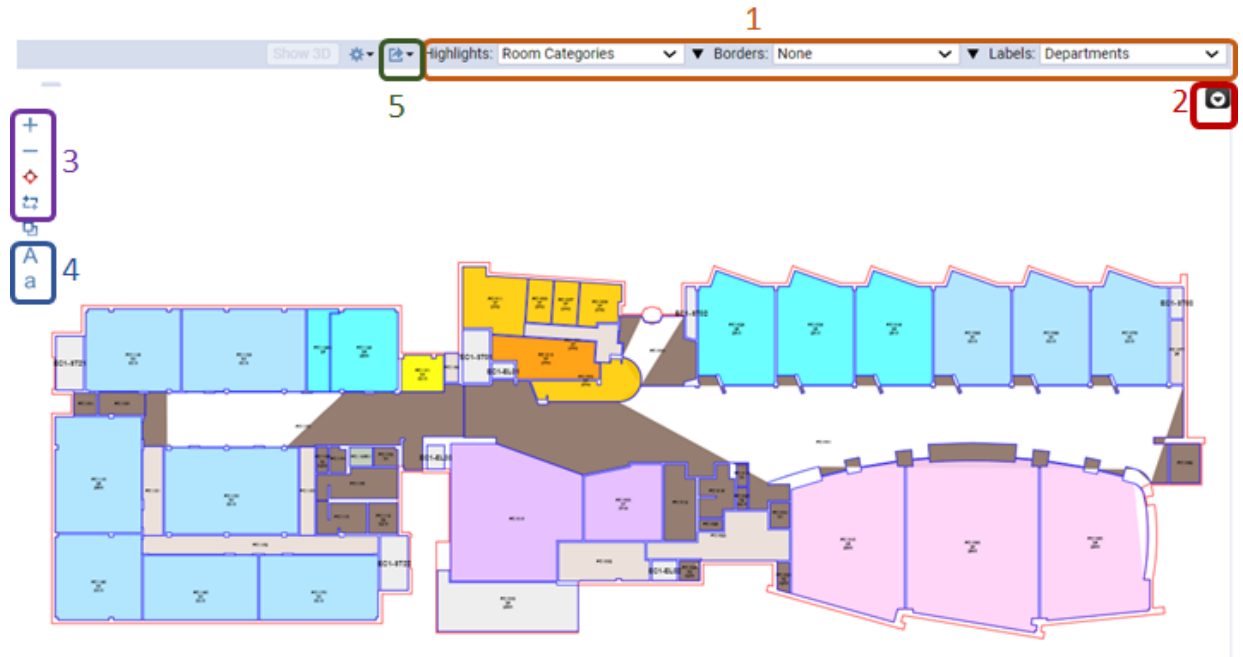
1. To access the space console, in the navigation bar, select “**Interactive Floor Plans (Space Console)**”
2. In the Space Console View (*shown below*), under the space tab, in the white boxes on the left-hand navigation panel:



- a. Enter in search criteria to narrow down your search, such as a building, room number or department.
- b. Once you have entered in all of your search criteria click on the “filter” button.
- c. This will cause a list of locations to generate in the left navigation bar. Included on the resulting list, is capacity and square footage information.
- d. **To view a floor plan/map of the area:** In the search result list, click on the checkbox of the space you wish to see a floor plan of. This will cause a drawing to show.

Navigating the Floor Plan Tools

Within the Space Console, there are a number of tools available to customize how the floor plan is shown. Additionally, there are a couple different options to export (print) floor plans.

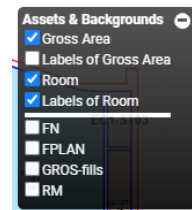


1. Highlights, Borders and Labels

You can customize the floorplans to reflect different types of information, such as the assigned department, in the form of text, fill and/or borders. Other possible information that can be presented includes room type (i.e. classrooms vrs offices) and room codes. This is done by using the drop-down menus on the top left-hand side of the page (as shown in the red circle).

2. Floor Plan Layers

By clicking on the down arrow (shown above in red), a new menu will appear, which will show all of the drawing layers available. This will allow you to add and remove specific elements of the floor plan, such as walls and stairs, by checking/deselecting the checkboxes.



3. Zoom Tools

You can zoom in and out of the floor plan by clicking on the + and - symbols. The crosshairs symbol will reset the zoom and you can click on the symbol to zoom into a specific area by clicking and dragging your mouse over the area of interest.

4. Font-Size tools

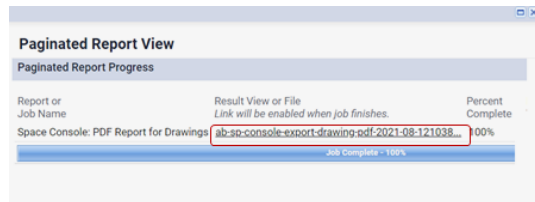
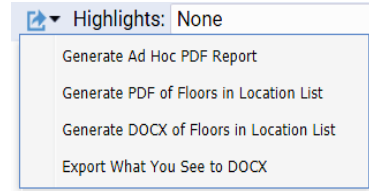
If you click on “A” the size of the text will increase and if you click on “a” the size of the text will decrease within the floorplan.

5. Exporting Floor Plans

You can export floor plans either as a pdf or word document. It should be noted that the changes that you make with the zoom and font size tools will not be applied to the exported document.

To export a floor plan:

1. Search for the building and floor that you want to export and pull up the floor plan using the instructions outlined in the “Overview of the Space Console” section to view a floor plan
2. Change the Highlights drop-down to an option other than “None”
3. Click the export button and then select either “Generate PDF of Floors in Locations List” (for a pdf) or “Generate DOCX of Floors in Location List”⁴ (for a word document).
4. A window will pop-up with a progress bar, and once the report has finished generating a link will appear on the window. Click on that link to download the floor plan.



⁴ There are other exporting options but these are the recommended options.

Other Room Information Tools

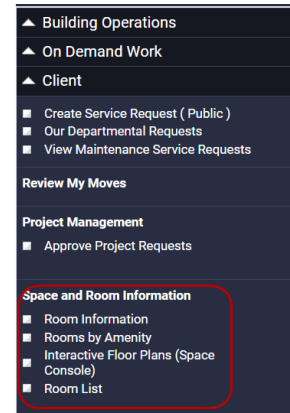
There are a couple of additional tools that are available to Frontline users, which can be accessed through the navigation bar. These tools provide additional space information. The **Room Information** view and **Rooms by Amenity** view, provides information on specific amenities (such as blackboards and Smart cabinets). The **Room List** view provides detailed listing of all spaces in the frontline system.

These tools can be accessed by selecting them from the blue navigation bar. The information that is displayed in these tools can also be exported as Excel and/or word documents.

Room Information

The Room Information view provides a listing of room description, capacity, square footage, and amenities. Amenities that have been documented in Frontline include resources like whiteboards, projectors and interior finishes like flooring type (carpet vs tile). To use this view:

1. Select **“Room Information”** from the navigation bar
2. On the top top-left of the screen, begin to type in the location information that you are interested in to refine the list of rooms being presented.
3. From the resulting list click on the room of interest.
4. This will cause the information to appear in the bottom-left of the screen. This pane will show information including the room description, capacity, and square footage. Click the room code of interest from the new list. This will cause information to appear on the right side of the screen.
5. The information on the right side of the screen is a list of the amenities available in the selected room. If this remains blank then it means that no amenities of interest have been noted for this room.
6. **To export this data:** On the top-right of each pane are two buttons – **“DOCX”** and **“XLS”**. Select **“DOCX”** to export that screen section’s data as a Word document, or select **“XLS”** to export the pane’s data as an Excel spreadsheet.



The screenshot shows the 'View Space Inventory' application. It has two main panes. The left pane is titled 'Rooms' and contains a search bar and a table of room listings. The right pane is titled 'Room Amenities' and contains a list of amenities for the selected room. Red boxes and numbers highlight specific features: 2 points to the search bar, 3 points to the room listing table, 4 points to a detailed room entry at the bottom, 5 points to the amenities list, and 6 points to the 'DOCX' and 'XLS' export buttons.

Building Code	Building Name	Floor Code	Room Code	Room Name
EA	EA Building	01	EA1028	Women's Washroom
EA	EA Building	01	EA1029	
EA	EA Building	01	EA1030	Men's Washroom
EA	EA Building	01	EA1031	Moot Court

Building Code	Building Name	Floor Code	Room Code	Type	Category	Room Name	Employee Capacity	Occupant (Student) Capacity	Organizational Code
EA	EA Building	01	EA1032	Classroom	Classrooms	Priority - ESL	21	20	

Amenity Type	Comments
Flooring - Carpet	
Furniture - Mobile	
Technology - AVer	
Technology - Overhead Projector	
Technology - Smart Cabinet	
Technology - VPU1	
Window - External	
Writing Surface - Chalkboard	

Rooms by Amenity

The Rooms by Amenity view allows the user to search for all the rooms with a specific amenity. Amenities that have been documented in Frontline include resources like whiteboards, projectors and interior finishes like flooring type (carpet vs tile). To use this view:

1. Select **“Rooms by Amenity”** in the navigation bar on the left side of the screen.
2. In this view select the amenity that you are searching for from the list under **“Amenity Types”**.
3. This will cause a list of all the rooms that have that amenity to appear in the second half of the window under **“Rooms with Amenity”**. You can further refine this list by entering search criteria in the boxes at the top of this list.
4. **To export this data:** Select **“XLS”** on the top-right of the **Rooms with Amenity** pane to download this data as an Excel file.

The screenshot shows the 'Rooms by Amenity Type' interface. On the left, under 'Amenity Type', there is a list of amenities. A red circle highlights this list, with a red '2' next to it. The selected amenity is 'Technology - Overhead Projector'. On the right, under 'Rooms with Amenity', there is a table of rooms. A red box highlights the table header, with a red '3' next to it. The table has columns for Building Code, Building Name, Floor Code, Room Code, Room Name, Room Type, and Ar. The table contains 17 rows of data, all for EA Building, Floor Code 01, and Room Type 10.CLASSRO.

Building Code	Building Name	Floor Code	Room Code	Room Name	Room Type	Ar
EA	EA Building	01	EA1004		10.CLASSRO	
EA	EA Building	01	EA1010		10.CLASSRO	
EA	EA Building	01	EA1014		10.CLASSRO	
EA	EA Building	01	EA1022		10.CLASSRO	
EA	EA Building	01	EA1024		10.CLASSRO	
EA	EA Building	01	EA1026		10.CLASSRO	
EA	EA Building	01	EA1032	Priority - ESL	10.CLASSRO	
EA	EA Building	01	EA1043		10.CLASSRO	
EA	EA Building	01	EA1045		10.CLASSRO	
EA	EA Building	01	EA1048		10.CLASSRO	
EA	EA Building	01	EA1050		10.CLASSRO	
EA	EA Building	01	EA1051		10.CLASSRO	
EA	EA Building	01	EA1053		10.CLASSRO	
EA	EA Building	01	EA1054		10.CLASSRO	
EA	EA Building	01	EA1055	Priority - Cont Ed	10.CLASSRO	
EA	EA Building	01	EA1056		10.CLASSRO	
EA	EA Building	01	EA1057	Priority - Cont Ed	10.CLASSRO	
EA	EA Building	01	EA1060		10.CLASSRO	
EA	EA Building	01	EA1064		10.CLASSRO	
EA	EA Building	01	EA1067		10.CLASSRO	

Room List

The Room List view shows a view with all interior spaces on campus, and can be filtered by many different criteria, such as building, floor or department.

1. To access this view, from the blue navigation bar select “Room List”.
2. A table should appear with all rooms, including building code and name, floor and room codes, description, and square footage. You can refine this list by entering search criteria in the blank rectangles at the top of the list.
3. To export the table data as a Word file select “DOCX” in the top-right of the table or to export the data as an Excel spreadsheet select “XLS” in the top-right of the table⁵.

View Rooms

Rooms Refresh DOCX XLS TXFR

Building Code	Building Name	Floor Code	Room Code	Room Name	Category Description	Type Description	Standard Description	Division Code	Division Name	Department Name	Prorate	Room Area ft²	Occupancy Count	Occupant (Student) Capacity
EA	EA Building	01	EA-EL01		Vertical Penetration	Elevator					NONE	39.50	0.00	
EA	EA Building	01	EA-ST01		Vertical Penetration	Stair	92 Stair Closed				NONE	563.71	0.00	
EA	EA Building	01	EA-ST02		Vertical Penetration	Stair	92 Stair Closed				NONE	375.12	0.00	
EA	EA Building	01	EA-ST03		Vertical Penetration	Stair	92 Stair Closed				NONE	563.71	0.00	
EA	EA Building	01	EA1-CD1		Service Area Rooms	Primary Circulation					NONE	2,970.84	0.00	
EA	EA Building	01	EA1-CD2		Support facilities	Secondary Circulation					NONE	60.06	0.00	
EA	EA Building	01	EA1-CD3		Support facilities	Secondary Circulation					NONE	66.41	0.00	
EA	EA Building	01	EA1-CD4		Support facilities	Secondary Circulation					NONE	45.85	0.00	
EA	EA Building	01	EA1-CD5		Support facilities	Secondary Circulation					NONE	67.49	0.00	

⁵ Please note that this tool will only export the first 5000 records. If you require more information you need to first filter the information, say by building and then complete multiple exports.

Glossary of Terms

Frontline Reference Numbers

Service Request (SR):	This is another name for a work request. Do NOT use this identification number to track your request.
Work Request:	A request that outlines a specific scope of work (or problem) that is usually requested by a member of the MRU community.
Work Request Code (WR):	Also referred to as Work Request ID . This is a reference number for a request (work request) placed through the Frontline system.

Location Codes

Site Code:	This is the area that the building is located on. For Mount Royal University there is currently only two site codes, which are: LP (Lincoln Park/Main Campus) SB (Springbank Hangar)
Building Code:	This is a 2 digit code identifying each of the buildings on Campus . The Code “OS” can be used to identify outside spaces.
Floor Code:	This is a 2 digit code identifying the floors in a building, beginning with a zero value e.g. 01 is first floor. Note: the Roof level is listed as ‘RF’.
Room Code:	This is the same as the Room number , it is a 4-8 digit code identifying the rooms within a floor. Please note there is no space in between the Wing/building designation and the number.

Status Definitions

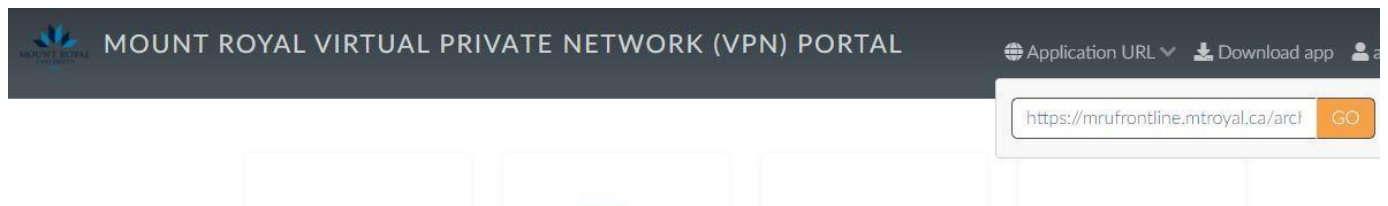
Requested:	A work request that has been submitted, but not reviewed or approved by someone from Facilities Management.
Approved:	The request has been reviewed by someone from Facilities Management and has been forwarded for review by the appropriate supervisor for assignment.
Cancelled/Rejected	After the request was initially requested, it was cancelled by the requestor or Facilities Management due to resources, availability, feasibility, policy or because there is another work request that was already placed for the same scope of work .
Issued and In Process:	The work has been assigned to a craftsperson(s) and will be completed in priority sequencing.

On Hold for Parts:	Parts have been, or need to be, ordered to complete the request and the work will resume when these parts arrive.
On Hold for Access:	The area of work is currently inaccessible.
On Hold for Labour:	There are currently no personnel available to complete this work or the request was placed on hold while waiting for another group to finish related work.
Stopped:	The work has been stopped.
Completed:	All assigned craftspeople have confirmed that all required work is completed for the work request.
Closed:	The request has been completed and is now archived. Once a work request has been closed it can no longer be edited or changed, other than to attach additional documents.

Appendix A: How to Access Frontline Off- Campus

To access the Frontline website off-campus you can use one of the following methods:

- A. Remote on to a computer on campus (using Global Protect)
- B. Use the Global Protect app to connect your computer to the MRU network [most people will need to ask ITs specifically for access to Frontline, for this method to work]
- C. Use the Global Protect Portal using the following steps:
 1. Go to the [Global Protect MRU Portal](#) and login using your MyMRU login info
 2. Click on the Application URL and enter the Frontline address (<https://mrufrontline.mtroyal.ca/archibus/>)
 3. This will open the Frontline website and you should be able to access the request page as you would normally



Appendix B: Detailed Description of Request Types

B.1 General Request Types

Maintenance/ Repairs:	General Maintenance and/or repairs. (use this one if you are unsure of which one to use)
Temperature:	Room temperature requests (Too hot, too cold, etc.)
Lighting:	Lighting related requests, such as burnt out lightbulbs.
Grounds:	For any requests related to exterior grounds of Mount Royal University. This includes requests related to pests (indoor and outdoor), outdoor garbage disposal and snow removal.
Housecleaning:	Interior cleaning requests (ex. spills, stain removal, etc.)
Custodial:	Requests pertaining to waste removal, recycling & shredding or for small item transport (other than phones and computers).
Signage Repair:	Requests related to repairing signage.
Furniture Repair:	Requests to repair furniture.

B.2 Specialized Request Types

**Please note that all Space, Project, Furniture and Signage Procurement requests MUST be vetted through your Dean/AVP or their designate. **

Moves:	Any request to move furniture and that requires a <i>computer connection/ disconnection</i> . This includes all office moves.
New Employee Setup:	Setup of office for a <i>new</i> employee.
Furniture Procurement / Surplus Inventory:	Request for addition or different furniture, either new or from inventory.
Signage Procurement:	Request for new signage or wayfinding. (Including departmental signage)
Appliance Procurement:	Request for a new appliance (purchase).

Pre-Planning/ Costing:	Request for work or quotation of work that does not qualify as general maintenance. This request is for work unrelated to space requests, furniture or signage . An example for this would be to repaint an area.
Project Request:	For Residence or Retail Services only. Request for projects with a pre-approved funding source.
Key/ Card Access:	Request to be granted access or to change the level of access needed for a specific space via key or fob. This also includes requests to change lock cores. Only pre-approved individuals can place this type of request.
Space Request:	Request for additional space or for a renovation (either major or minor). See the training documents provided on the main Frontline Client page for details.
Space Designation Change Request:	To change the designation of a space (for both temporary and permanent changes). For example, changing a storage room to an office. See the training documents provided on the main Frontline Client page for details.
Space Capacity Change Request:	Request for the maximum occupancy of a space to be changed. Please note that these requests will be reviewed by Environmental Health and Safety to ensure that the change complies with the Alberta Building and Fire Codes. See the training documents provided on the main Frontline Client page for details.