



TECHNOLOGY AND FACILITIES ONLINE SERVICE REQUEST SYSTEM (360FACILITY)

Sign In:

- Open Internet Explorer
- Go to <http://www.bcsc.k12.in.us/360Facility>
- Click on “Submit a Request”
- You will see the log in screen
- Enter your User Name (i.e., smithj)
- Enter your Password
- Click the “SIGN IN” button
- **Note:** The first time you sign in please change your password by clicking the “Change Password” checkbox

[Home](#) [FAQ](#) [Help](#)
Logbook

Create Request

My Requests

Test Teacher at 1:33 PM

■ indicates a required field

Property:	BCSC Test Property ■	Space/Floor:	General
Type:	Maintenance ■	Sub Type:	Please Select... ■
Priority:	Normal		
Describe your Request:			

Who is making this request?:

First Name:	Test ■	Last Name:	Teacher ■
Company:	BCSC	E-mail Address:	test@bcsc.k12.in.us
Phone:	812-376-4459 ■	Fax:	

Click OK to submit, RESET to reset page

Entering a Service Request:

- Click on the Create Request tab
- The Property and Space/Floor will default to your location
- Select the Request Type – this describes the category of work (Maintenance, Cleaning, Computer Hardware, Phone and Video Services, etc.)
- Select the Request SubType – this narrows the category or describes the activity (Roof or Window Leak, Dusting, Printer, MS Office, etc.)
- Priority – Leave at Normal or choose High or Critical based on the following criteria.
If the situation/problem poses:
 - A significant impact to safety, security, or the delivery of instruction – Choose HIGH
 - An immediate impact to safety, security, or prevents the delivery of instruction and must be addressed as soon as possible – Choose CRITICAL
- Describe your Request – Describe your request in further detail by entering that information into this field
- Who is making this request? – This will default to your contact information
- Click the OK button to send the request



TECHNOLOGY AND FACILITIES ONLINE SERVICE REQUEST SYSTEM (360FACILITY)

360Logbook Home | [FAQ](#) | [Help](#)
● Logbook

[Create Request](#) | [My Requests](#) Test Teacher at 10:19 PM

Your Request has been recorded.
 The Request ID is [9417](#)

Please write this number down for future reference. Thank you.

If you would like to attach a file to this request follow the instructions below:

Click Browse to select a file. Select File:

Click Upload File to upload.

Powered By: Log Off | Home | [FAQ](#) | [Help](#)
 copyright © 2000-2004 360Facility LLC all rights reserved.

Confirmation & Logging Off:

- When the request is entered, the system will display the Request Number
- You can add an attachment to the request by clicking on Browse, selecting a file from your local drive, and then clicking Upload File
- The first item on the lower tool bar is a Log Off button, this will log you off the system and close you browser

360Logbook Home | [FAQ](#) | [Help](#)
● Logbook

[Create Request](#) | [My Requests](#) Test Teacher at 10:14 PM

1 Open Requests for Test Teacher

Date	Request ID	Requested By	Property	Type/Sub Type	Assigned To	Status / Priority
11/10/2003 10:13 PM	9416	Teacher_Test	BCSC Test Property General	Maintenance Blinds	Blankenship	Open / Normal

Closed Requests for Test Teacher (past 60 days)

Date Req	Request ID	Requested By	Property	Request Type	Date Closed
11/2/2003	9237	test_test	BCSC Test Property Main Office	IT - Computer hardware Desktop/laptop	11/3/2003
11/4/2003	9242	test_test	BCSC Test Property Main Office	Cleaning Dumpster Request	11/4/2003
11/4/2003	9243	test_test	BCSC Test Property Room 101	IT - Phone and Video Services	11/4/2003
11/4/2003	9245	test_test	BCSC Test Property General	Phone Service Problems Maintenance Too Hot	11/4/2003

Powered By: Log Off | Home | [FAQ](#) | [Help](#)
 copyright © 2000-2004 360Facility LLC all rights reserved.

Checking the Status:

- Click on the My Requests tab
- Click on the Request ID of the request you want to check
- The system will display the View Request Details page

[Create Request](#) | [My Requests](#) Test Teacher at 11:16 PM

VIEW REQUEST DETAILS

General Information

Request ID: 9418
Requested By: Test Teacher **Date:** 11/10/2003 10:38 PM
Phone: 812-376-4459 **Company:** BCSC
Fax: n/a **E-mail:** test@bcsc.k12.in.us

Request Details

Property: BCSC Test Property **Space/Floor:** Room 101
Request Type: Maintenance **Request Sub Type:** Hang Misc Items
Assigned To: 360 zAdmin2 - 360Facility **Complete By:** n/a
Priority: Normal **Status:** Open

Request History

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	11/10/2003 10:38 PM	Please hang my new white board	Open	360 zAdmin2	Test Teacher

Update Request

General Comments:

Click UPDATE to save:

File Attachments:

Powered By: Log Off | Home | [FAQ](#) | [Help](#)
 copyright © 2000-2004 360Facility LLC all rights reserved.

Viewing Request Details:

- You can see all of the information that you entered on this page
- The Request History shows the response of the service personnel to your request
- If you need to send more information, you can enter that information in the General Comments field
- Click the Update button to send your update
- You can view attached files or upload additional files by clicking on File Attachments
- Note: After a request is closed you no longer add comments