

Goodenough College

Guide to Logging a Repair Job



Goodenough
College

Purpose of this document is to provide guidance on how to log a maintenance task at Goodenough College or one of the surrounding buildings.

This will take you through the process step by step however, should you have any further queries, please email the estates facilities helpdesk who will be able to assist.

In the event of an emergency, please call 020 7837 8888



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Dedicated URL for Logging jobs



- ▶ If you have a maintenance issue that requires rectification, there are two ways to log this job.
- ▶ Use the QR code on this slide to access the dedicated task logging Page
- ▶ Use the below URL to access the service desk
 - ▶ <https://goodenoughsupport.com/>

The screenshot shows a web browser at the URL `goodenoughsupport.com`. The browser's address bar and tabs are visible at the top. The page header includes the Goodenough College logo and a link to a 'Guide to logging a Repair Job'. The main content area features a large aerial photograph of a campus with a central 'Log a Repair Job' form. The form contains the following fields and options:

- Your Full Name** (text input)
- Your Email Address** (text input)
- Your Phone Number** (text input)
- Select Your Role** (dropdown menu)
- Select Building** (dropdown menu)
- Select Floor** (dropdown menu)
- Select Room Location** (dropdown menu)
- Select Category** (dropdown menu)
- Select Problem** (dropdown menu)
- Long Description of Problem** (text area)
- Click to upload a Photo** (button)
- Submit to Service Desk** (teal button)

When accessing the service desk via either the URL or QR code, you will arrive at the following page.

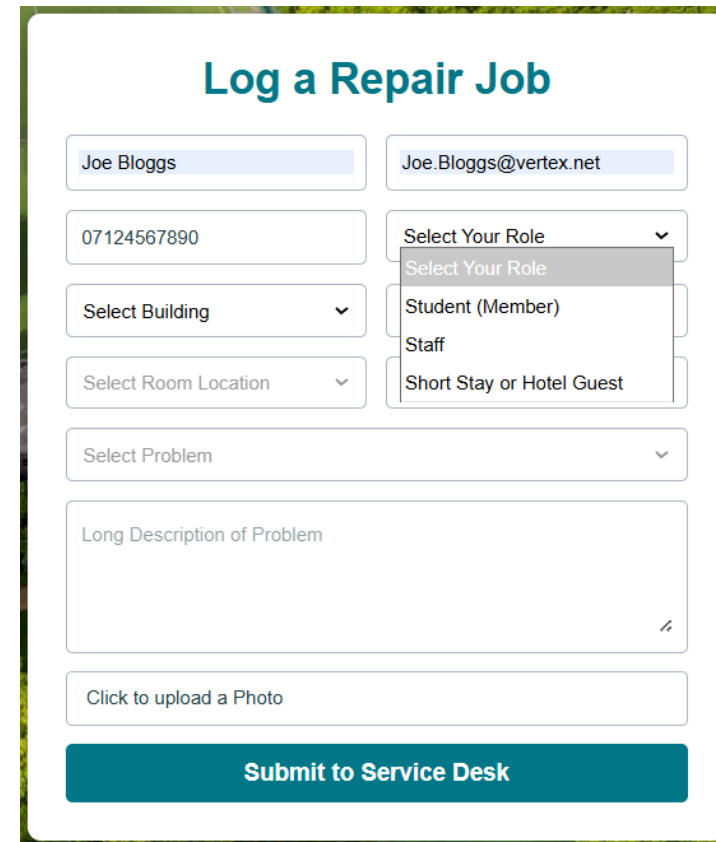
This is where you will need to input all fault details, to log a fault / request a repair.

No login credentials required

Logging a Job

Logging a Job

- ▶ Start by inputting your Name, Email Address and Contact Details.
- ▶ These details are so you can receive updates on the requested repair
- ▶ Please select appropriate Role. If you are a student, you will be prompted to input your G Number



Log a Repair Job

Joe Bloggs Joe.Bloggs@vertex.net

07124567890

Select Building ▼

Select Room Location ▼

Select Problem ▼

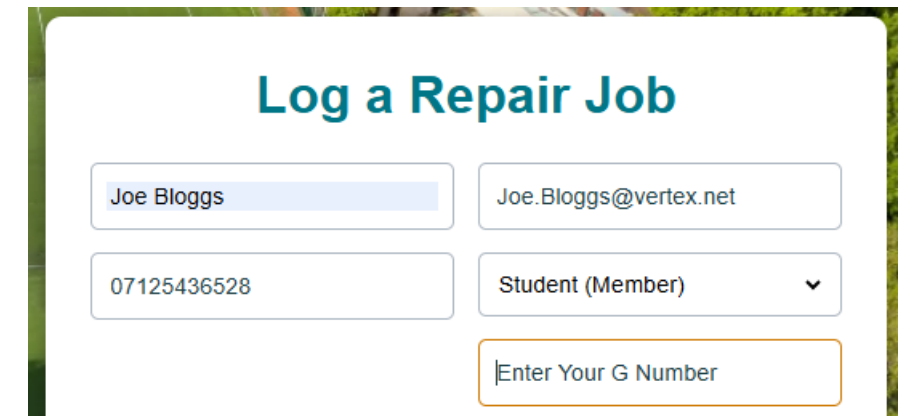
Long Description of Problem

Click to upload a Photo

Submit to Service Desk

Select Your Role ▼

- Select Your Role
- Student (Member)
- Staff
- Short Stay or Hotel Guest



Log a Repair Job

Joe Bloggs Joe.Bloggs@vertex.net

07125436528

Student (Member) ▼

Enter Your G Number

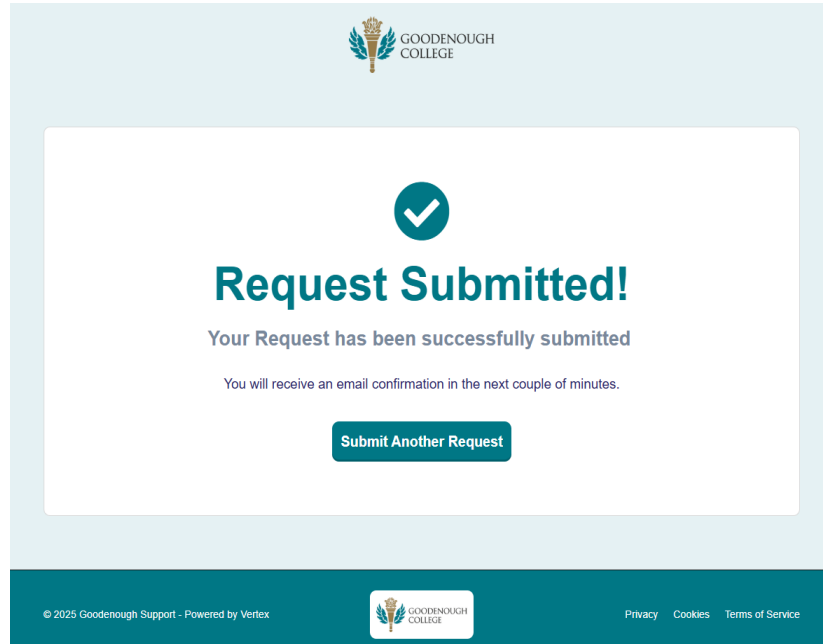
Log a Repair Job

Joe Bloggs	Joe.Bloggs@vertex.net
07125436528	Student (Member) ▼
	G12345
House 15 ▼	Level 1 ▼
Flat 1 ▼	Select Category ▼
Select Problem	Select Category
Long Description of Problem	Appliance Faults
Click to upload a Photo	Building Fabric
	Electrical
	Fire Safety
	Heating & Ventilation
	Lifts & Accessibility
	Outdoor & Grounds
	Pest Control
	Plumbing & Water
	Room Fixtures & Fittings
	Security
	Other Requests
Submit to Ser	

- ▶ Complete all fields appropriate to the task
- ▶ Building, Floor, Location, category and problem are all drop down fields, please select the most suitable option
- ▶ As options are selected from the drop-down menu's the next selection will be tailored to assist with selection
- ▶ The long description field is a free text box, this is available for any additional details required to assist with the task
- ▶ All fields are mandatory bar the photo upload. If any information is missing, an error will appear in red

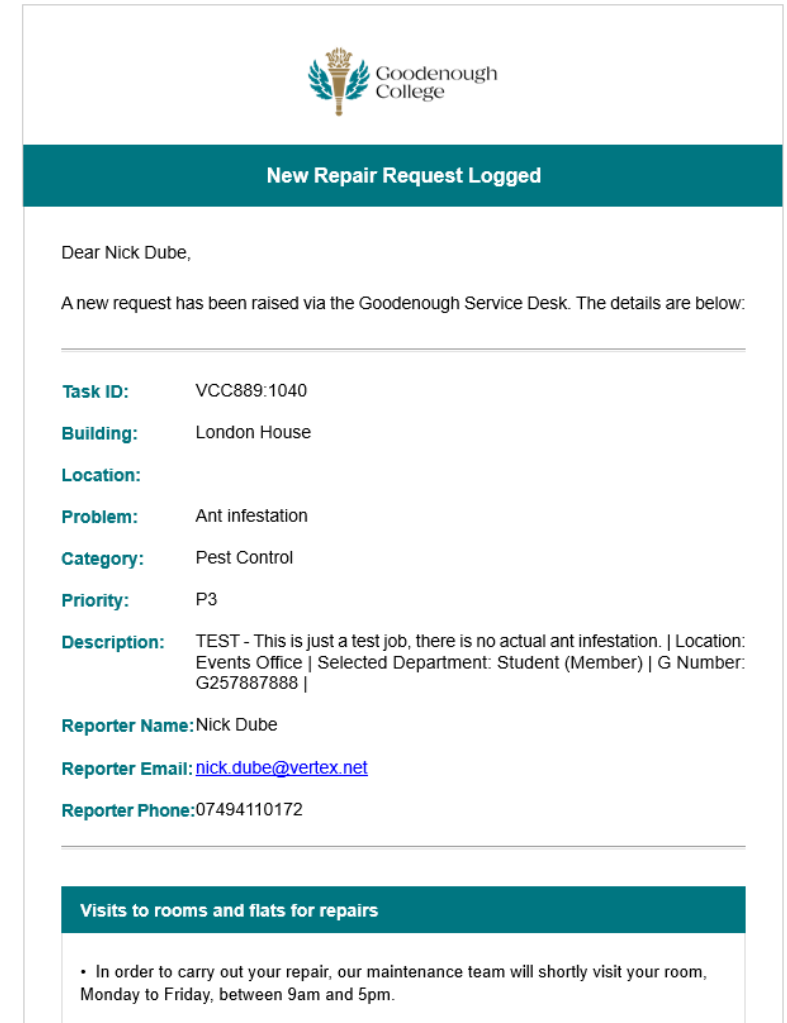
Your Phone Number
This field is required

Logging a Job



Example of task submission

- Once job is logged, you will receive immediate confirmation of task submission
- An email will also be issued to the email provided at task logging stage, confirming task detail and information around access for the repair



Example of Task Confirmation email

- ▶ Your repair will be passed to the engineering team to complete
- ▶ Should you require any updates in the interim, please use the below contact details.
- ▶ Please ensure you provide the Task ID stated in your confirmation email, so your specific repair can be identified

▶ Email: estates@goodenough.ac.uk

▶ Phone for Emergencies: **020 7837 8888**

(Reception Desk)



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Estates and Facilities Management

Hi Joe Bloggs,

This is to let you know that your repair job has been completed. The details are below:

Task ID:

VCC889:1039

Date & Time Reported:

14/Aug/25 18:21

Reported by:

Joe Bloggs (01256999885)

Priority Assigned:

P1

Target Completion:

14/Aug/25 18:21

Task Started:

14/Aug/25 16:00

Completion Date & Time:

14/Aug/25 19:52

Building:

House 15

Task Details:

TEST JOB | Location: Flat 1 | Selected Department: Student (Member) | G Number: G12345 |

Resource on Task:

Goodenough College Eng 01

Task Notes:

Task has been marked as complete Task completed in full, repairs complete :-)

Regards,

Goodenough Service Desk

If you require further assistance with this request please contact the Service Desk on 3333.

Example of Task Completion Notification email

Once task has been completed, the reporter who logged the task will be notified via email.

Task Completion

Any questions on the content of
this guide, please reach out to the
Estates Team



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