


## Finding the Right Tile for Your Request

There are **2 main types of tiles**:

### **1. Maintenance Tiles**

- Available to **all Dalhousie community members** (staff, faculty, students)
- Located at the top under:
  - *Building Maintenance*
  - *Grounds and Environment Maintenance*
- Use these for **basic maintenance issues**, such as:
  - Broken windows
  - Small leaks
  - Tripping hazards
  - Overflowing waste bins


 *Costs are typically covered by Facilities Management (sometimes shared with Ancillary Services).*

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### **2. Client Funded Tiles**

Used by **building managers or administrators** for work paid by faculties/departments.

#### **Small Job Estimates**

- Request a **cost estimate before work begins**
- Examples:
  - Painting or flooring
  - Installing sinks or eyewash stations
-  Requires a **separate request** after estimate approval

#### **Small Jobs**

- Request **work to be completed**

- Examples:
  - Installing whiteboards or shelving
  - Cutting keys or changing locks
- May proceed **without estimate** for simple jobs
- ⚠ Requires **Spending Authority approval**

## **Capital Requests**

- Large-scale projects involving:
    - Planners & Project Managers
    - Engineers or Architects
  - Examples:
    - Installing lab equipment
    - Rekeying departments
    - Renovating rooms or floors
  - Includes formal **project management and financial tracking**
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## **Set Up Your User Profile**

- Go to **Settings** → **User Profile**
- Add your **phone number** (auto-fills future requests)
- Add or edit your **name** if needed

### ⚠ Do NOT:

- Deactivate your account
  - Change your password (uses SSO)
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## **Creating a Request**

1. Select a **Tile** from the Home page

2. Choose **Building/Property**
  3. Select **Floor**
  4. Select **Room → Next**
  5. Choose relevant options
  6. Add **clear comments**
  7. Enter additional details
  8. Attach files (*no iPhone Live photos*) → Next
  9. Click **Review**
  10. Click **Submit**
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#### **Print a Request**

1. Select **Print Options** (top right)
  2. Click **Print Content** to create/save a PDF
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#### **Search for a Request**

##### 1. **Process Screen**

- Use the **Processes search box** (top right)
- Search by:
  - Building
  - Room
  - Keywords
- **!** Not case sensitive
- **!** Cannot search by date

##### 2. **Notifications Screen**

- Search similar to Process screen

- Deleted notifications **cannot be recovered**
- Search using:
  - Keywords
  - WO# (full or partial)
- 📅 WO# includes date (YYYYMMDD format)

### 3. ⚙️ **Filtering**

- Use **Filter XXXXX** in Process screen
- Filter by:
  - Open
  - Watching
  - Closed
  - All

⚠️ Filters persist—click **Clear** if results seem missing

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### 👤 **Add Someone to a Request (Tagging)**

1. Open request → **Process screen**
2. Go to **Comments tab**
3. Type @name and select person
4. Add a message explaining why they're tagged

⚠️ User must have logged into ReADY at least once

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### 💬 **Add or View Comments**

1. Open request → **Process screen**
2. Go to **Comments tab**
3. View or add comments

4. Tag users if needed
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### **Attach Documents or Photos**

1. Open request → **Process screen**
2. Go to **Attachments tab**
3. Click **Browse** to add files
4. Delete incorrect files if needed





 No iPhone Live photos (use screenshots instead)


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### **Check Request Status**

1. Select **Process** (top menu)
  2. Choose from:
    -  Open Requests
    -  Watch List
    -  Closed Requests
    -  All Requests
  3. Click a request to view details
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### **Email Notification Preferences**

- Go to **Settings** → **User Profile** → **Notifications**
- Options:
  -  Task Assignment
  -  Workflow Activity
  -  AiM Status Updates
  -  Comments

 *“Comments” is the most important to keep enabled*

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## **Cancel a Request**

- Add a **comment requesting cancellation**
  - Work Control will cancel it for you
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## **View AiM Work Orders & Status**

1. Open request → **Process screen**
  2. Go to **AiM tab**
  3. View:
    - WO (Work Order)
    - PH (Phase numbers)
    - Status updates
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## **Return to Home**

- Select **Cancel** or **Home** to go back to Tiles
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## **Upload Files**

- Drag & drop files or use:  
 <https://dal.sharepoint.com/sites/facilities-management>
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## **Need Help?**

-  Email: **fixit@dal.ca**
-  Phone: **902-494-3345**