

Planet: Estates web portal for fault logging and updates

Accessing the portal

Access to the portal is via <https://planetfm.essex.ac.uk/PlanetPortal/>

Before using the portal for the first time, you will need to request access by emailing your name and staff email address to ems-helpdesk@essex.ac.uk

Once you have a login, you will need to enter your details and click '**Network Login**':



The main page of the portal allows you to navigate to various areas;

In the top right corner, the '**Helpdesk**' tab is where you can log a call, search for an existing call, and view your calls.

The '**Work Orders**' tab allows you to view work orders that are in progress, and see your work order history.

The '**Account**' tab is where you can add your contact telephone number, change your region to view details for Southend and Loughton, or log out of the portal.

University of Essex

Helpdesk Work Orders Account

Welcome

Welcome to the Estates Helpdesk for the University of Essex Colchester campus

You can use this website to log a fault, see what jobs are due for your area, and access updates on the faults you have previously raised.

If you have any queries about a fault, or using this portal, please contact us by calling 01206 872959, emailing ems-helpdesk@essex.ac.uk or visit our Helpdesk in person in room **6.003**.

Our opening hours are:

Monday to Thursday 08:00-12:30 and 13:30-16:30
Friday 08:00-12:30 and 13:30-16:15

News

- [08-12/01/2024 EBS roof works](#)
08/01 - 29/02/2024
- [Southcourts asset tagging](#)
- [06-07/01/2024 underpodia netting works](#)

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Logging a call

Under the 'Helpdesk' tab, click 'Log A Call', and check your details are correct before clicking 'Continue'.

Home > All Calls > Log A Call

Your Information

Please provide your contact details. Your contact information allows us to stay in touch with you about the progress of your call.

First Name: John
Last Name *: Smith
Tel No:
Mobile No:
Email Address *: aa11111@essex.ac.uk
Callers Ref:
Continue

The next page asks you for the location of the fault or issue. Start by searching for the room number in the search box.

In some cases, the room may not be listed. If the room is not listed, use the description filter to find the room:

Description
Office
Female
Knowledge Gateway
Main Campus, Academic
Main Campus
Square 1
Square 2
Square 3
Square 4
Square 5

I have used the word 'Life' in the below example, to locate rooms within the Life Sciences building. Some buildings have a large number of rooms, so you may need to navigate to the following page to select the correct room.

Description
Life Sciences
Life Sciences Floor 2
Life Sciences Plant Room
Life Sciences STORES
Life Sciences General
Life Sciences Floor 2C
Life Sciences 2 General
Life Sciences Floor 3
COMPU Life Sciences & CRYSTAL STRU
Life Sciences Switch Room

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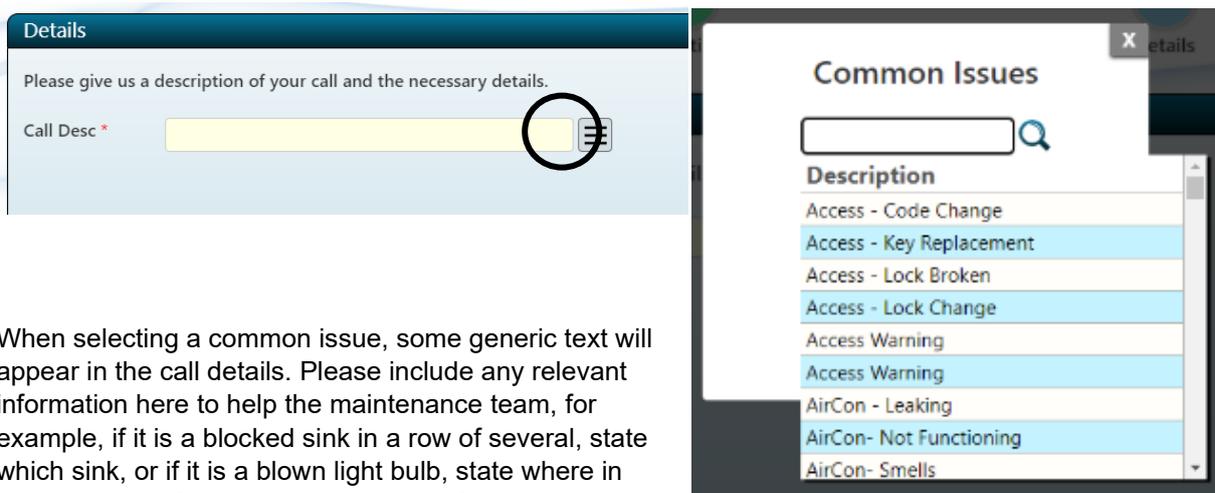
Click on the correct room and the click 'Continue'

Site	Building	Floor	Room	Description
MC	6N	6N.3	3.GEN	Life Sciences 3 General
MC	6N	6N.3C		Life Sciences Floor 3C
MC	6N	6N.4		Life Sciences Floor 4
MC	6N	6N.4	4.15	ENVIRONMENTAL Life Sciences
MC	6N	6N.4	4.17	BIOLife Sciences RESEARCH ANTE RM
MC	6N	6N.4	4.19	BIO Life Sciences RESEARCH
MC	6N	6N.4	4.25	BIOLife Sciences RESEARCH LAB
MC	6N	6N.4C		Life Sciences
MC	6N	6N.5		Life Sciences
MC	6N	6N.5	5.06	ORGANIC Life Sciences RESEARCH

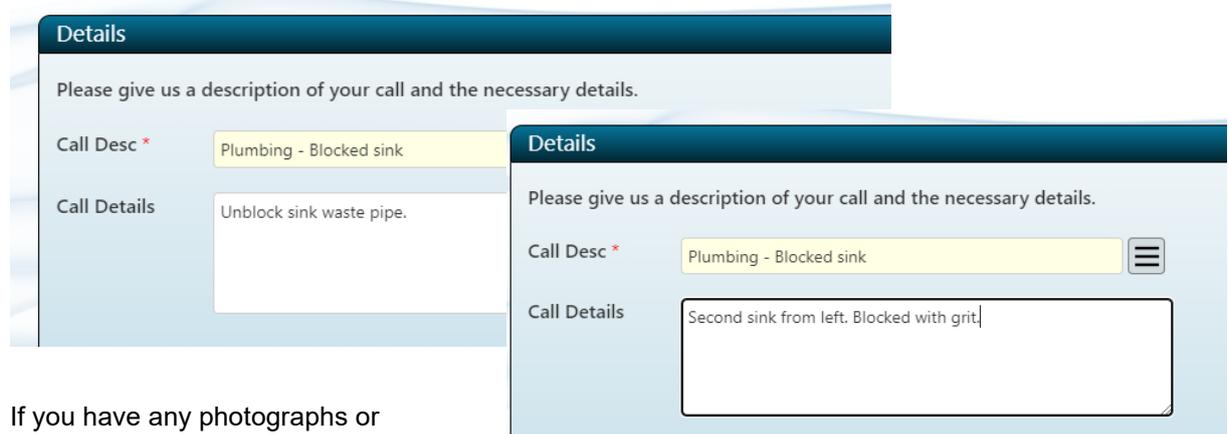
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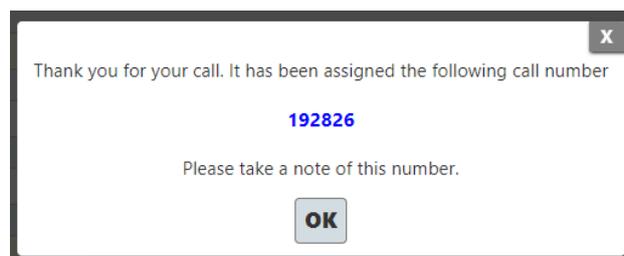
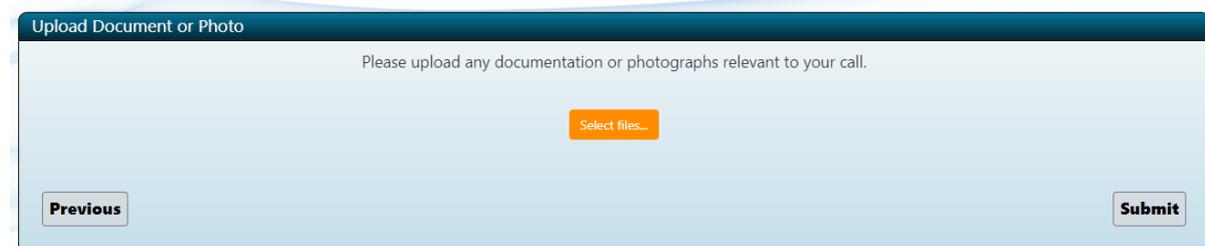
The Details page is where you state the issue. You can access a list of common issues using the lined icon beside the call description text box:



When selecting a common issue, some generic text will appear in the call details. Please include any relevant information here to help the maintenance team, for example, if it is a blocked sink in a row of several, state which sink, or if it is a blown light bulb, state where in the room and, if you know it, the type of bulb.



If you have any photographs or documents relevant to the issue, you may attach them on the final page, before clicking '**Submit**':



You will then be given your call log number so you can refer back to this for updates on the work.

Searching for an existing call

To check the details of an existing call, click on the '**Helpdesk**' tab and '**Call Search**'.

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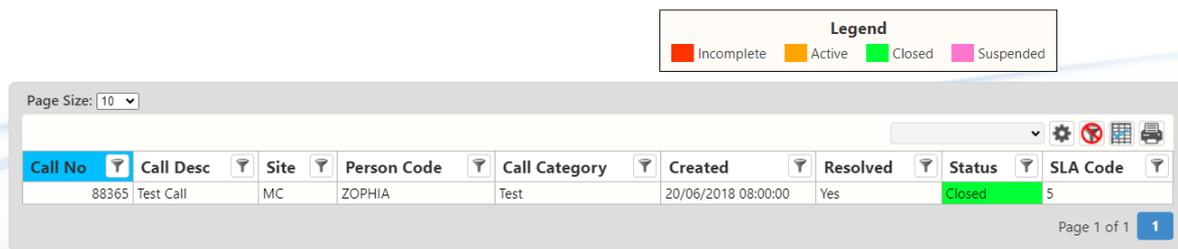
You can search by the call number if you know this, the name of the person who logged the call, the location of the issue, or the department.

[Home](#) > [All Calls](#) > Call Search



The table will show you all calls within the parameters set (call number/name/location/department), and you can click on an individual call to view more details.

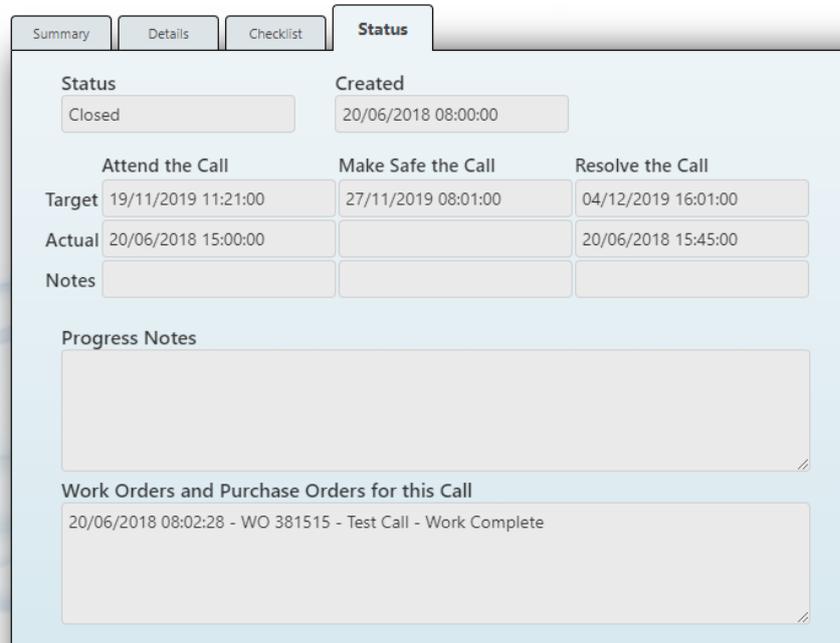
[Home](#) > All Calls



Call No	Call Desc	Site	Person Code	Call Category	Created	Resolved	Status	SLA Code
88365	Test Call	MC	ZOPHIA	Test	20/06/2018 08:00:00	Yes	Closed	5

The tab you will likely use most is the 'Status' tab, which shows progress notes on the job:

[Home](#) > [All Calls](#) > Call Details



Attend the Call	Make Safe the Call	Resolve the Call
Target: 19/11/2019 11:21:00	Target: 27/11/2019 08:01:00	Target: 04/12/2019 16:01:00
Actual: 20/06/2018 15:00:00		Actual: 20/06/2018 15:45:00
Notes	Notes	Notes

Progress Notes

Work Orders and Purchase Orders for this Call

- 20/06/2018 08:02:28 - WO 381515 - Test Call - Work Complete

If you have any questions about your call, or about using the portal, please contact the Estates and Facilities Helpdesk: ems-helpdesk@essex.ac.uk, 01206 872959, or visit us in [room 6.003](#).

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