



## **How to log a maintenance request in the MaintainX ticketing system**

MaintainX will be used for all jobs requests for the Maintenance team including event set ups. Anything that you are hoping the maintenance team can help you with.

### **To request a job either from your phone or computer:**

1. Use the link <https://app.getmaintainx.com/request-portal/a21852b4-0e01-4c37-8f5a-af5f82c4c049> to access the Maintenance request Portal or
2. The QR code attached to access the Maintenance request Portal.  
(In the future we will have QR code posters installed in all building that when you open the QR code will take you straight to a requestor page on your phones.)
3. There is a link to MaintainX on your Xuno dashboard

The screenshot shows the Xuno dashboard interface. At the top, it displays the user's name 'Timothy Grandy' and navigation options like 'School', 'Learning', 'Administration', and 'Options'. The main content area includes a 'Dashboard' tab, a 'Classes' tab, and a 'My Links' section. The 'My Links' section contains a list of links: 'MaintainX', 'Maintenance Tickets', and 'Oakleigh Grammar'. The 'MaintainX' link is highlighted with a red rectangular box.

### **Once the new work request page comes up on your device you will be asked for the following information:**

1. What needs to be done? Eg. Room 12 – Leaking tap
2. Tell more about it. – more space to add a description of what action is needed, priority, date required by, etc.  
Optional: Add or take a picture or drag a picture. This is easily done and very helpful for us to assess what is required.  
Optional: Attach files
3. Contact information – so we can refer to you if needed for more information
4. Submit

The more information provided the better and may speed up response times.

Please note that the email [facilities@oakleighgrammar.vic.edu.au](mailto:facilities@oakleighgrammar.vic.edu.au) is no longer being used or monitored

If you have any problems using MaintainX please let me know preferably via email but if urgent ext 116.

Kind Regards

**Tim Grandy**

Business Manager