
INTRODUCTION TO THE ESTATES HELPDESK SYSTEM (PLANON)

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LOG IN TO PORTAL

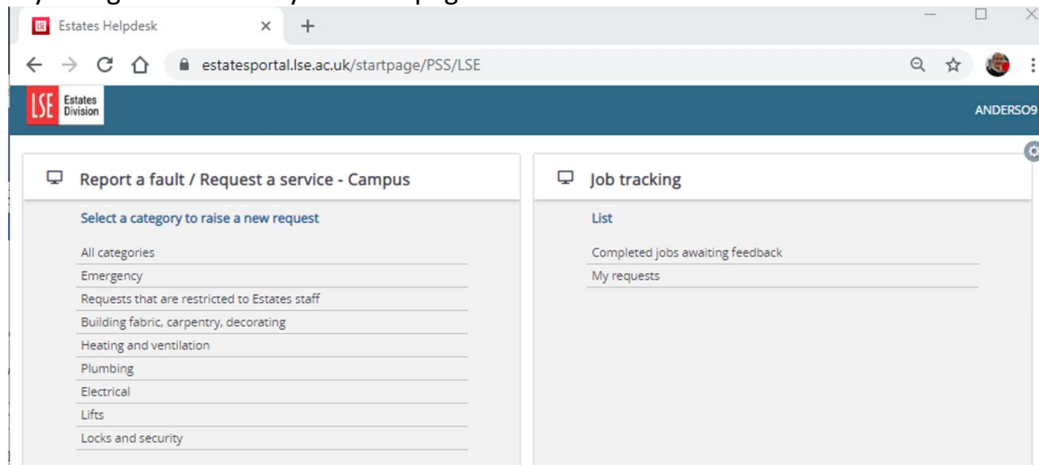
Log into the Estates self-service portal from the Maintenance Request Form link in the Estates help web pages or use this direct link:

<https://estatesportal.lse.ac.uk/startpage/PSS/LSE>. This brings up the LSE Central Authentication Service prompt.

Log in with your LSE network username and password.

If this does not work please email the Estates Help Desk estates-help-desk@lse.ac.uk. It will help us to resolve the problem more quickly if you can take a screenshot, which is easy using the Snip & Sketch tool, and paste it into the email.

If you log in successfully the web page should be as below:

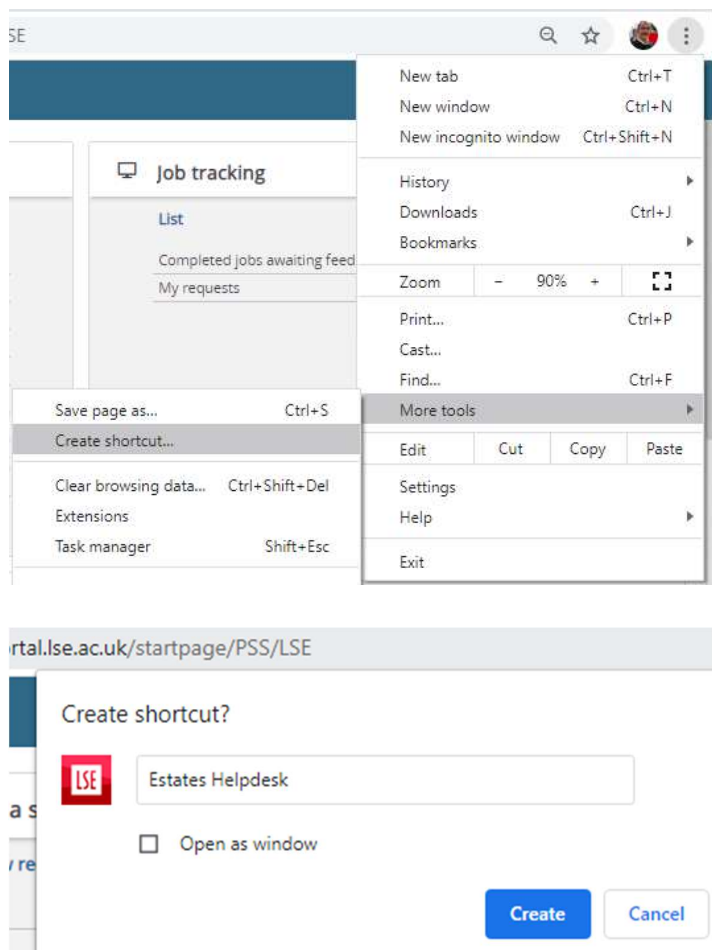


All LSE campus staff have the two panels, or “gadgets” available, entitled “Report a fault / Request a service – Campus” and “Job tracking”.

If you have logged in without an error but one or both of these panels is missing then you can add them. See Appendix 1: ADD OR RE-ARRANGE PANELS.


CREATE A SHORTCUT

Once you have logged in, save the web page as a bookmark or favourite for quick access. You can also create a desktop shortcut e.g. in Chrome from the settings menu in the top right corner. Select More tools – Create shortcut, and then give it a name in the prompt:



REPORT A FAULT / REQUEST A SERVICE

Click on the relevant category e.g. Electrical. If you have any doubt as to what the issue comes under click the first option All categories.

In the form that appears, only the starred fields are mandatory. Most fields have an information  button which tells you how to complete it.

If you cannot find the room number in the list for the building, pick a different room and put the correct room number in the additional information. This should be a rare occurrence.

Unless you select the option to not receive emails you will receive an email once your request is accepted, which gives a projected completion date/time, and another email if this target completion changes. You would also be emailed if the request were for any reason cancelled.



As the requestor you always receive an email when the job is completed. This has a link to the feedback form. This is very quick to fill in, and will help us further improve the service if you do so.

JOB TRACKING

The option “Completed jobs awaiting feedback” shows a list of any of your requests that have been completed and are awaiting your feedback, as in the completion email. This also gives you the opportunity to re-open the request if it has not been properly completed. After 5 days if you have not provided any feedback the job is closed and disappears from the list.

The option “My requests” shows all requests you have raised so you can see their current status. If you select one in the list there are two options below, to see the details of the request you raised, and see the related work as planned or in progress:

Job number	Description	Building	Room	Reported	Status
181219.00	Lighting - SPECIFY DETAILS	1KW, 1 Kingsway, WC2B 6XD	3.01 PSS (151)	13/03/2020 14:02	Reported

[Request details](#)  [Job progress](#) 

DEPARTMENT ADMINISTRATOR

If you are an authorised department manager or administrator then you may have an additional panel as below:

 **Department manager services**

Select an option

- Install salto lock
- Provide door key
- Provide furniture key
- Provide or extend salto fob
- Electric heater

The services listed here are only available to the manager and designated administrators in each department. An existing authorised administrator must request access for any

additional colleagues from the Estates Security systems manager Boban Velickovski
B.Velickovski@lse.ac.uk.

LOG OUT


If you click your username in the top right there is a Log Out option. This takes you out of the Estates Helpdesk screen to the Estates Home Page. **However it does not log you out!** This means that if you left your screen and someone else clicked on the Estates Portal link they would go back into Planon under your profile without a login prompt.

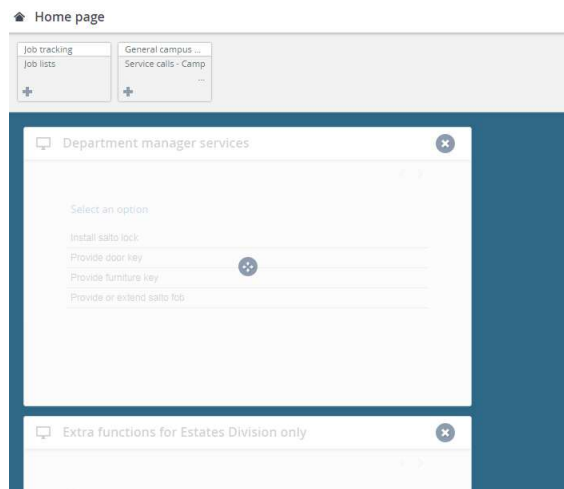
To log out of the Estates portal you must close the entire browser window, not just the one tab it is running in.

You may also be logged out automatically if you have not performed any action for about an hour. In this case when you come back to the screen you will see a message “The session has expired. Please refresh the page.” Click Refresh to continue.


APPENDIX 1: ADD OR RE-ARRANGE PANELS

It is possible that some or all of the self-service panels that you should see are missing. Alternatively they may be arranged in one column instead of side by side so that the lower ones are hidden unless you scroll down.

To find any missing panels and/or re-arrange them click the cog icon  in the top right. Now you are in edit mode. Any panels available to you but not on the screen show up in the menu bar at the top.



Click the + to add each one to the screen. You can also remove an existing panel by clicking

the x. You can then re-arrange all the panels by dragging them. When finished click the  symbol in the top right to exit from edit mode.