
INTRODUCTION TO THE ESTATES PORTAL

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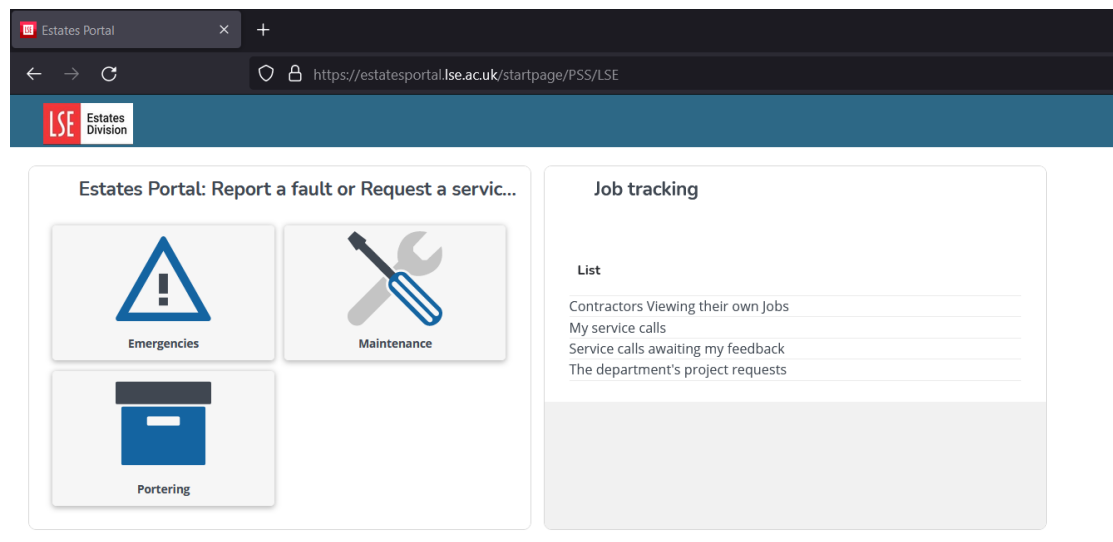
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LOG IN TO PORTAL

Log into the Estates Portal using this direct link:
<https://estatesportal.lse.ac.uk/startpage/PSS/LSE>

You will need to go through LSE’s Microsoft log in and Authentication to get into the Portal.

Once you’ve logged in, the web page should be as below:



All LSE campus staff have the two panels, or “gadgets” available, entitled “Estates Portal: Report a fault or Request a service (Campus)” and “Job tracking”.

If one or both of these panels is missing then you can add them, see the section ADD OR RE-ARRANGE PANELS.

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ESTATES PORTAL: REPORT A FAULT OR REQUEST A SERVICE (CAMPUS)

Click on the relevant category e.g. Maintenance, Portering or Emergencies

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

Use keywords in the Type of Request field to help select the closest match to the job that needs doing.

If you cannot find the room number in the list for the building, pick a different room nearby and put the correct room number in the additional information.

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:

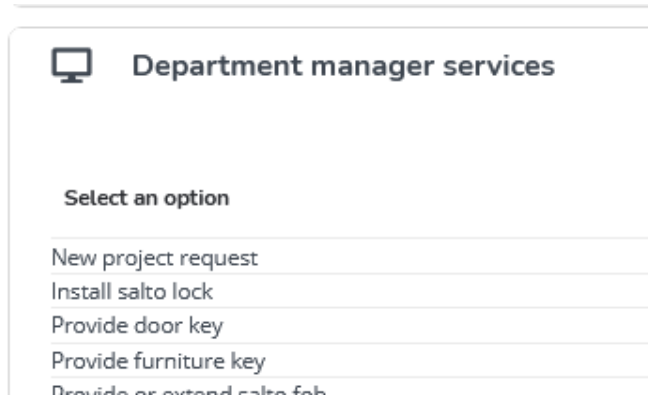
Job number	Description	Building	Room	Reported	Status
181219.00	Lighting - SPECIFY DETAILS	1KW, 1 Kingsway, WC2B 6XD	3.01 PSS (151)	13/03/2020 14:02	Reported

Request details ▶ Job progress ▶

DEPARTMENT ADMINISTRATOR

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


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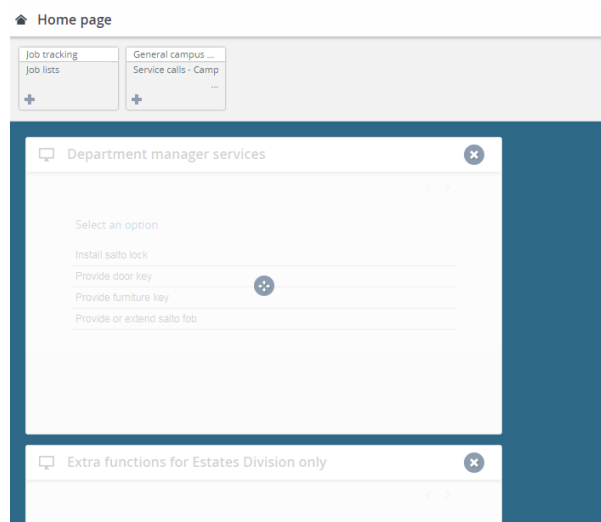


The services listed here are only available to the manager and designated administrators in each department. This section includes the New Project request form that allows you to raise new requests for Capital Development, ranging from room refurbs to building work.


ADD OR RE-ARRANGE PANELS

It is possible that some or all of the self-service panels or 'gadgets' that you should see are missing.

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.