

How to install and use the Planon App to raise Estates jobs and check your requests

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Introduction

The Planon App can be downloaded to your mobile device (iOS or Android) to allow you to raise Estates jobs, for example, reporting Maintenance or Portering jobs which need doing, while you are on site around the campus. This allows for faster reporting and investigation of issues, and complements the existing Estates Portal, which will remain in use.

Install

Download the App from the App Store (Apple) or Google Play (Android). The App is called Planon (published by Planon International BV) The Icon looks like this



App Size: approx. 51MB

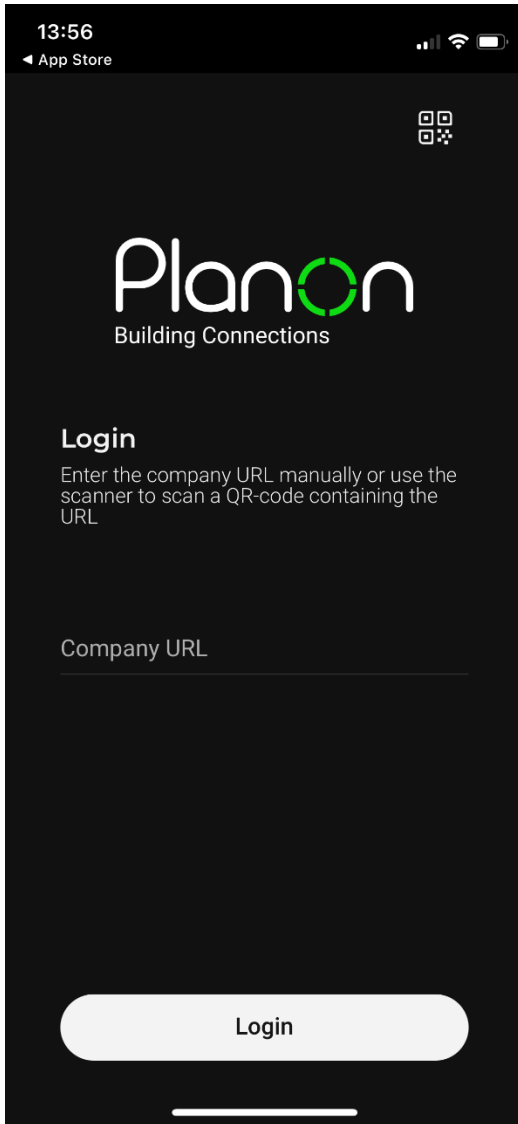
System Requirements

iOS 11.0 or later (iPhone or iPad)

Android 13 and above (Android devices)

Connect

Click on the App to open it.

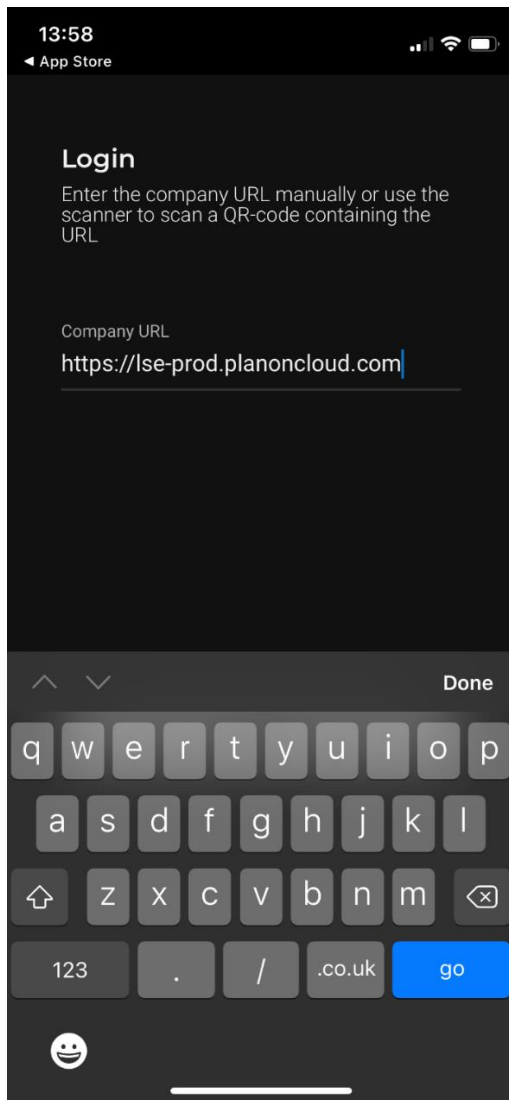


Use the QR code reader in the App to scan this QR code to bring up the Company Url



Or, where prompted, enter the Company URL for LSE's Planon system which is

<https://lse-prod.planoncloud.com>

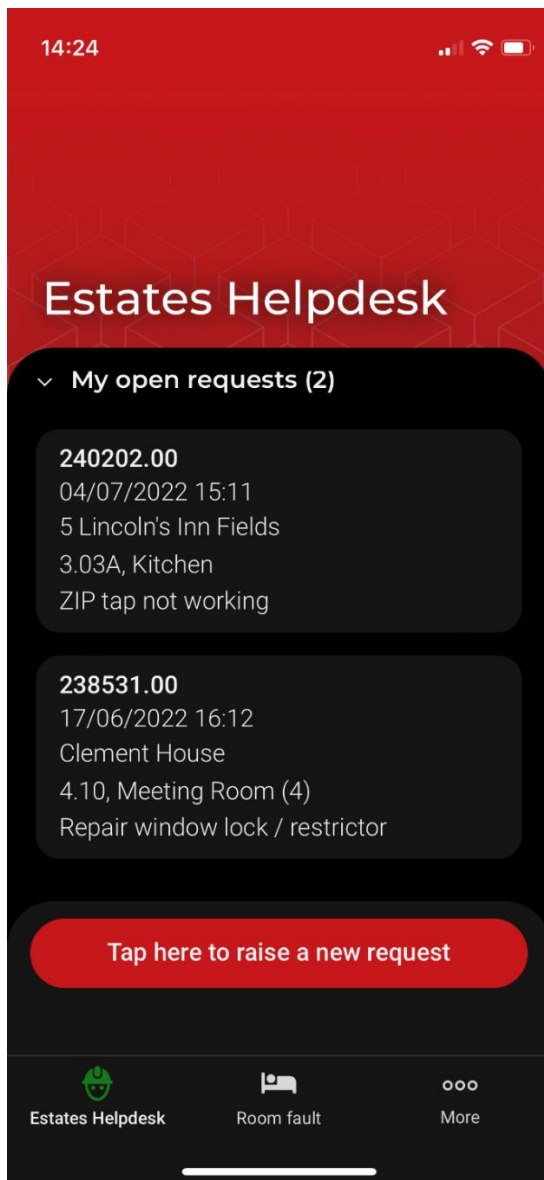


This takes you to the LSE Microsoft Office 365 sign in pages where you sign into your account, using Multi-Factor Authentication.

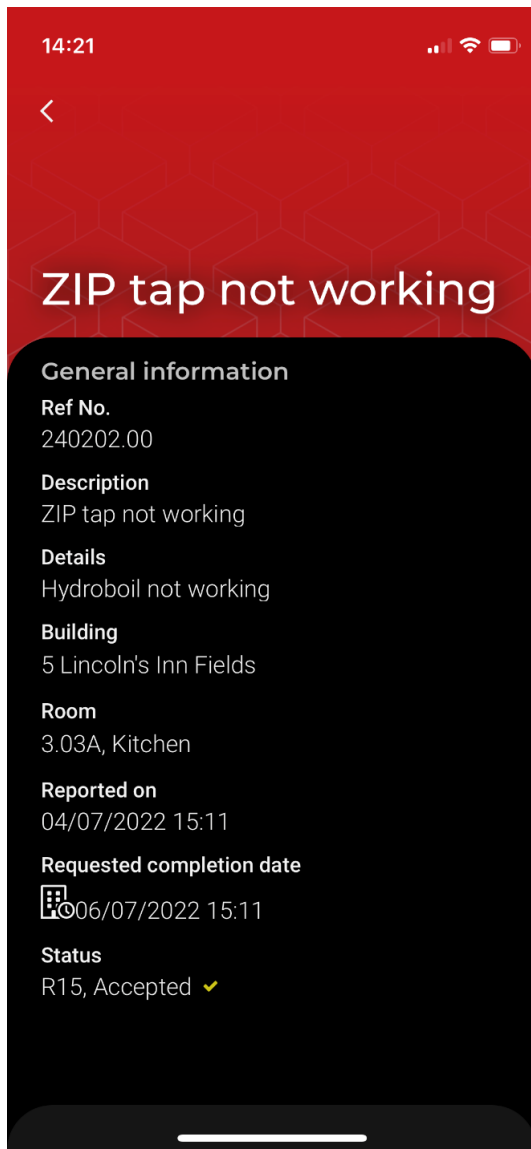
The App will then sign you in for 30 days, so you don't need to log in every time you visit.

You can choose whether to allow Planon to send you notifications, this will include a notification on your mobile screen when a job you have requested gets set to Completed.

Estates Helpdesk Home Screen



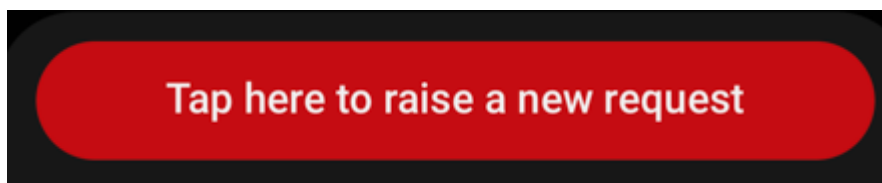
This screen allows you to check on your current active jobs that you have submitted (My Open Requests), any previous jobs (My Completed Requests) and any jobs which were cancelled by the Helpdesk or Porters Team (My Cancelled Requests). Simply tap on a job to see the details.



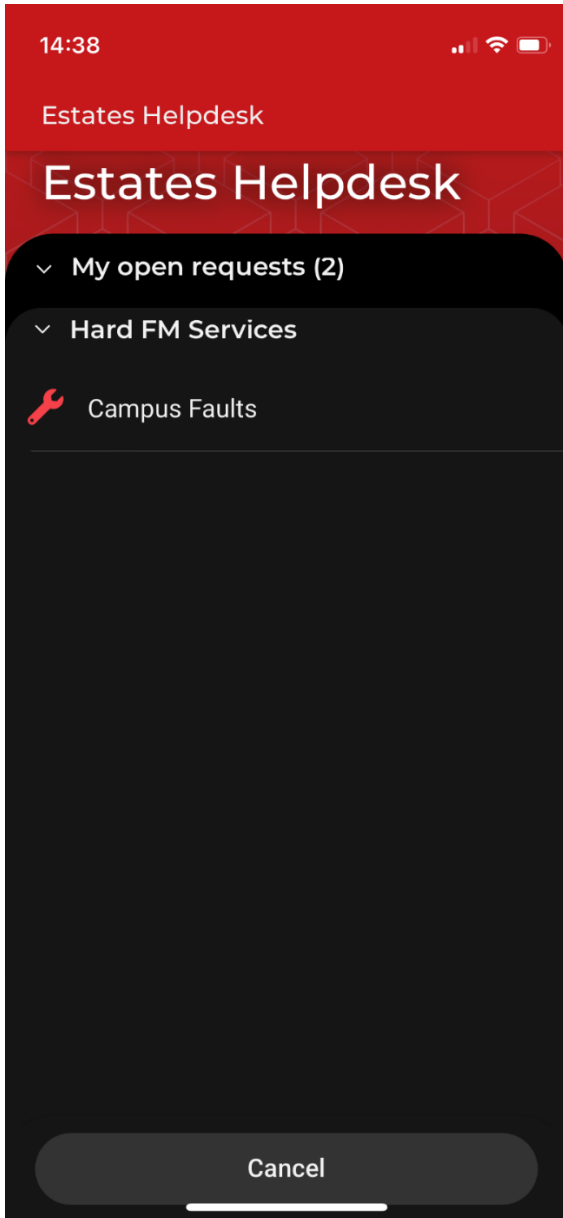
Use the back arrow < at the top to return to your job list.

Raising a new request

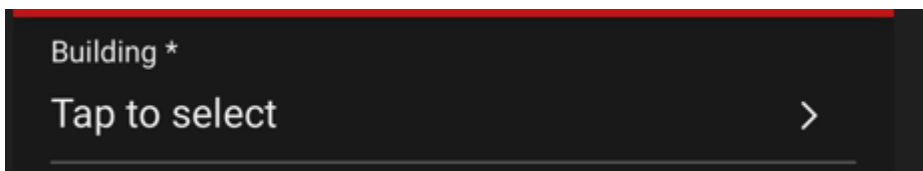
On the home screen, click on the new request bar



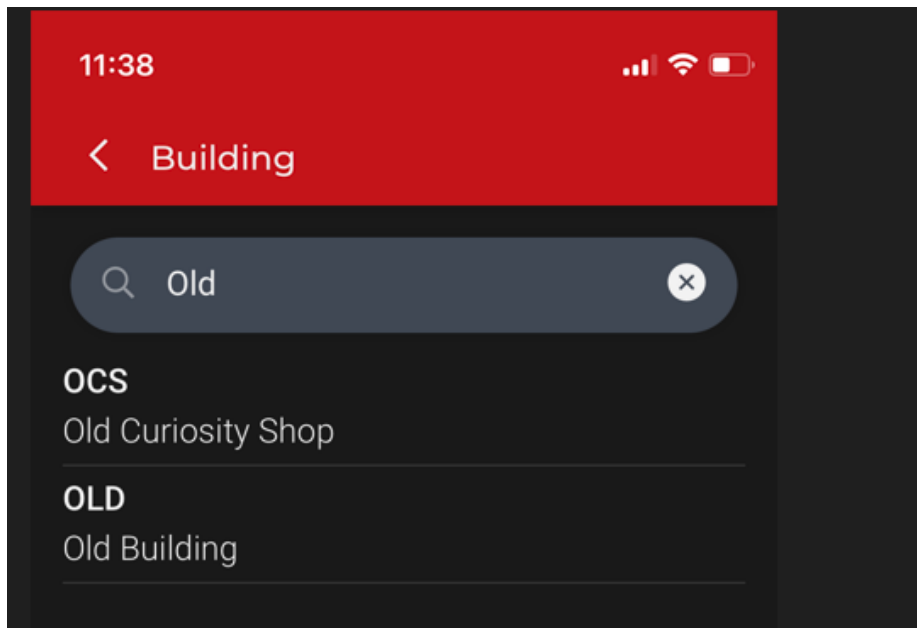
In this example we are raising a Maintenance request, so click on the > arrow next to 'Hard FM Services' and select 'Campus Faults'



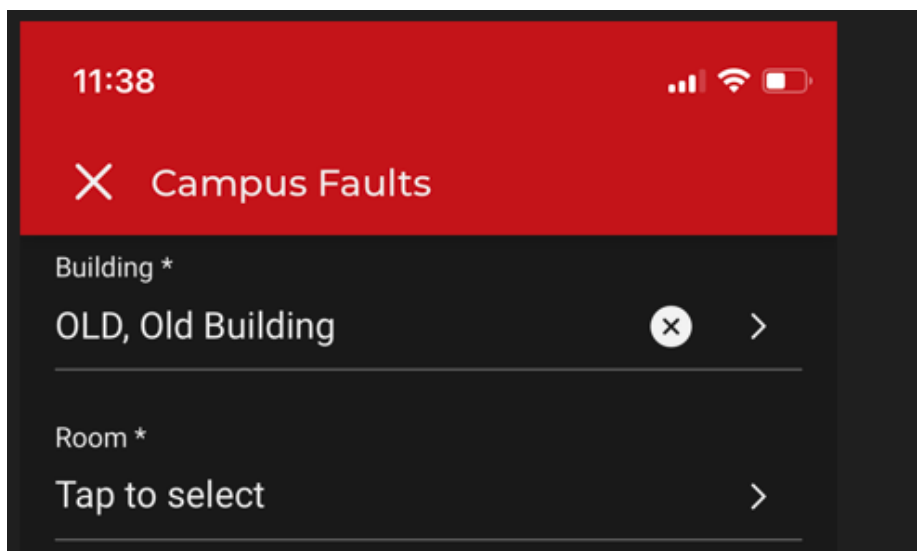
First select your **Building** by tapping on the > arrow on the Building field



Enter the Building Code (e.g. CLM, OLD, PAN) or part of the building name, in this case 'Old'

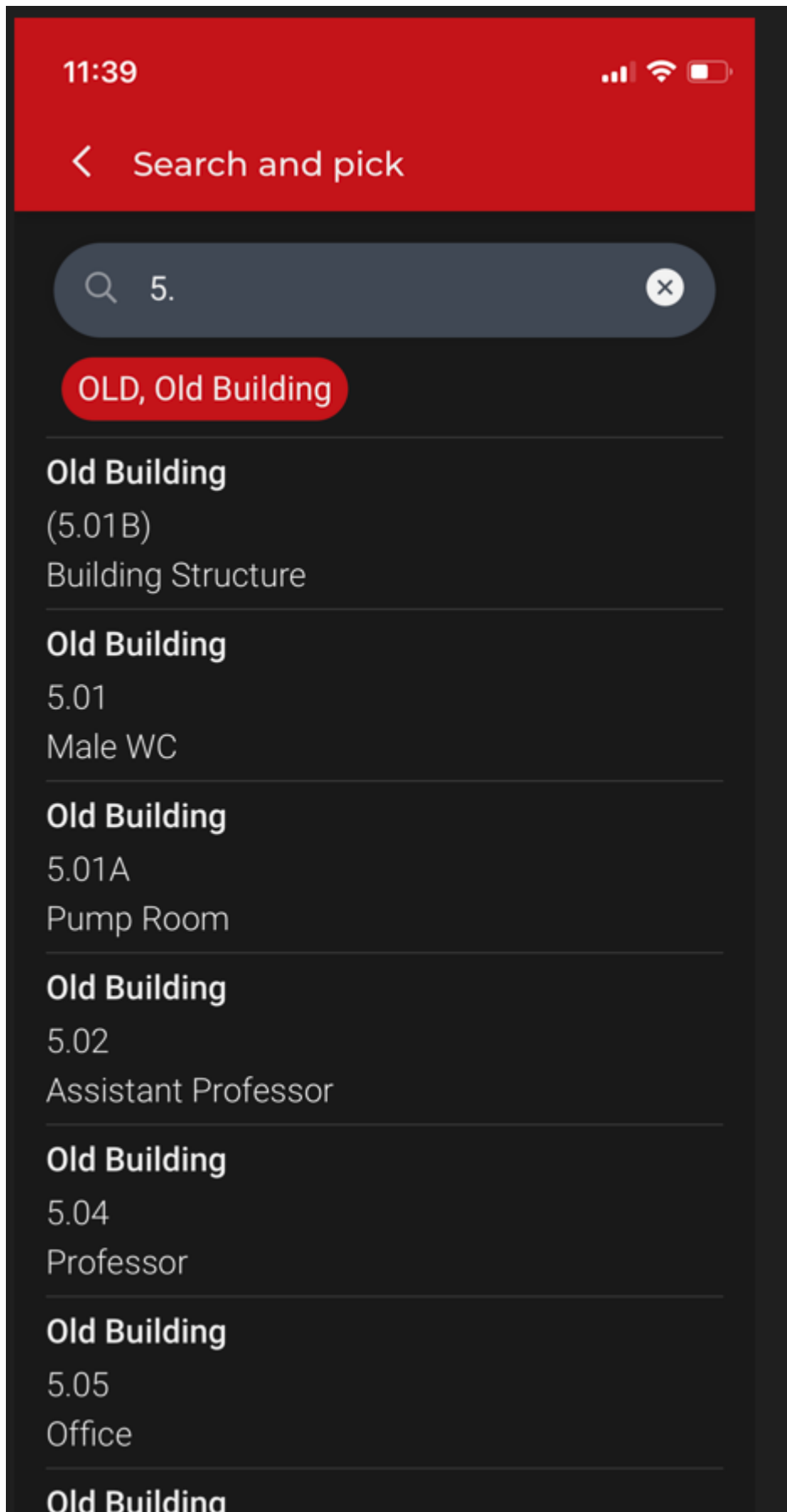


Select the Building you want by tapping on it, in this case Old Building

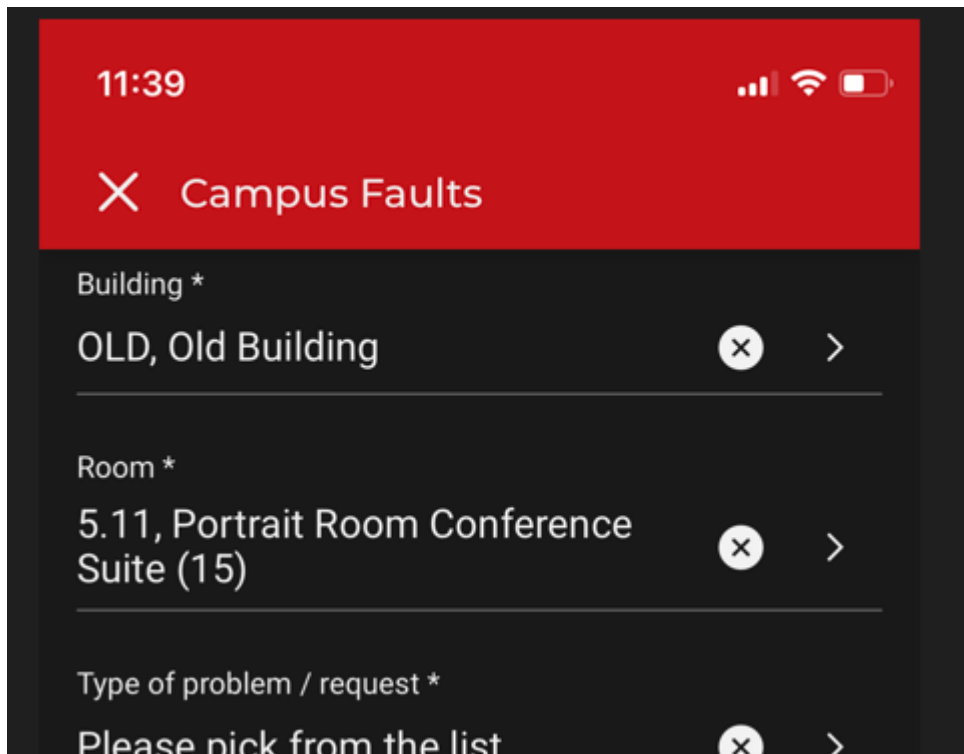


This will select the Building. If you make a mistake, click on the x to remove the Building and press the > to search again

Next, tap in the Room field to bring up the Rooms in the selected building. If you want to narrow the choice down to a particular floor, put the floor number followed by a full stop (e.g. "5.") in the Search box and this will bring back all the rooms on the fifth floor



Scan down the list and tap to select the room where the fault is



11:39

✕ Campus Faults

Building *

OLD, Old Building

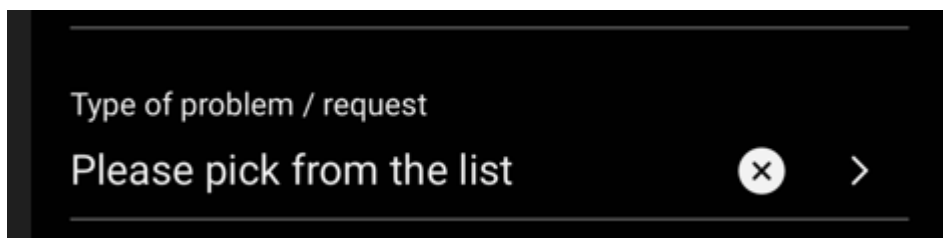
Room *

5.11, Portrait Room Conference Suite (15)

Type of problem / request *

Please pick from the list

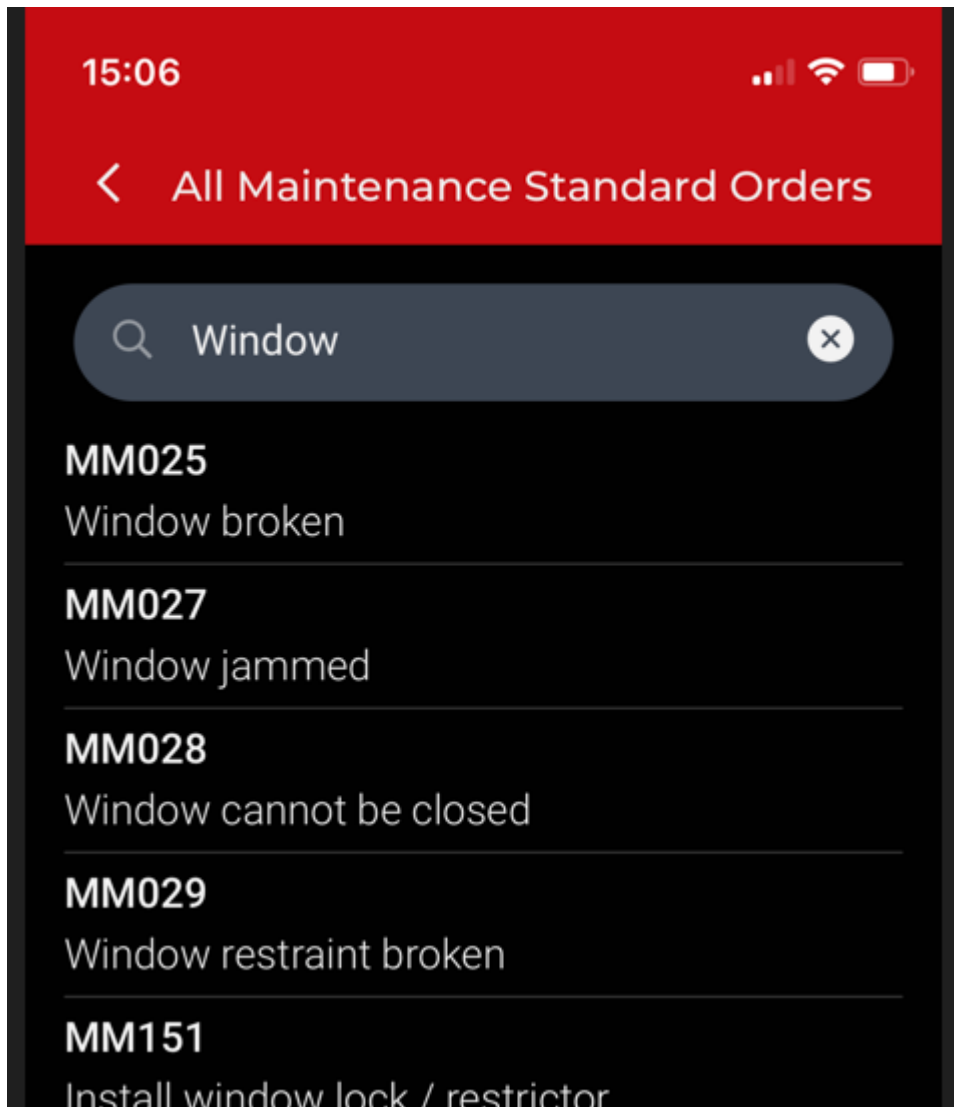
Next identify the **fault** that needs fixing. Tap on 'Please pick from the list'



Type of problem / request

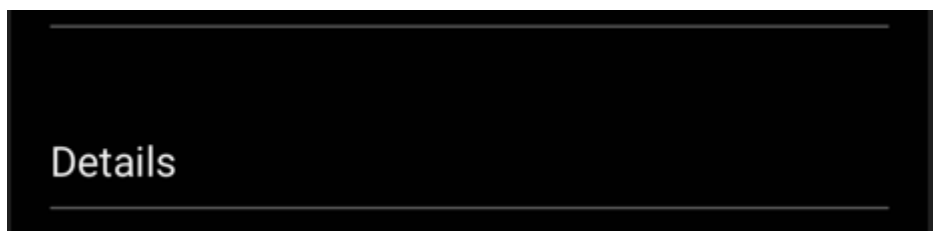
Please pick from the list

In the search box that opens start typing a keyword, e.g. 'Window' in the example below: this brings up all the jobs (known in the app as Standard Orders) that contain the keyword.

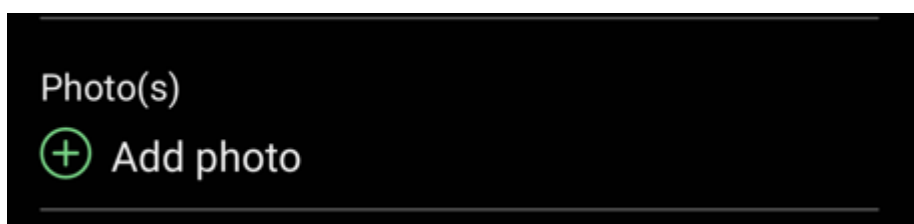


Select the job which is the closest match to the required fault.

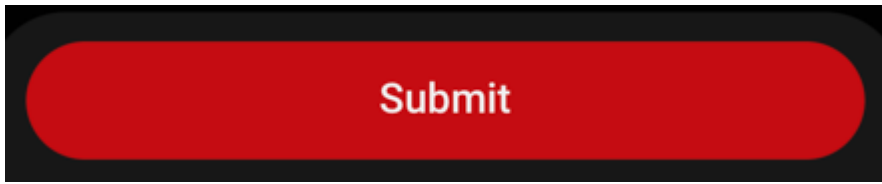
You can add further details by tapping on the Details tab. Please note that this field is mandatory so that the helpdesk know as much as possible about the issue.



You can add a photo by clicking on Add Photo (you'll need to give the App permission to use your camera), or you can upload a picture from your device.



Finally, press Submit and the request will go to the helpdesk, ready to be investigated and assigned to a technician. The job will also now appear in your My Open Requests on the home screen of the App.

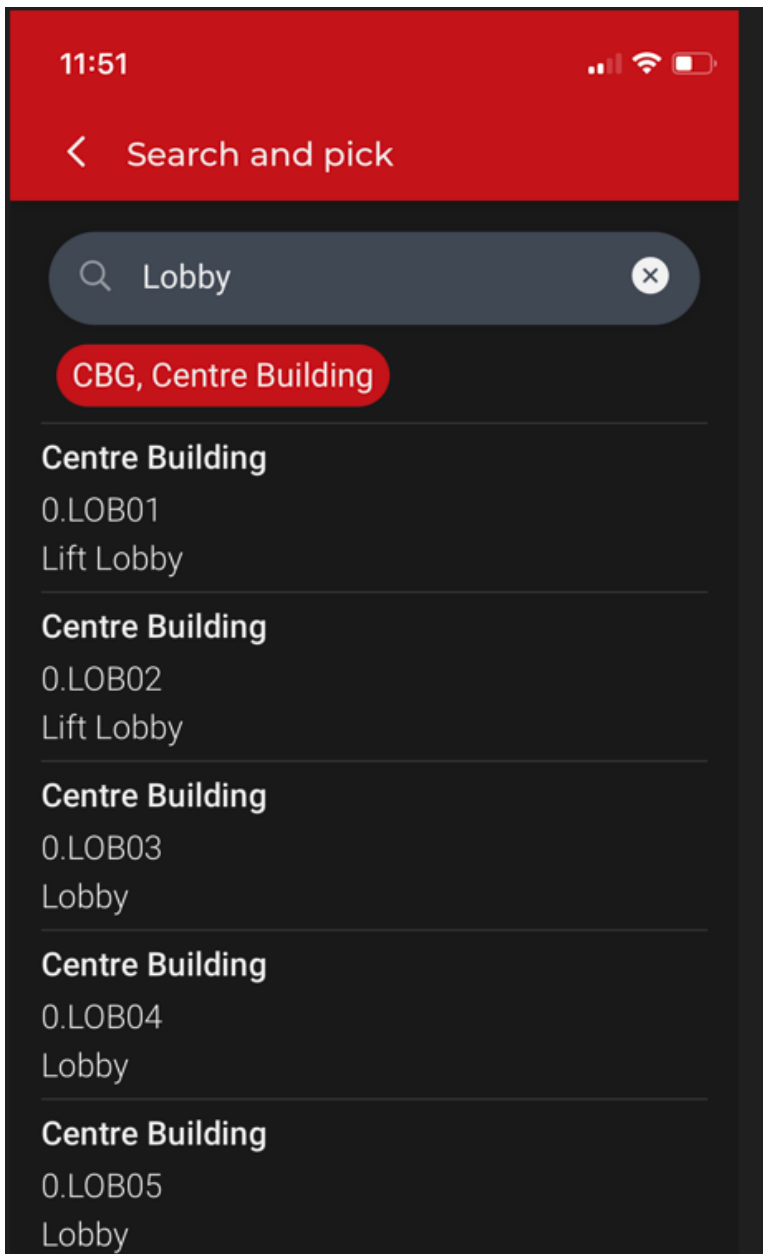


Searching for Risers, Corridors, Stairs and Lobbies

If you can't identify the precise location of the area where the fault is, then select the closest room and put something in the Details field to help guide the Helpdesk and Technicians to the exact location, for example 'Corridor outside CLM.2.02'.

If you want to be precise about the location, and you are looking for a Riser, a Corridor or a Lobby, you can search for them as follows:

Select the Building, in this example CBG, and if you are looking for a lobby, just type in "Lobby" in the search bar and it will bring back a list of all the Lobbies in the selected building



The same procedure works for Lifts, Corridors and Risers, just type in the respective word once you've selected the building and all the spaces that have word in the title will appear.

Help and support

If you have any problems using the App or have questions about it, please email estates.systems@lse.ac.uk