

Connect with FACILITIES LINK

The Facilities Link Maintenance Intake form was designed to
Improve communication by sending notifications and updates

- 1) when the request is received
- 2) when there is an update
- 3) when there is a delay
- 4) when the work is completed

Facilities Link also gives the customer an opportunity to give instant feedback once their ticket is closed.

On the backend, Facilities Link will support the collection of metrics and root-cause analysis of recurring issues.

FACILITIES LINK IS NOT FOR REPORTING EMERGENCIES

If you are experiencing a life-threatening emergency please call 911.


For suspected gas leaks call NW Natural at: (800)882-3377. Then call Facilities: (503)823-5252. You may be asked to evacuate the building.

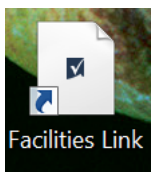
For Maintenance Emergencies please call (503)823-5252.

For Security issues please call (503)823-7777.

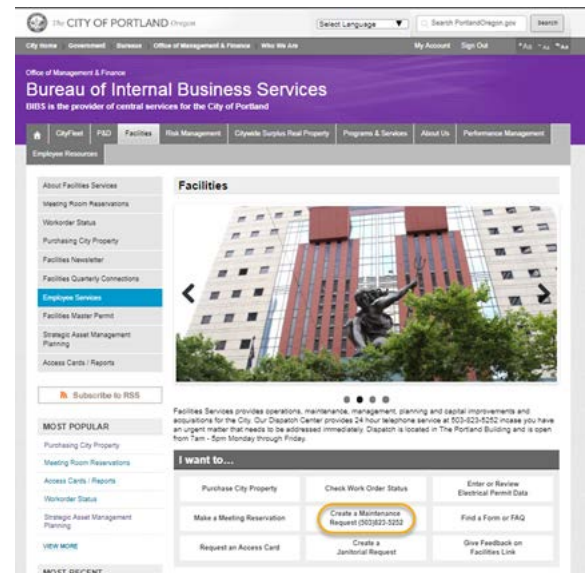
There are three ways to access the Facilities Link Maintenance Intake Form

#1 Facilities Website – You can access the Facilities Link Maintenance Intake Form by clicking “Create a Maintenance Request” in the “I Want To ...” mosaic.

#2  Bookmark – You can create a bookmark in your web browser to access the Facilities Link Maintenance Intake Form without going through the Facilities website.



#3 Desktop Shortcut – You can create a desktop shortcut to access the Facilities Link Maintenance Intake Form without going through the Facilities website. Instructions for creating a desktop shortcut will be available on the Facilities “Find a Form or FAQ” page.



Maintenance Intake Form

This is a step-by-step guide for the Facilities Link Maintenance Intake form process.

First, access the Facilities Link Maintenance Intake Form by one of the three methods described above.

You will then see the beginning of the intake form (shown below)

Section 1: About You

FACILITIES LINK

OMF Facilities Maintenance Request Intake Form

If you are experiencing a life-threatening emergency please call 911.

For suspected gas leaks call NW Natural at: (800)882-3377. Then call Facilities: (503)823-5252. You may be asked to evacuate the building.

For Maintenance Emergencies please call (503)823-5252.

For Security issues please call (503)823-7777.

About you:

What Bureau are you with? *

1

What is your name? *

2

What is your phone number? *

Please enter your full phone number with no () or -

3

What is your email address? *

To receive automatic updates on your request please make sure to enter your email address in its proper format. Ex: first.last@portlandoregon.gov

4

Best Contact:

Please list the email address of the best contact to receive all future updates on this request if it is not yourself. Ex: first.last@portlandoregon.gov

5

Step 1: What Bureau are you with? (required)

Select your Bureau from the drop-down list. You may jump to the Bureau name by typing it in. Below is the list of Bureaus offered in this form.

Non-City	Emergency Management, Portland	Neighborhood Involvement, Office of
Archives and Records Center	Environmental Services, Bureau of	Ombudsman
Assessments, Finance & Foreclosure	Equity and Human Rights, Office of	Parks & Recreation, Bureau of

City Attorney, Office of	Facilities Services	Planning & Sustainability, Bureau of
City Auditor, Office of	Fire & Police Disability and Retirement	Police Bureau
City Budget Office	Fire & Rescue, Portland	Portland Children's Levy
City Fleet	Government Relations	Portland Water Bureau
Council Clerk/Contracts	Hearings Office	Procurement Services
Commissioner Eudaly's Office	Housing, Bureau of	Proper Portland
Commissioner Fish's Office	Human Resources, Bureau of	Revenue Division
Commissioner Fritz's Office	Independent Police Review	Revenue & Financial Services, Bureau of
Commissioner Saltzman's Office	Internal Business Services, Bureau of	Risk Management
Development Services, Bureau of	Management & Finance, Office of	Technology Services, Bureau of
Emergency Communications, Bureau of	Mayor's Office	Transportation, Portland Bureau of

Step 2) What is your name? (required)

Enter your first and last name.

Step 3) What is your phone number? (required)

Enter the best number to reach you with questions with no punctuation.

Step 4) What is your email address? (required)

Enter the best email to send updates or questions. Please make sure the information is correct.

Step 5) Best contact (optional)

This email address will receive all updates from Facility Link. You may use this field if there is another person who needs to be updated on this item, for example: a Project Manager or Shift Leader.

Section 2: About Your Request

About your request:

How can we help you today? *
Please select one of the options that suits your need best. If you are not sure, please select 'Other'.

6

Which building? *
If multiple buildings are involved, please select 'N/A- Other' and list the buildings involved in the 'Description' field below.

7

Description: *
Provide as much detail as you can on the scope of work.

8

What floor(s) is/are involved?

9

Room/Suite number:

10

Attach photos/diagrams here:

11 file name

Step 6) How can we help you today? (required)

Select the request type that is the closest match for your request. You will have the opportunity to add specific detail in the Description section. Below is the list of request types that are available.

PLEASE NOTE: This for is only for Maintenance requests. Please see the “I Want To ...” mosaic on the Facilities website for other types of requests.

Other/Miscellaneous	Furniture - General Issue	Pest Control
Awning - Repair/Replace	Furniture - Disposal	Picture- Hang/Repair
Doors - General Issue	Gate Repair	Plumbing
Doors - Lock/Keys	Graffiti Removal	Plumbing - Clogged Toilet
Electrical - General Issue	Grates Repair	Roll-up Doors Repair
Electrical - Lighting	HVAC - Too Cold/Hot	Roof/Ceiling - General Issue
Electrical - Power Outage	HVAC - General Issue	Roof/Ceiling - Roof Leak
Fencing - Repair/Replace	Keys/Locks - Install	Walls - Patch/Paint
Flag - Move/Repair/Replace	Landscaping	Windows - Repair/Replace
Floor/Carpet - Repair	Meeting/Contractor Escort	

Step 7) Which Building? (required)

Select your building from the drop-down menu. You can jump to a building by beginning to type the P&D mail code. Below is the list of buildings available.

013 Gibbs Street	217 Water Pollution Control Lab	699 Fourth & Yamhill Garage SPG
021 ECC Center	218 Powell Valley Water Distribution	707 First & Jefferson Garage SPG
074 Airport Way Training Center	224 Records & Archives	708 Third & Alder Garage SPG
078 Sears Building	271 Rivergate Vehicle	709 Tenth & Yamhill Garage SPG
106 The Portland Building	275 Interstate Yard and Garage	711 Natio & Davis Garage SPG
108 The Congress Center	288 Kelly Building	815 Guilds Lake Industrial Center
113 Pioneer Tower	299 1900 Building	815-P Police Property Warehouse
117 Materials Testing Lab	316 Kerby Building	816 Albina Yard
119 Justice Center	320 Interstate Complex	823 John Yeon Building
122 Columbia Square	330 Groundwater Pump Station	907 Portland Street Car
126 St. Johns Precinct	343 Kerby Garage (Fleet)	911 911 Communications
131 City Hall	343-A Stanton Yard	948 Prune Hill Radio Site
157 Housing & Community Development	348 Bull Run Headworks	949 Council Crest Communication Tower
168 400 SW 6TH	362 Sandy River Station	951 Mount Tabor
200 North Precinct	364 Lusted Hill	952 Willalatin Tank
200-C Walnut Park Commercial Space	400 East Police Precinct	959 Arrowood
215 Union Station	432 Kelly Butte	964 PCC Sylvania Campus
215-A Union Station Pedestrian Bridge	553 Fleet Graham Garage	N/A Other

Step 8) Description (required)

Provide as much detail as possible in this field.

Step 9) What floor(s) is/are involved? (optional)

Include a specific floor, if applicable.

Step 10) Room/Suite number (optional)

Include a specific room or suite number, if applicable

Step 11) Attachments (optional)

You may attach documents or images here. This field works on mobile devices and can attach pictures from the camera.


Section 3: Impact

Impact:

12 Severity: *

- Critical – Safety of life or property threatened; immediate impact on entire building, Bureau, or Division’s primary business function; loss of utilities
- Urgent – Maintenance or repair work required for continued facility operation and to restore healthful environment
- Significant – Limited or temporary impact on Group or Individual’s primary business function, safety, or property. Maintenance or repair work to return the premises to a safe or useable state.
- Routine – Facilities maintenance work that can be resolved as part of a routine schedule.
- Discretionary – Work that is desired but not essential to protect, preserve, or restore facilities and equipment.

Required by:
Please let us know if your request is time sensitive, Facilities will attempt to meet or exceed this deadline.

13 

Billings

Step 12) Severity (required)

Select the level of impact or severity that closest describes your incident.

Critical – Safety of life or property threatened; immediate impact on entire building, Bureau, or Division’s primary business function; loss of utilities

Urgent – Maintenance or repair work required for continued facility operation and to restore healthful environment

Significant – Limited or temporary impact on Group or Individual’s primary business function, safety, or property. Maintenance or repair work to return the premises to a safe or useable state.

Routine – Facilities maintenance work that can be resolved as part of a routine schedule.

Discretionary – Work that is desired but not essential to protect, preserve, or restore facilities and equipment.

Step 13) Required by (optional)

You may provide a due date for the completion of your request.

Section 4: Billing

Billing:

Is this request billable? *

If you are not sure, that's okay. Fill out the rest of the form and Dispatch will follow up with you.

14

If billable, enter your Cost Object here:

15

Step 14) Is this request billable? (required)

If the request is billable, please provide the cost object in the next field.

If you are unsure, choose “I’m not sure” and Dispatch will reach out to you.

If the request is marked as billable with a “Yes” in this column but no Cost Object is provided, contact emails provided above will receive an update request from Facilities Link asking for the information.

Step 15) Cost Object (required if Billable, optional if not known)

Provide the cost object here if your request is billable.

Section 5: Submit

16

[Privacy Policy](#) | [Report Abuse](#)

Step 16) Submit

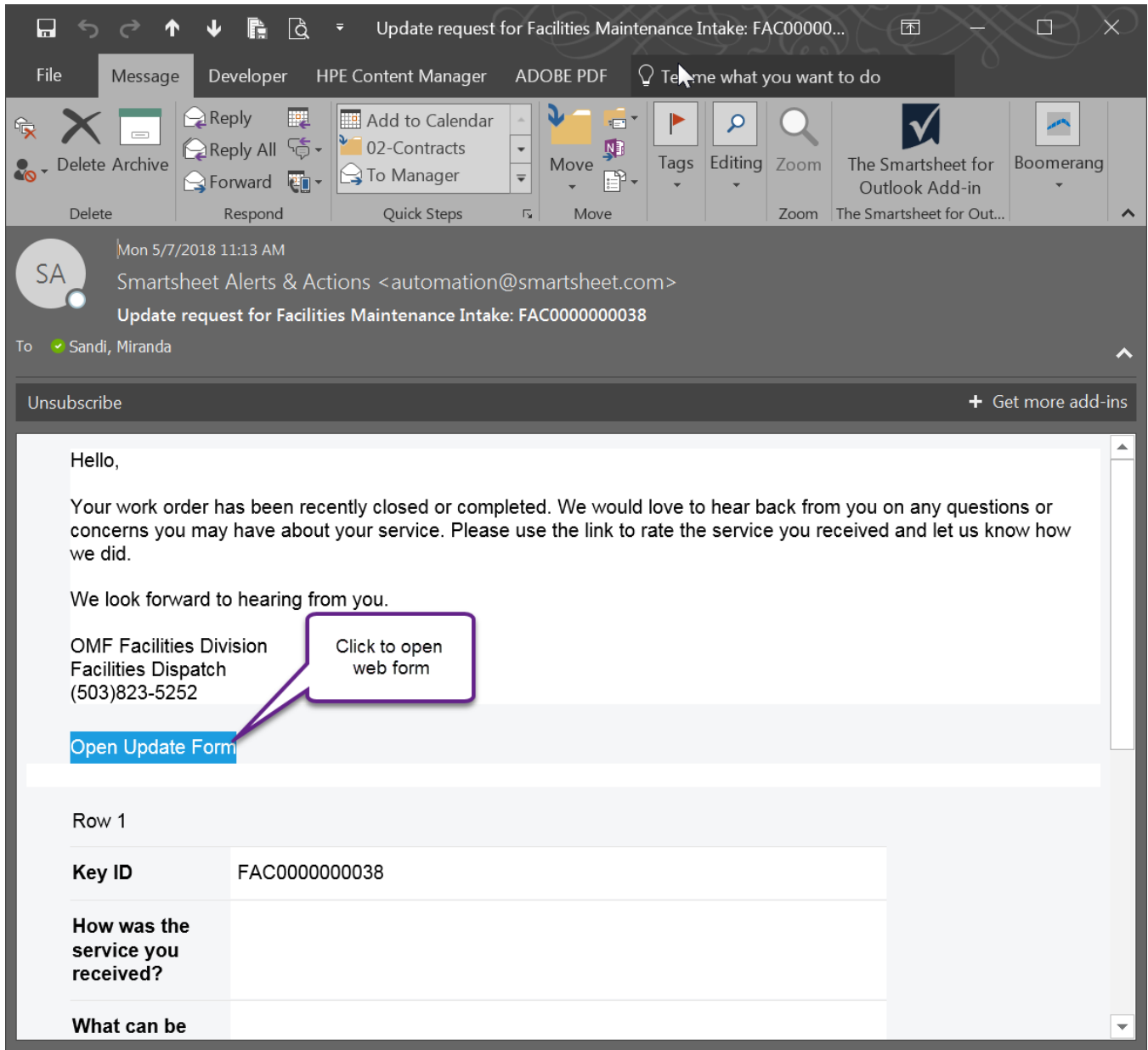
Click Submit and wait for the confirmation screen

FACILITIES LINK

✓ Thank you. Your response has been sent to our Facilities staff. If you have any questions about your request please email gsfacreq@portlandoregon.gov or call (503)823-5252.

Feedback

When the ticket is completed, Facilities Link will send an update request to the contact emails provided for that ticket asking for feedback on the service you received.



Click the Open Update Form button to open the online form in your web browser.

Facilities Maintenance Intake

Key ID
FAC0000000038

How was the service you received?

What can be improved? Please comment below:

Use the drop-down menu to give 0-5 stars for the service you received.

Facilities Maintenance Intake

Key ID
FAC0000000038

How was the service you received?

▼

- ☆☆☆☆☆ Empty
- ★☆☆☆☆ One
- ★★☆☆☆ Two
- ★★★☆☆ Three
- ★★★★☆ Four
- ★★★★★ Five

Please comment below:

Add any comments in the space provided.

Click Submit

Communications

Facilities Link provides automated communication to keep you updated on your request. Here is a list of the communications you can expect to receive from Facilities Link/Smartsheet, followed by examples.

Ex #	Content	Type	Source, Name, Email
1	Receipt of Request	Notification with highlighted updates	Facilities Link/Smartsheet Smartsheet Notifications notification@smartsheet.com
2	Your request has become a work order	Notification with highlighted updates	Facilities Link/Smartsheet Smartsheet Notifications notification@smartsheet.com
3	Work Order is On Line (an FMT has been assigned)	Email, plain text	Facility Center gsacreq@portlandoregon.gov
4	A comment has been added or updated	Notification with highlighted updates	Facilities Link/Smartsheet Smartsheet Notifications notification@smartsheet.com
5	Work Order is Completed	Email, plain text	Facility Center gsfacreq@portlandoregon.gov
6	Request for feedback on Completed ticket	Update request, "Open Update Form" button opens a form in web browser	Facilities Link/Smartsheet Smartsheet Alerts & Actions automation@smartsheet.com
7	Feedback on completed ticket received	Update Confirmation, shows input on feedback form	Facilities Link/Smartsheet User (you) via Smartsheet user@smartsheet.com

Example #1

Sandi, Miranda

From: Smartsheet Notifications <notification@smartsheet.com>
Sent: Monday, May 07, 2018 10:25 AM
To: Sandi, Miranda
Subject: Facilities Maintenance Intake Confirmation

FACILITIES LINK [Log In](#)

Hello,

Facility Services has received your request. Please allow up to one business day for a Facilities employee to respond to your request. If you have a Maintenance Emergency please call (503)823-5252.

Please keep this email for your tracking purposes. If you have any questions about your entry please reference your 'Key ID' listed below.

Please let us know if you have any questions or concerns.

OMF Facilities Division
Facilities Dispatch
(503)823-5252

 [Facilities Maintenance Intake](#)

Changes since 5/7/18 10:22 AM

1 row added

1 row added or updated (shown in **yellow**)

Row 1

Key ID	FAC0000000038
Creation Date	05/07/18 10:22 AM
Bureau	Internal Business Services, Bureau of
Customer Name	Miranda Sandi
Phone #	5038236055
Request Type	Picture- Hang/Repair

Severity:	Routine – Facilities maintenance work that can be resolved as part of a routine schedule.
Required Date?	05/11/18
Billable?	I'm not sure
I/O	
Building	108 The Congress Center
Floor	5th
Specific Location	
Description	I need a really big whiteboard on the wall behind me! It has already been ordered, I just need it hung.

Changes made by web-form@smartsheet.com

You are receiving this email because you are subscribed to a notification "CUSTOMER - Facilities Maintenance Intake Recieved Confirmation" (ID# 886638923540356) on sheet [Facilities Maintenance Intake](#)

Your notifications include changes made by you. [Exclude your changes from all notifications](#)

Don't want to receive this notification? [Unsubscribe](#)

Please do not reply to this mail. For support or questions, please contact us at www.smartsheet.com/gethelp

© 2018 Smartsheet Inc. | [Contact](#) | [Privacy Policy](#) | [User Agreement](#) [Report Abuse/Spam](#)

Example #2

Sandi, Miranda

From: Smartsheet Notifications <notification@smartsheet.com>
Sent: Monday, May 07, 2018 11:11 AM
To: Sandi, Miranda
Subject: Your Maintenance Request

FACILITIES LINK

[Log In](#)

Your request has become a work order. Please see attached information for work order number and estimated completion date.

Please let us know if you have any questions or concerns.

OMF Facilities Division
Facilities Dispatch
(503)823-5252

 [Facilities Maintenance Intake](#)

Changes since 5/7/18 11:08 AM

1 row updated

1 row added or updated (shown in **yellow**)

Row 1

Customer Name Miranda Sandi

Request Type Picture- Hang/Repair

Building 108 The Congress Center

Floor 5th

Specific Location

Description I need a really big whiteboard on the wall behind me!
It has already been ordered, I just need it hung.

WorkOrder# 10128498

**Estimated
Completion
Date**

05/29/18

Changes made by miranda.sandi@portlandoregon.gov

You are receiving this email because you are subscribed to a notification "CUSTOMER - Facilities Maintenance Intake Work Order Confirmation" (ID# 8204988318017412) on sheet [Facilities Maintenance Intake](#)

Your notifications include changes made by you. [Exclude your changes from all notifications](#)

Don't want to receive this notification? [Unsubscribe](#)

Please do not reply to this mail. For support or questions, please contact us at www.smartsheet.com/gethelp

© 2018 Smartsheet Inc. | [Contact](#) | [Privacy Policy](#) | [User Agreement](#) [Report Abuse/Spam](#)

Example #3

Sandi, Miranda

From: Facilities <gsfacreq@portlandoregon.gov>
Sent: Monday, May 07, 2018 10:28 AM
To: Sandi, Miranda
Subject: Work Order # 10128498 Status changed to : On Line

Work Order # : 10128498

Building # : 108

Building Name : THE CONGRESS CENTER

Description : I need a really big whiteboard on the wall behind me! It has already been ordered, I just need it hung.

Status of Work Order : 10128498 is now : On Line

Example #4

Sandi, Miranda

From: Smartsheet Notifications <notification@smartsheet.com>
Sent: Wednesday, May 09, 2018 10:03 AM
To: Sandi, Miranda
Subject: Update to your Facilities Maintenance Request

FACILITIES LINK

[Log In](#)

Hello,

Your Facilities Maintenance Request has been updated. Please read the Comment section below for more information.

OMF Facilities Division
Facilities Dispatch
(503)823-5252

 [Facilities Maintenance Intake](#)

Changes since 5/9/18 10:00 AM

1 row updated

1 row added or updated (shown in **yellow**)

Row 1

Comment:	This comment could be from Dispatch or an FMT
-----------------	---

Key ID	FAC0000000038
---------------	---------------

Customer Name	Miranda Sandi
----------------------	---------------

Alternate Contact:	
---------------------------	--

Request Type	Picture- Hang/Repair
---------------------	----------------------

Building	108 The Congress Center
-----------------	-------------------------

Floor	5th
--------------	-----

Specific Location	
--------------------------	--

Description I need a really big whiteboard on the wall behind me!
It has already been ordered, I just need it hung.

WorkOrder# 10128498

**Estimated
Completion
Date** 05/29/18

Changes made by christine.borquez@portlandoregon.gov

You are receiving this email because you are subscribed to a notification "CUSTOMER: Updated Via Comments" (ID# 937551465867140) on sheet [Facilities Maintenance Intake](#)

Your notifications include changes made by you. [Exclude your changes from all notifications](#)

Don't want to receive this notification? [Unsubscribe](#)

Please do not reply to this mail. For support or questions, please contact us at www.smartsheet.com/gethelp

© 2018 Smartsheet Inc. | [Contact](#) | [Privacy Policy](#) | [User Agreement](#) [Report Abuse/Spam](#)

Example #4

Sandi, Miranda

From: Smartsheet Notifications <notification@smartsheet.com>
Sent: Wednesday, May 09, 2018 10:08 AM
To: Sandi, Miranda
Subject: Update to your Facilities Maintenance Request

FACILITIES LINK

[Log In](#)

Hello,

Your Facilities Maintenance Request has been updated. Please read the Comment section below for more information.

OMF Facilities Division
Facilities Dispatch
(503)823-5252

 [Facilities Maintenance Intake](#)

Changes since 5/9/18 10:05 AM

1 row updated

1 row added or updated (shown in **yellow**)

Row 1

Comment: 5/9/18 This is an additional comment or update
This comment could be from Dispatch or an FMT

Key ID FAC0000000038

Customer Name Miranda Sandi

Alternate Contact:

Request Type Picture- Hang/Repair

Building 108 The Congress Center

Floor 5th

**Specific
Location**

Description I need a really big whiteboard on the wall behind me!
It has already been ordered, I just need it hung.

WorkOrder# 10128498

**Estimated
Completion
Date** 05/29/18

Changes made by miranda.sandi@portlandoregon.gov

You are receiving this email because you are subscribed to a notification "CUSTOMER: Updated Via Comments" (ID# 937551465867140) on sheet [Facilities Maintenance Intake](#)

Your notifications include changes made by you. [Exclude your changes from all notifications](#)

Don't want to receive this notification? [Unsubscribe](#)

Please do not reply to this mail. For support or questions, please contact us at www.smartsheet.com/gethelp

© 2018 Smartsheet Inc. | [Contact](#) | [Privacy Policy](#) | [User Agreement](#) [Report Abuse/Spam](#)

Example #5

Sandi, Miranda

From: Facilities <gsfacreq@portlandoregon.gov>
Sent: Monday, May 07, 2018 10:32 AM
To: Sandi, Miranda
Subject: Work Order # 10128498 Status changed to : Completed

Work Order # : 10128498

Building # : 108

Building Name : THE CONGRESS CENTER

Description : I need a really big whiteboard on the wall behind me! It has already been ordered, I just need it hung.

Status of Work Order : 10128498 is now : Completed

Example #6

Sandi, Miranda

From: Smartsheet Alerts & Actions <automation@smartsheet.com>
Sent: Monday, May 07, 2018 11:13 AM
To: Sandi, Miranda
Subject: Update request for Facilities Maintenance Intake: FAC0000000038

Hello,

Your work order has been recently closed or completed. We would love to hear back from you on any questions or concerns you may have about your service. Please use the link to rate the service you received and let us know how we did.

We look forward to hearing from you.

OMF Facilities Division
Facilities Dispatch
(503)823-5252

[Open Update Form](#)

Row 1

Key ID	FAC0000000038
---------------	---------------

How was the service you received?

**What can be improved?
Please comment below:**

This notification was sent to miranda.sandi@portlandoregon.gov.

You are receiving this email because you are included as a collaborator in the rule CUSTOMER Survey - Ticket Completed/Closed on sheet [Facilities Maintenance Intake](#).

Don't want to receive these emails? [Unsubscribe](#)

Sent by automation@smartsheet.com using [Smartsheet](#), the best way to plan, track, automate, and report on work, enabling you to move from idea to impact - fast. [Learn more](#)

© 2018 Smartsheet Inc. | [Contact](#) | [Privacy Policy](#) | [User Agreement](#) [Report Abuse/Spam](#)

Example #7

Sandi, Miranda

From: Miranda Sandi via Smartsheet <user@smartsheet.com>
Sent: Monday, May 07, 2018 11:16 AM
To: Sandi, Miranda
Subject: Update Confirmation: Facilities Maintenance Intake



miranda.sandi@portlandoregon.gov made the following changes to the sheet.

 [Facilities Maintenance Intake](#) (changes made by miranda.sandi@portlandoregon.gov)

Rows: 1 changed row

 **Rows** (changes highlighted in yellow)

	Key ID	How was the service you received?	What can be improved? Please comment below:
1	FAC0000000038	★★★★★	Thank you for the follow up!

Sent by miranda.sandi@portlandoregon.gov
File links in this email will be active until May 21, 2018
© 2018 Smartsheet Inc. | [Contact](#) | [Privacy Policy](#) | [User Agreement](#) | [Report Abuse/Spam](#)