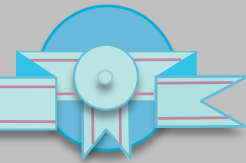


FACILITIES SERVICES

CUSTOMER SERVICE, INTEGRITY, TEAMWORK, INNOVATION, EQUITY, EXPERTISE, SUSTAINABILITY.



MAILBOX EDITION May 2018

FACILITIES LINK

Updates to Facilities Services Requests!

As you may know, we have improved our service request process by offering online forms through Smartsheet! We hope to become more efficient and provide you with more communication in the process. There will be several types of online forms, but for now, we have developed two forms:

- 1) [Maintenance Intake](#)
- 2) [Custodial Intake](#)

If you were unaware of this change and would like to try out the new system, please free and use the links above to submit your request. If you would like a bit more training, we have a step by step [Guide](#) to walk you through. There is also a Webinar to watch. [Watch me Now!](#)

Remember that Facilities Link is not a means to report any emergency:

- 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.
- 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** – Access the Facilities Link Maintenance Intake Form by clicking “Create a Maintenance Request” in the “I Want To ...” mosaic.
2. **Bookmark** – Create a bookmark in your web browser to access the Facilities Link Maintenance Intake Form without going through the Facilities website.
3. **Desktop Shortcut** – Create a desktop shortcut to access the form without going through the Facilities website. Instructions for creating a [desktop shortcut](#) is available on the Facilities website “Find a Form or FAQ” page.

Coming Soon: Fire & Life Safety and Access Intake forms!

