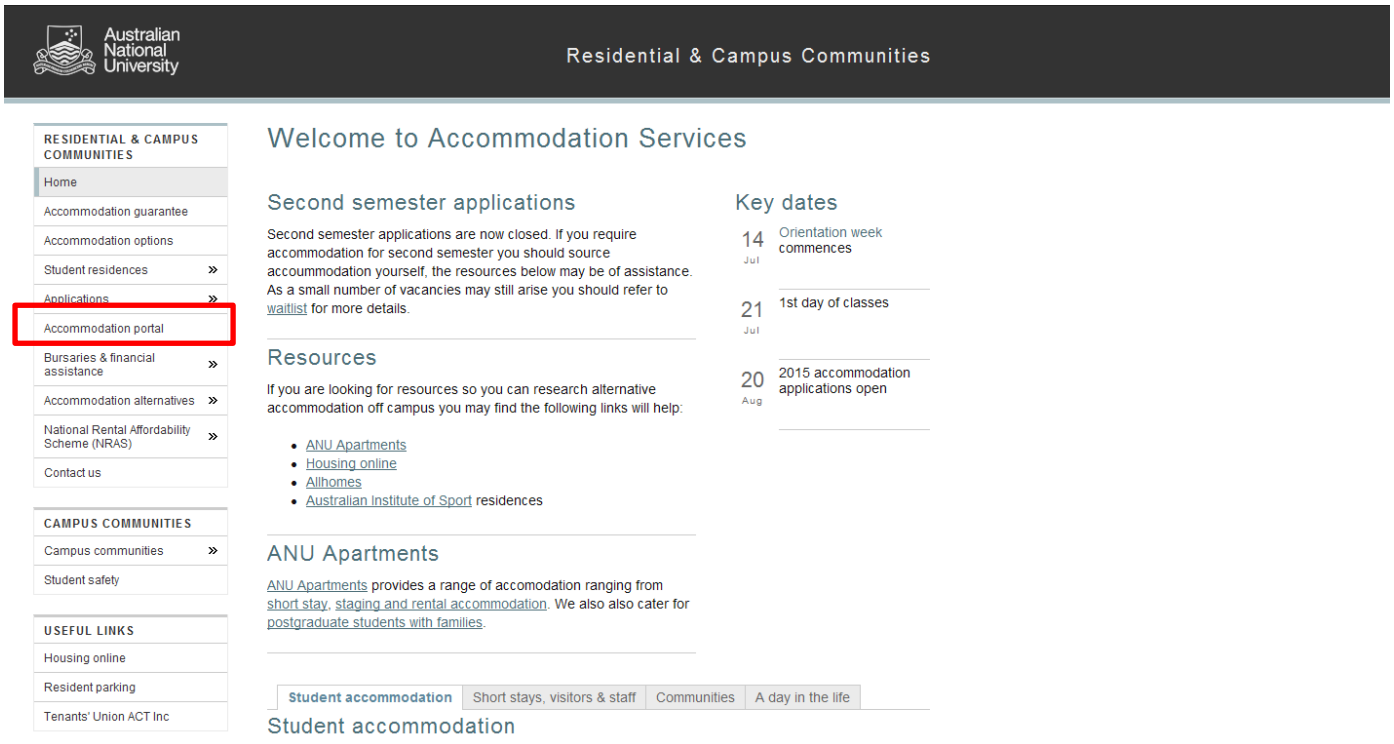
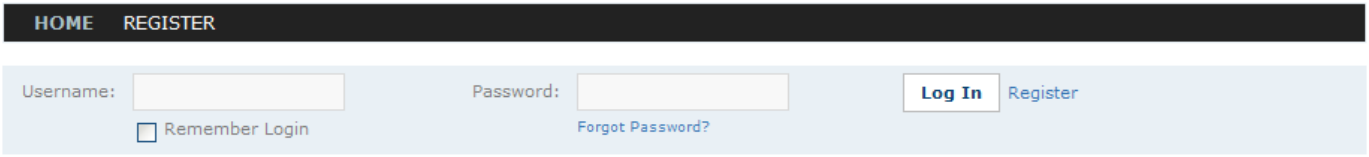
How to log a maintenance request through the accommodation portal

1. Go to the University Accommodation webpage (http://rcc.anu.edu.au/) and click on 'Accommodation Portal'.

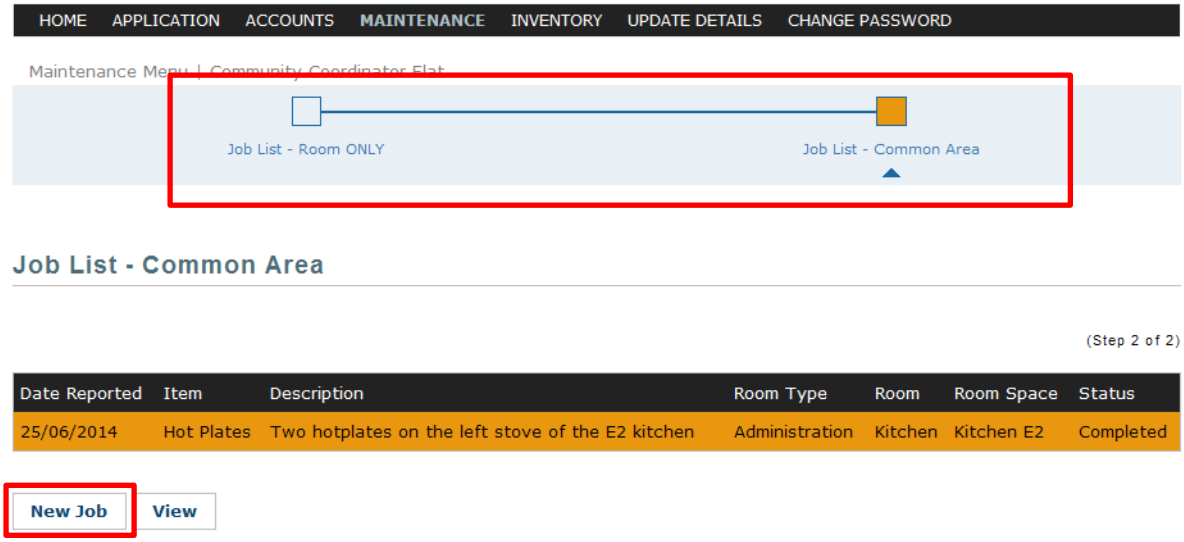


2. Enter your Username and Password:



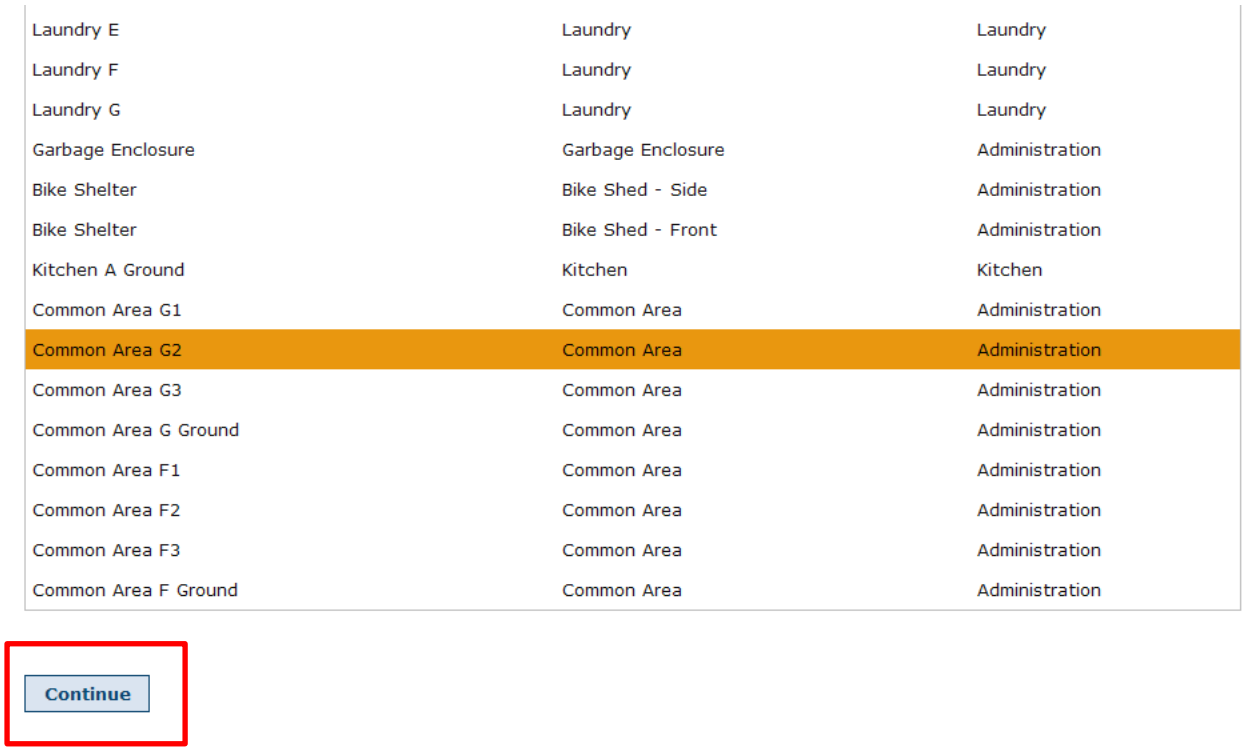
3. Click on the 'MAINTENANCE' tab toward the top of the page.

4. Is your maintenance request for something in your bedroom or in a common area of Toad Hall?
   Select whichever applies, and click 'new job' toward the bottom of the page:



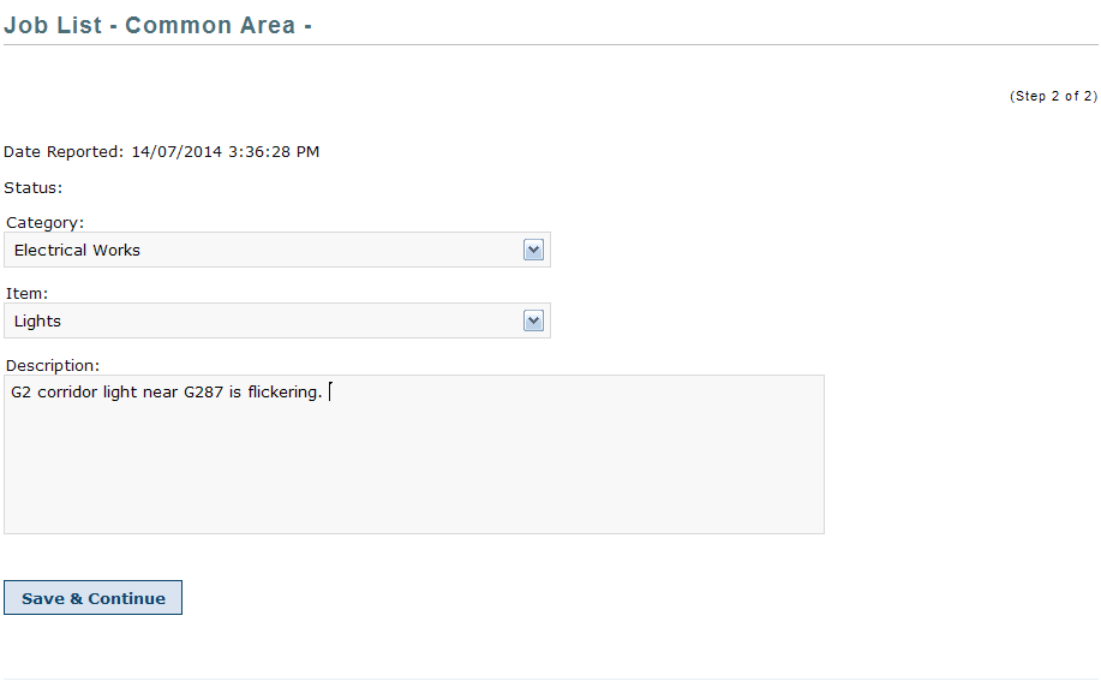
Note: If your maintenance request is for your bedroom, you will be taken directly to step 6.

5. If your maintenance request is for a Toad Hall common area, you will need to select the appropriate 'room space' and click 'continue' toward the bottom of the page.



6. You will now be able to log the request. Please select a 'category' and 'item'. **Please complete the description section with as much clear detail as possible.** Note: If the maintenance request is for your bedroom, you will also have the option to select 'I wish to be present when this issue is being resolved'. **Please do not tick this box.** It will not be possible for our maintenance staff to organise appointments for maintenance requests. Maintenance staff will leave a note in your bedroom letting you know that they have entered your room if you are not there. They will also update the job request which can be viewed online.

   Remember to **always** click 'save and continue' when you have completed a maintenance request. Failure to do so will mean that your request is not passed on to our maintenance staff.



7. Your maintenance request is now complete! You can view the progress on your maintenance request at any time by completing steps 1 -3 and selecting from your list of requests. Click 'view' to view progress.

   We hope that these instructions are easy to use and will help you successfully log maintenance requests from now on. If you have any difficulties with this process, please do not hesitate to contact the Toad Hall front desk for assistance.