

# UTAS - Accommodation Services



## Online Maintenance Requests:

Maintenance requests must be completed online. This guide explains how to lodge a new maintenance request, but you can also view and update an existing request or submit a request for a shared area using the same procedure.

1. Browse to the accommodation services website: [www.utas.edu.au/accommodation](http://www.utas.edu.au/accommodation) and click on the “current residents” link.
2. Click on the “Online Maintenance Request” link.
3. Login to the Resident Portal with your Student ID and Accommodation Pin Number.

*If you have forgotten your PIN, enter your student number and then click the “Forgotten PIN” button, this will email your login details to your email address.*

4. You should now be presented with the resident portal screen where you can see the quick links, applications, current residents and extra info.
5. To create a maintenance request, click the “lodge a maintenance request” button under the quick links.
6. Click “New Job” button, select an appropriate item and category from the choices provided, as well as a description of the job.

*Please include as many relevant details as possible, the location, specific problem and any other information that may be useful for maintenance staff.*

7. Click the “Save” button to save and submit the request.

**Please note:** By completing an online maintenance request you are giving authorisation for access to your room.