

CHANGES TO CAMPUS ASSIST

A quick reference guide

As part of our commitment to improving the ease of use of our systems, Campus Assist (Archibus) has been recently upgraded.

The upgrade brings exciting changes to the platform:

- A new look and feel to refresh the entire platform
- Improved performance and efficiency
- Modernised filter panels and quick search functionality

To help get you started, please follow these steps to create a new work request or report a problem.

RAISE A NEW WORK REQUEST

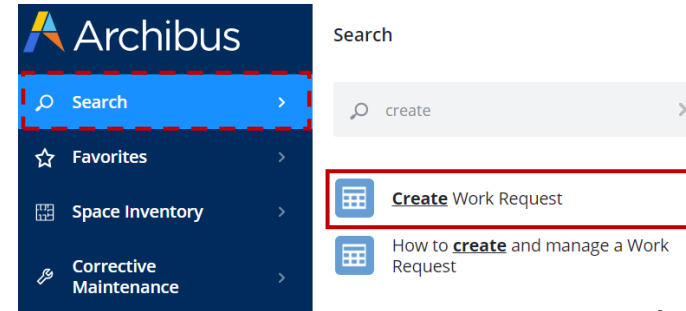
From your web browser, visit: <https://campusassist.sydney.edu.au/archibus/>

Enter your **UniKey** and **UniKey Password** to sign in.

**you may be prompted to authenticate using Okta MFA, accept the prompt on your mobile device to authenticate.*

Navigate to the **'Create Work Request'** page using the 'Search' option.

Alternatively, you can use the **'Report Problem' button in the Maintenance Console, depending on your access.*



Complete the following key information:

- **Requestor** - review or update the details automatically populated from your profile.
- **Location details** - incl. Building and Floor, along with any relevant descriptions
- **Type of Problem** – incl. any sub types
- **Description** - additional information to ensure your query is directed correctly
- **Priority** (1-5)

Once complete, select **'Submit'** to save and submit your work new request.

Where can I find support?



Visit the [Archibus Support page](#)
Our new central hub for all user resources and documentation



Read the full [Create Work Request User Guide](#)



Submit a [Service ticket](#)
For all enquiries, contact us via the Services Portal