



THE UNIVERSITY OF  
SYDNEY

# Campus Assist

User Guide:

Create Work Request



# Document Edition Control

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## Document Control

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## 1. Purpose

The purpose of this document is to provide instruction on how to perform basic activities in the Campus Assist system, including:

**Navigation** – How to access Campus Assist and to identify the correct tools available to you.

**Create a Work Request** – Understand what information is required for all Work Requests, and how to provide that information.

**Review your Work Requests** – Know how to find your historical Work Requests in the system.

## 2. Definitions

<b>Requestor</b>	The person who creates and submits a Work Request through the Campus Assist system.
<b>Work Request</b>	A Work Request is means of University personnel requesting assistance from COS. A Work Request can be submitted to report the failure of an asset, such as faulty air-conditioning or a blocked toilet. Alternatively, it could be used to request certain services, such as the cleaning of a spill or the removal of rubbish.
<b>Work Request Number</b>	Every Work Request has a unique Id number. Use this number in correspondence with COS teams to assist with identifying your Work Request.
<b>Campus Assist</b>	Campus Assist is the system that facilitates the creation of Work Requests, and their subsequent management through to conclusion. Campus Assist may sometimes be referred to as Archibus by internal teams.
<b>Status</b>	A Work Request moves through various statuses as it progresses through its lifecycle.
<b>Problem Type</b>	Problem Type is a category that enables similar Work Requests to be grouped together and managed by relevant Work Teams.
<b>Priority</b>	Priority is a scale from 1-5 that affects the response times in which the Work Request will be actioned and resolved. Note that specific priorities will differ depending on the Problem Type selected and any agreed SLAs.
<b>Feedback</b>	Feedback is an important component in any cycle of continuous improvement. All requestors are encouraged to provide feedback through the Survey button on each completed Work Request.

## 3. Navigation

### 3.1. Login

Campus Assist is accessible from the Staff Intranet (<https://intranet.sydney.edu.au>). Campus Assist features under the Popular Systems section near the top of this web page.

The system will support Single Sign-On (SSO) when you are logged into the University network. Alternatively, you can manually login with your UniKey username and password.

For technical queries, or to request or change access, contact [Shared Services](#) for support.

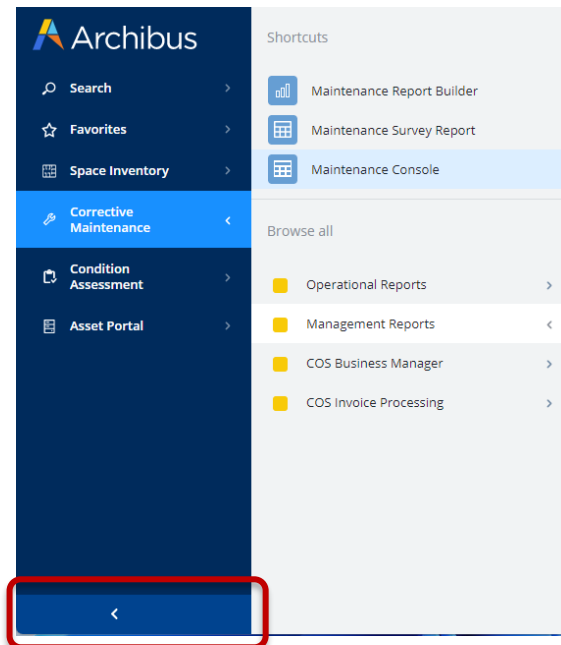
### 3.2. Navigating the Task Menu

Campus Assist is underpinned by Archibus which works on a modular system. The menu features some universal functions such as Search, favourites, and each of the available modules, with access to these determined by your system role and permissions.

The homepage features a blue navigation pane located on the left-hand side of the page. This navigation pane acts as your central navigation point across the system.

Menu items expand outwards across the screen, and collapse to the left once a final selection is made or by reselecting the option you originally selected.

The entire panel can be collapsed to maximise screen size by using the left-arrow at the bottom of the panel.



#### 1. Search

The Search menu item allows for keyword search across the entire platform, spanning modules, reports, screens, and objects (data). The results and your access to them will be determined by your system role and permissions.

#### 2. Favourites

The Favourites menu allows you to quickly access and navigate to your most frequently used pages and reports from the homepage. The menu will be blank if you are a new user and can be populated by selecting the star icon at the top-right of any screen or report.

To remove a favourited item, simply navigate to that page and deselect the star icon.



### 3. Shortcuts

Each menu option may display quick-access shortcuts for popular or frequently used areas of that module. These are managed by your system administrator or power user.

### 4. Maintenance Console (Prev. Building Operations)

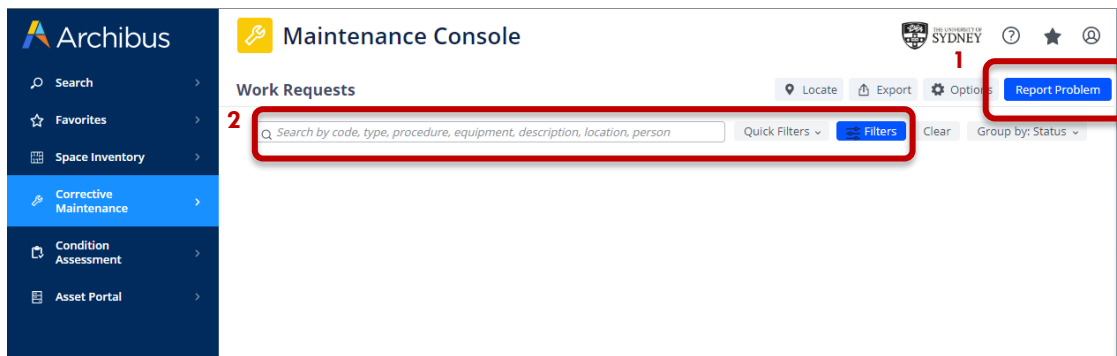
The Maintenance Console facilitates the submission and subsequent management of your Work Requests.

To access, navigate to the 'Corrective Maintenance' menu option and select 'Maintenance Console' from the menu items or the shortcuts list. Alternatively, use the Search function to search by key word.

**Tip!** To save this item for quick access later, use the Favourites star at the top-right of the page to add it to your Favourites menu.

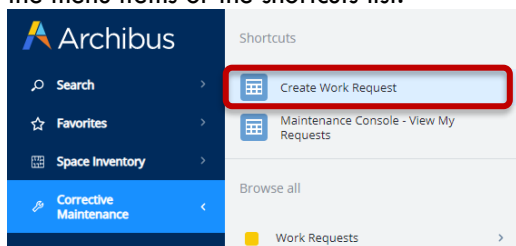
To create and submit a Work Request, select the **Report Problem** (1) button at the top-right of the screen.

To review or provide feedback previously submitted Work Requests, use the **search bar and filters** (2) to find objects.

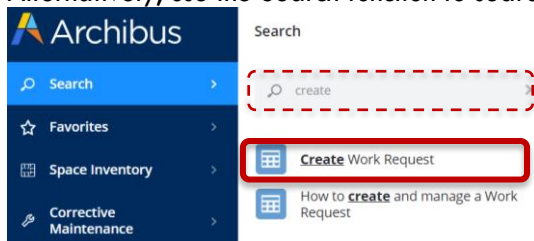


**Note:** depending on your access, you can create a Work Request via the Maintenance Console, or directly from the Create Work Request page using the below steps:

Navigate to the 'Corrective Maintenance' menu option and select 'Create Work Request' from the menu items or the shortcuts list.



Alternatively, use the Search function to search by key word:



## 4. Create a Work Request

### Process

Select the Report Problem button item from the top-right of the Maintenance Console screen.

The Work Request form consists of five (5) sections, each with a minimum set of mandatory fields indicated by a red Asterisk (\*):

#### 4.1 Requestor

Your contact details will automatically populate in the requestor section, pulling from your system profile. Review these to ensure correct before proceeding.

If these are incorrect, incomplete, or you are raising a request on behalf of someone else, they should be modified prior to submission. To edit, simply begin typing directly into the fields.



**Report Problem**

**Requestor**

Requested By\* JOE BLOGGS

Requestor Phone\* 9351 2000

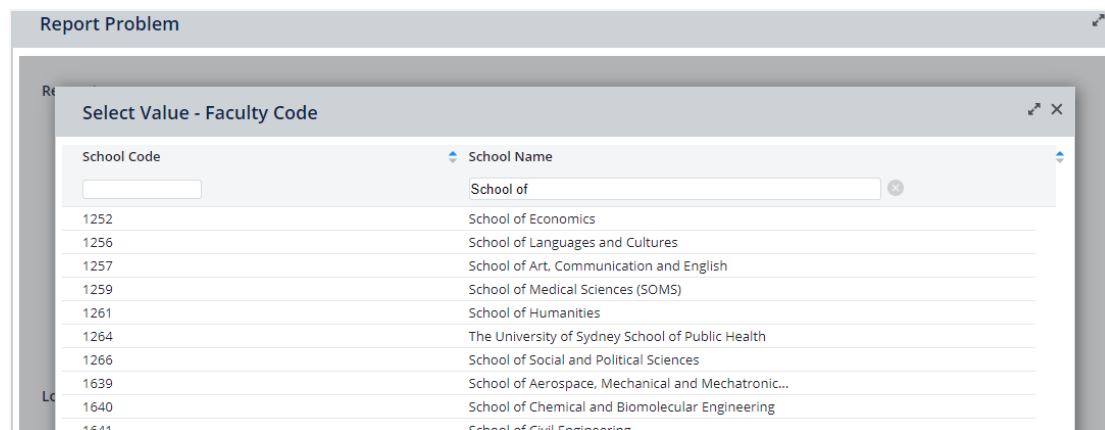
Email Address\*

Faculty Code 2593  
Central Operations Services

School Code\*  
Central Operations Services Asset Management and Operations

Department Code\*  
Central Operations Services Facilities Services

If you do not know the codes individually for fields such as 'School Code' or 'Department Code', use the ellipsis in the right-side of the field to open the search pop-up window. You can then use the Code or Name fields to search by number or keywords.



**Report Problem**

**Select Value - Faculty Code**

School Code	School Name
	School of
1252	School of Economics
1256	School of Languages and Cultures
1257	School of Art, Communication and English
1259	School of Medical Sciences (SOMS)
1261	School of Humanities
1264	The University of Sydney School of Public Health
1266	School of Social and Political Sciences
1639	School of Aerospace, Mechanical and Mechatronic...
1640	School of Chemical and Biomolecular Engineering
1641	School of Civil Engineering

## 4.2 Location

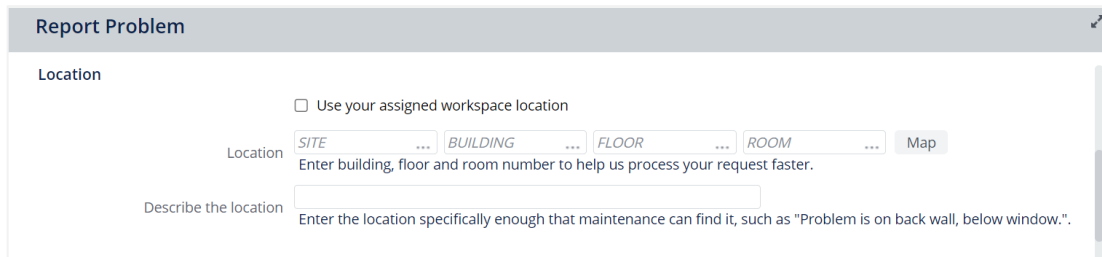
The Location section allows you to detail the location of the problem for your request.

Use the checkbox to populate with your assigned workspace location (your default profile details), or manually populate each of the fields including:

- Site (campus)
- Building
- Floor
- Room

Use the free text field “Describe the Location” to provide any additional location details, such as the specific area in the room.

Note that you must provide Site and Building information. Floor and Room are optional fields. Values are validated against the database, by selecting the Building Code the correct Site Code will automatically populate if they do not align.



**Report Problem**

Location

Use your assigned workspace location

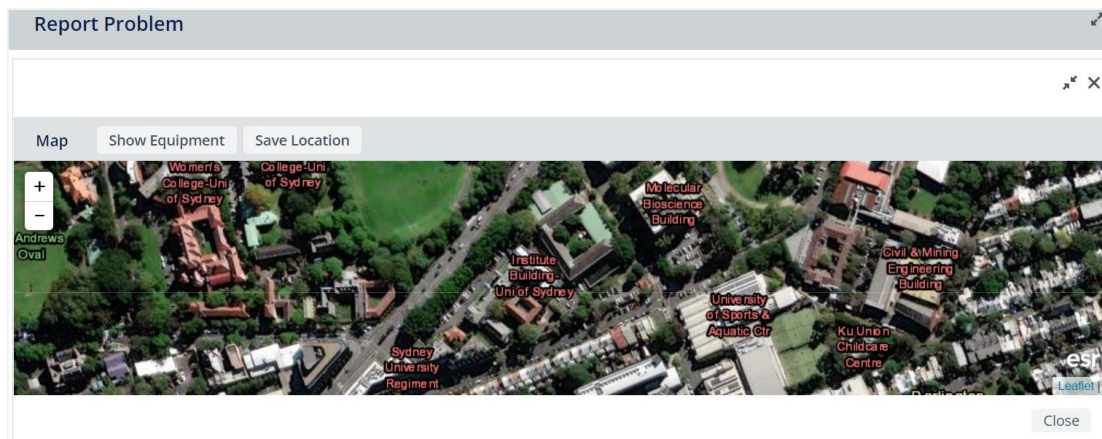
Location  ...  ...  ...  ...

Enter building, floor and room number to help us process your request faster.

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

If you are unsure of the location codes, you can use the ellipsis within each code field to search by keyword or use the ‘Map’ button to open the digital map. This will default to your current location, navigate to the required location, then select ‘Save Location’ or ‘Close’ to return to the Work Request form.



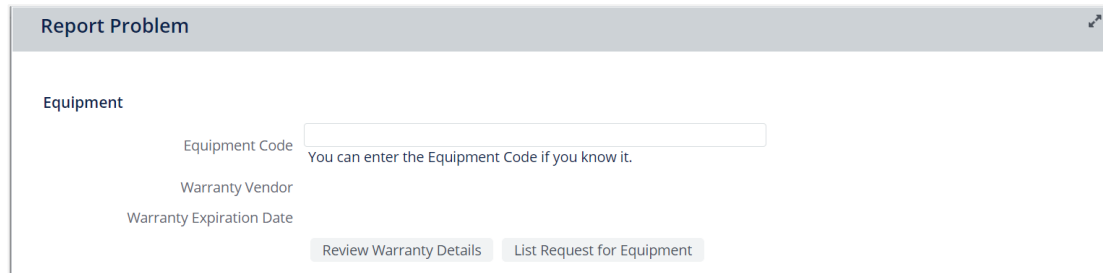
**Report Problem**

Map Show Equipment Save Location

Map interface showing an aerial view of the University of Sydney campus with various buildings labeled: Andrews Oval, Women's College, College of Arts, Institute Building, Molecular Bioscience Building, University of Sports & Aquatic Centre, Civil & Mining Engineering Building, Sydney University Regiment, and Ku Union Childcare Centre. The map includes zoom controls and a 'Close' button.

## 4.3 Equipment

The Equipment section contains specialised fields that won't be completed by most users. It is more commonly used by COS service technicians when reporting a fault relating to equipment identified during routine maintenance inspections. If you happen to know the code, populate it here, otherwise leave the section blank.



**Report Problem**

**Equipment**

Equipment Code   
You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

[Review Warranty Details](#) [List Request for Equipment](#)

## 4.4 Problem

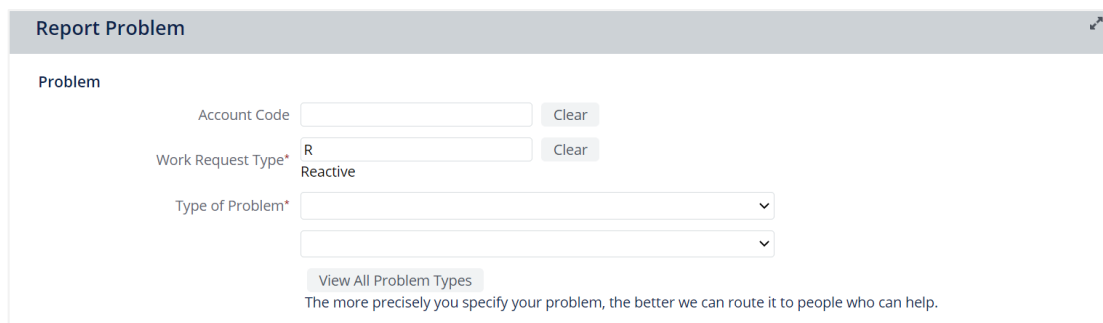
The Problem section contains integral fields that act as the routing mechanism and enable submitted Work Requests to be reviewed and managed by the right teams in COS.

The Work Request type will default to Reactive, though can be changed by selecting 'Clear' and either typing in the desired code or using the ellipses to select other options.

The Type of Problem field is mandatory in this section. It's important to note that some Problem types have set parent/child relationship which will limit the sub types you can select. For example, selecting 'Security Services' from the top list will then only display related subcategories from the secondary list. These sub-types are optional but helpful.

For a detailed view of all items in the 'Type of Problem' field along with their sub-categories, visit the [Problem Types](#) section of this guide.

**Important:** Please note, the **Account Code** is only required if you are raising a Work Request for 'User Funded' activities. This is not covered under the current Service Level Agreement that COS has with the University, please check with one of the COS team if you are unsure.



**Report Problem**

**Problem**

Account Code  [Clear](#)

Work Request Type\*  [Clear](#)  
Reactive

Type of Problem\*

[View All Problem Types](#)  
The more precisely you specify your problem, the better we can route it to people who can help.

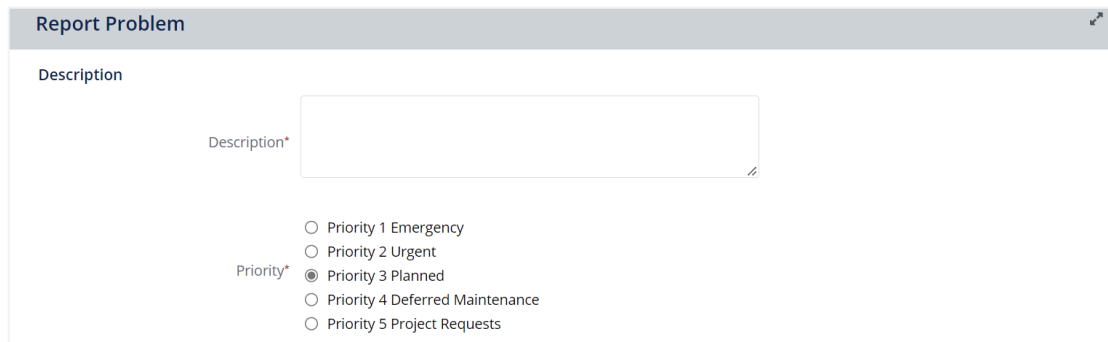


## 4.5 Description

Use the Description field to provide additional information to assist the COS team in redirecting and responding appropriately to your request. Be sure to include details such as When, Where, Why, How, Who etc. Work Requests submitted without adequate or appropriate details may become delayed as the team will need to review and reach out for additional context.

Work Requests are assigned Priority ratings from 1 through 5. Your selection affects the response time of the Work Request and times are configured differently for each Problem Type. For example, selecting a Priority 3 for Cleaning will assign a different response and completion timeframe than that of a Priority 3 for Security.

**Important:** Please reserve the use of Priority 1 and 2 options for instances when an urgent response is warranted. For guidance on these priorities, please reach out to the COS team using the [request form in the Services Portal](#).



The screenshot shows a web form titled "Report Problem". It contains a "Description" field with a text input area and a "Priority" section with five radio button options:

- Priority 1 Emergency
- Priority 2 Urgent
- Priority 3 Planned
- Priority 4 Deferred Maintenance
- Priority 5 Project Requests

## 4.6 Submit

Once all details are populated, including any mandatory fields or attaching additional documents or reference photos, select the Submit button at the bottom of the window

Once submitted, the Work Request reference number will be displayed on-screen. You will also receive a system-generated email to confirm your Work Request is in progress, receiving further updates through its various statuses.

## 5. Keeping track of your Work Requests

Depending on your access, you can view all your submitted Work Requests, or other requests requiring your action and review, within the Maintenance Console. To start, navigate to the Maintenance Console using the left-hand navigation pane or search function.

On screen, use the search bar, quick filters, or advanced filters options to find and filter your requests.



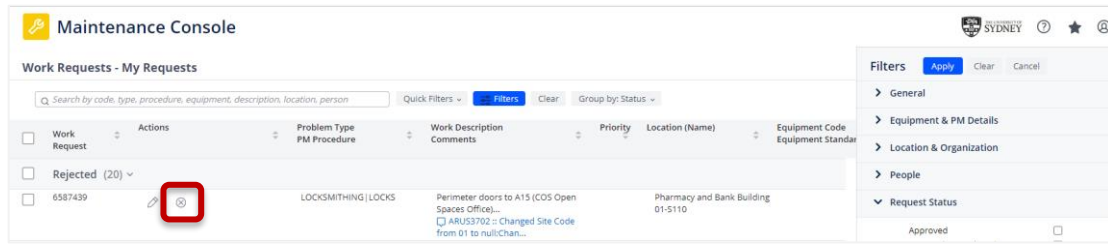
Results will appear in the table on-screen and will be grouped by Status by default. To change this grouping, use the 'Group by' field at the top-right of the results table. A preview of any recent comments and status updates will be visible in the work descriptions column, to view more simply select the Work Request Id to open the

### 5.1 Statuses

Your work requests will be displayed and grouped by status by default, below is a summary of each status:

- **Requested** – Submitted Work Requests that have not yet been processed.
- **Approved** – Work Requests approved to proceed, but not yet assigned to a Work Team.
- **Assigned to Work Order** – Work Requests have been assigned to a Work Team and are underway.
- **Issued and in Process** – Work Requests have been issued for works to commence.
- **Stopped** – Work Requests have been stopped indefinitely. This can be done at any point in the Work Request lifecycle prior to completion.
- **On Hold** – Work Requests have been paused temporarily and may display varying hold reasons; this can be done at any point in the Work Request lifecycle prior to completion:
  - On hold for Parts
  - On hold for Access
  - On hold for Labour
  - On hold for Quote
- **Completed** – Work Requests have been completed by the Work Team.
- **Rejected** – Work Requests that reviewers/approvers have determined cannot proceed.
- **Closed** – Work Requests that have been completed in full and closed in the system.

As a requestor, you can cancel any of your requests up until the point where they are assigned to a Work Team. The Cancel button is active against all Work Requests in both the Requested and Approved statuses.



## 5.2 Rejected

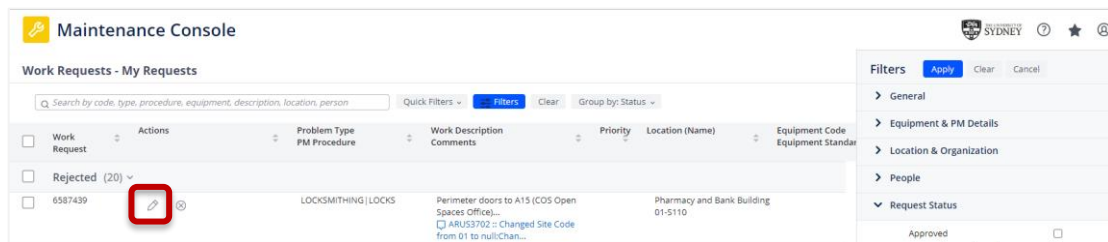
To review a rejected Work Request, select the Work Request Id from the results table to open the details form.

Comments from the COS team will be visible in the Work Request History section and will identify why the Work Request was rejected. You can amend the Work Request as required and re-submit it without having to create a new request.

## 5.3 Update

As a requestor, you can update Work Requests that are either the **Rejected** or **Requested**.

Select the **Update** button to open the Work Request detail form in a new window. You can adjust certain fields, such as the description, to add or amend information as required. Once finished, select **Update Request** to save and submit your changes.



## 5.4 Survey

The COS team are committed to continuous improvement and welcome your feedback on completed Work Requests.

Select the Survey button to provide a satisfaction rating and any additional comments.

## 6. Tips

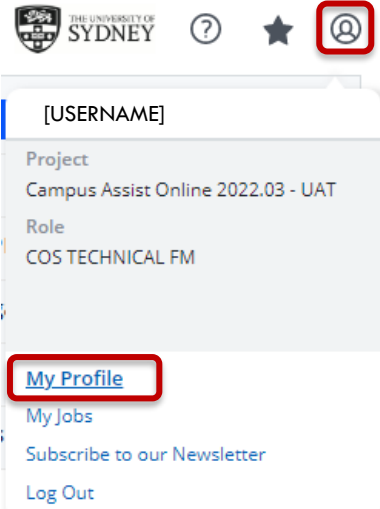
### 6.1 Your Profile

Updating your system profile will ensure that your personal details including phone number, email address, faculty/school codes and location are pre-populated every time you create a new Work Request.

Select the person icon at the top-right of the screen. Then from the dropdown list, select My Profile.

In the pop-up window, certain employee details will be pre-populated based on your UniKey profile and may not be editable in Archibus.

To add or change your additional information, simply type into the fields, then select Save, or select Cancel to close without saving any changes.



↗ ✕

#### My Profile

Employee:  
Location:  
Division:  
Department:  
Employee Number:

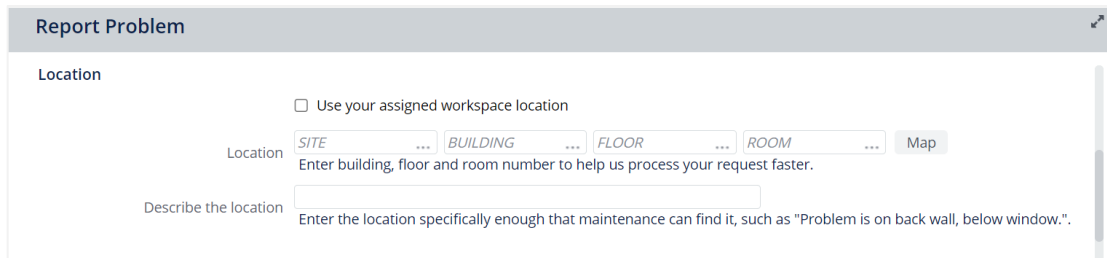
User Name	Role Name COS TECHNICAL FM
Email Address	License Level <span style="border: 1px solid #ccc; padding: 2px;">Activity ACP</span>
Color Scheme <span style="border: 1px solid #ccc; padding: 2px;">Slate</span>	Is Named User? <span style="border: 1px solid #ccc; padding: 2px;">No - Concurrent</span>
Navigation <span style="border: 1px solid #ccc; padding: 2px;">Default</span>	Use CAD/BIM License? <span style="border: 1px solid #ccc; padding: 2px;">No</span>
Locale <span style="border: 1px solid #ccc; padding: 2px;">English (Australia)</span>	VPA Building Code List
User-Display Units-of-Measure <span style="border: 1px solid #ccc; padding: 2px;">Metric</span>	VPA Site Code List
Country Code: AUS	
Currency Code: AUD	

Save
Change Password
Close

## 6.2 Look-up Fields

If you are unsure of what to put into some code and status fields, look for the ellipses in the far-right by hovering over the field. Once visible, select the ellipses to launch another pop-up window containing a more detailed view of available codes and their values/names. Use the filters across the top of the table to search by number and keyword, or simply scroll the list using the right-hand scroll bar (where visible.)

The exception to this rule is Free Text fields where you are prompted to enter information of your choosing by typing directly into the field.



**Report Problem**

Location

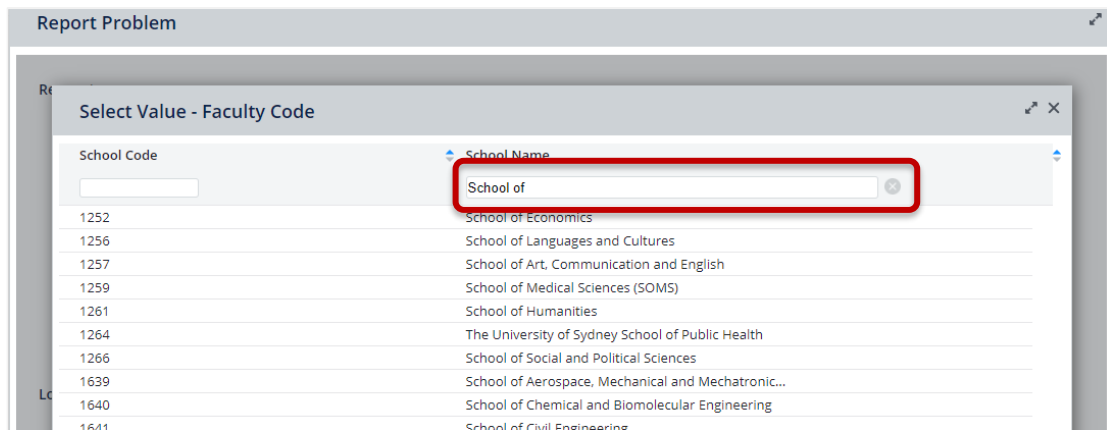
Use your assigned workspace location

Location  ...  ...  ...  ...

Enter building, floor and room number to help us process your request faster.

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."



**Report Problem**

**Select Value - Faculty Code**

School Code	School Name
<input type="text"/>	<input type="text" value="School of"/>
1252	School of Economics
1256	School of Languages and Cultures
1257	School of Art, Communication and English
1259	School of Medical Sciences (SOMS)
1261	School of Humanities
1264	The University of Sydney School of Public Health
1266	School of Social and Political Sciences
1639	School of Aerospace, Mechanical and Mechatronic...
1640	School of Chemical and Biomolecular Engineering
1641	School of Civil Engineering



## 7. Problem Types

<b>Problem Type</b>	<b>Sub-Category Problem Type</b>
AUTO DOORS	
BLDG ACCESSCARDS	
BUILDING	
CAMPUS ASSIST	
CLEANING GENERAL	
CONFIDENTIAL WASTE	
CRANES AND HOISTS	
DECONTAMINATION	
DEPS	
DLP	
ELECTRICAL SERVICES	
ELECTRONIC AUTO DOORS	
ELECTRONIC SECURITY	
EMERGENCY AND EXIT LIGHTING	
FIRE ISOLATION	
FIRE SERVICES	
FUME CUPBOARD	
GROUNDS	
GROUNDS	BOUNDARY FENCING
GROUNDS	CHILD CHILD CENTRE
GROUNDS	EASTERN AVE FLAG
GROUNDS	EVENTS
GROUNDS	EXTERNAL CLEANING
GROUNDS	EXTERNAL SIGNAGE
GROUNDS	FENCE BANNER
GROUNDS	FOOTPATHS
GROUNDS	GARDEN MAINTENANCE
GROUNDS	GARDEN RENOVATION
GROUNDS	GATE
GROUNDS	GRAFFITI
GROUNDS	IRRIGATION
GROUNDS	LAWN MAINTENANCE
GROUNDS	LINE MARKING
GROUNDS	MULCHING
GROUNDS	PONDS AND WATER FEATURES
GROUNDS	PRUNING
GROUNDS	RETAINING WALLS
GROUNDS	ROADS
GROUNDS	SAFETY BARRICADING
GROUNDS	STREET FURNITURE
GROUNDS	STUDENT HOUSING
GROUNDS	TREES
GROUNDS	USU
GROUNDS	WEEDING
HAZARDOUS CHEMICAL WASTE	
LAUNDRY	
LIFT SERVICES	
LIGHTING	
LINEN	
LOCKSMITHING	



LOCKSMITHING	KEYS
LOCKSMITHING	LOCKS
MAIL	
MECHANICAL SERVICES	
PEST CONTROL SERVICES	
PLUMBING SERVICES	
PM ADMIN	
PM AUTOMATIC DOORS	
PM BUILDING MANAGEMENT SYSTEM	
PM BUS SERVICES	
PM CASH IN TRANSIT	
PM CLEANING CONSUMABLES	
PM CONFIDENTIAL WASTE	
PM CRANES AND HOISTS	
PM DECONTAMINATION	
PM ELECTRICAL SERVICES	
PM ELECTRONIC SECURITY	
PM ELECTRONIC SECURITY ROSTER	
PM EMERGENCY AND EXIT LIGHTING	
PM FIRE	
PM FUME CUPBOARD	
PM GENERAL BUILDING	
PM GENERAL CLEANING	
PM HAZARDOUS CHEMICAL WASTE	
PM LAUNDRY	
PM LIFT SERVICES	
PM LIGHTING	
PM LINE MARKING	
PM LINEN	
PM LOCKSMITHING	
PM LOCKSMITHING ROSTER	
PM MDI LAB SERVICES	
PM MECHANICAL SERVICE	
PM OPEN SPACES	
PM PEST CONTROL SERVICES	
PM PLUMBING SERVICES	
PM ROOF AND GUTTER	
PM ROOF SAFETY	
PM SANITARY SERVICES	
PM SECURITY ADMIN	
PM SECURITY SERVICES	
PM STORES AND DOCKS	
PM TEST AND TAG	
PM TRAFFIC AND PARKING	
PM UNILODGE	
PM WASTE BIOLOGICAL AND CLINICAL	
PM WASTE GENERAL	
PM WATER TREATMENT	
PROJECT REQUEST	
ROOF AND GUTTER	
ROOF SAFETY	
SECURITY SERVICES	
SECURITY SERVICES	CONCIERGE STAFF
SECURITY SERVICES	CONCIERGE TASKS
SECURITY SERVICES	LOCK UNLOCK



SECURITY SERVICES	OUT OF HOURS
SECURITY SERVICES	PATROL SERVICE
SECURITY SERVICES	TRAFFIC CTRL
SECURITY SERVICES	TRAINING
SIGNAGE	
STORES AND DOCK	
TEST AND TAG	
TRAFFIC AND PARKING	
TRAFFIC AND PARKING	BARRICADING
TRAFFIC AND PARKING	SIGNAGE
WASTE BIOLOGICAL AND CLINICAL	
WASTE GENERAL	
WATER TREATMENT	
WATER TREATMENT	
AUTO DOORS	
BLDG ACCESSCARDS	
BUILDING	
CAMPUS ASSIST	
CLEANING GENERAL	
CONFIDENTIAL WASTE	
CRANES AND HOISTS	
DECONTAMINATION	
DEPS	
DLP	
ELECTRICAL SERVICES	
ELECTRONIC AUTO DOORS	
ELECTRONIC SECURITY	
EMERGENCY AND EXIT LIGHTING	
FIRE ISOLATION	
FIRE SERVICES	
FUME CUPBOARD	
GROUNDS	
GROUNDS	BOUNDARY FENCING
GROUNDS	CHILD CHILD CENTRE
GROUNDS	EASTERN AVE FLAG
GROUNDS	EVENTS
GROUNDS	EXTERNAL CLEANING
GROUNDS	EXTERNAL SIGNAGE
GROUNDS	FENCE BANNER
GROUNDS	FOOTPATHS
GROUNDS	GARDEN MAINTENANCE
GROUNDS	GARDEN RENOVATION
GROUNDS	GATE
GROUNDS	GRAFFITI
GROUNDS	IRRIGATION
GROUNDS	LAWN MAINTENANCE
GROUNDS	LINE MARKING
GROUNDS	MULCHING
GROUNDS	PONDS AND WATER FEATURES
GROUNDS	PRUNING
GROUNDS	RETAINING WALLS
GROUNDS	ROADS
GROUNDS	SAFETY BARRICADING
GROUNDS	STREET FURNITURE
GROUNDS	STUDENT HOUSING





GROUNDS	TREES
GROUNDS	USU
GROUNDS	WEEDING
HAZARDOUS CHEMICAL WASTE	
LAUNDRY	
LIFT SERVICES	
LIGHTING	
LINEN	
LOCKSMITHING	
LOCKSMITHING	KEYS
LOCKSMITHING	LOCKS
MAIL	
MECHANICAL SERVICES	
PEST CONTROL SERVICES	
PLUMBING SERVICES	
PM ADMIN	
PM AUTOMATIC DOORS	
PM BUILDING MANAGEMENT SYSTEM	
PM BUS SERVICES	
PM CASH IN TRANSIT	
PM CLEANING CONSUMABLES	
PM CONFIDENTIAL WASTE	
PM CRANES AND HOISTS	
PM DECONTAMINATION	
PM ELECTRICAL SERVICES	
PM ELECTRONIC SECURITY	
PM ELECTRONIC SECURITY ROSTER	
PM EMERGENCY AND EXIT LIGHTING	
PM FIRE	
PM FUME CUPBOARD	
PM GENERAL BUILDING	
PM GENERAL CLEANING	
PM HAZARDOUS CHEMICAL WASTE	
PM LAUNDRY	
PM LIFT SERVICES	
PM LIGHTING	
PM LINE MARKING	
PM LINEN	
PM LOCKSMITHING	
PM LOCKSMITHING ROSTER	
PM MDI LAB SERVICES	
PM MECHANICAL SERVICE	
PM OPEN SPACES	
PM PEST CONTROL SERVICES	
PM PLUMBING SERVICES	
PM ROOF AND GUTTER	
PM ROOF SAFETY	
PM SANITARY SERVICES	
PM SECURITY ADMIN	
PM SECURITY SERVICES	
PM STORES AND DOCKS	
PM TEST AND TAG	
PM TRAFFIC AND PARKING	
PM UNILODGE	
PM WASTE BIOLOGICAL AND CLINICAL	



PM WASTE GENERAL	
PM WATER TREATMENT	
PROJECT REQUEST	
ROOF AND GUTTER	
ROOF SAFETY	
SECURITY SERVICES	
SECURITY SERVICES	CONCIERGE STAFF
SECURITY SERVICES	CONCIERGE TASKS
SECURITY SERVICES	LOCK UNLOCK
SECURITY SERVICES	OUT OF HOURS
SECURITY SERVICES	PATROL SERVICE
SECURITY SERVICES	TRAFFIC CTRL
SECURITY SERVICES	TRAINING
SIGNAGE	
STORES AND DOCK	
TEST AND TAG	
TRAFFIC AND PARKING	
TRAFFIC AND PARKING	BARRICADING
TRAFFIC AND PARKING	SIGNAGE
WASTE BIOLOGICAL AND CLINICAL	
WASTE GENERAL	
WATER TREATMENT	
WATER TREATMENT	

## 8. Support

Any questions relating to Campus Assist should be directed through to the [Shared Service Centre](#).

Visit the Services Portal to view all available request types, or use the [Campus Assist support](#) request for general enquiries.

Alternatively, please call: +61 (2) 9351 2000 (12000 from internal phones).