



SERVICE REQUESTS AND FAULT REPORTS IN UNIVERSITY FACILITIES

USER INSTRUCTIONS

Service requests and fault reports that concern the University facilities are made online via the BEM programme.

A link to the programme and user instructions are available on the internet at the TAY-Palvelut website. Please use your basic user account to sign on the service, if necessary.

<http://www.tay-palvelut.fi/palvelupyynnot.html>

https://intra.uta.fi/portal/fi_FI/group/tietopankki/kiinteistoja-koskevat-palvelupyynnot

Please first choose the building your service request concerns.

[Arvo, A, B ja C-siipi](#)

[Arvo, D, E ja F-siipi](#)

[Atalpa](#)

[Linna](#)

[Nekalan koulu](#)

[Normaalikoulu \(yläkoulu\)](#)

[Pinni A ja B](#)

[Pääatalo](#)

[Virta](#)

[Muut kiinteistöt](#)

Please then proceed to enter the service request on the building's home page in the BEM programme.

Instructions for entering a service request:

Please only enter one service request on each form.

In the **Subject** field, please write the name of the building and a short description of the service you need.

If you cannot find a suitable **Classification** for your service request, you may always use house manager services under “*Vahtimestaripalvelut*”. Please choose “Vahtimestaripalvelut” in the **Classification** menu.

In the **Description** field, please write a concise and accurate description of the fault you are reporting as well as the desired response time (give a deadline). Please use this if you want an interim report concerning your request.

In the **Location** field, please give the name of the building and the room number, if any.

In the **Automatic acknowledgement** field, please choose “Yes” so that you will receive notification when the service you have requested is completed.

If necessary, you may include an attachment in the **Attachments** field.

Reporter: Please give your name and organization (e.g. UTA), your email address and telephone number. If you give your email address, you will be notified when the service you have requested has been completed.



Please submit your service request by pressing Send.

On weekdays at 8-16, your service request will be processed within four hours upon receipt.

Please note!

If you have an **urgent fault report** (that must be addressed on the same day) or a **service request that concerns safety** (e.g. related to doors and locks), please always ring 050 318 6212.

For more information, please contact:

TAY-Palvelut Oy, Customer service

tel. 050 318 6212

tay-palvelut@uta.fi

304769 TAY, PÄÄTALO: New service request

Base unit	<input type="text" value="TAY, PÄÄTALO"/>
Subject	<input type="text" value="Main building C100, window is broken"/>
Classification	<input type="text" value="Vahtimestaripalvelut"/>
Description	<input type="text" value="What happened? What is needed?"/>
Location	<input type="text" value="Main building, room C100"/>
Automatic acknowledgement	<input checked="" type="checkbox"/>
Attachments	<input type="button" value="Browse..."/>

Reporter

Reporter	<input type="text" value="My Name"/>
Organization	<input type="text" value="UTA"/>
Email	<input type="text" value="my.name@uta.fi"/>
Phone number	<input type="text" value="040 123 4567"/>