Edge Hill University | Facilities Management

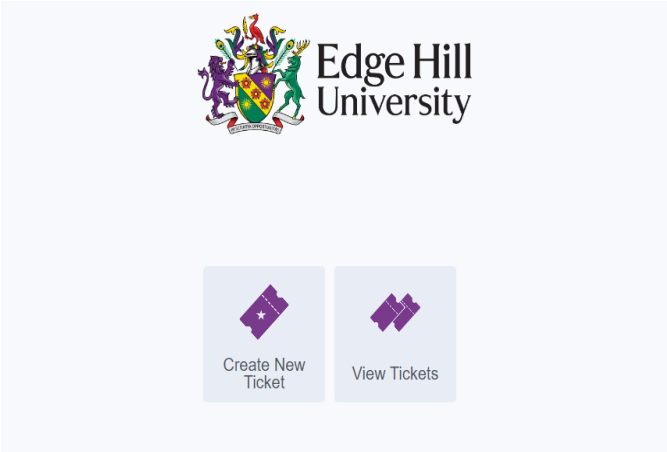
FM Helpdesk User Guide - How to raise a ticket on Invida Resolve

You can access Invida Resolve via the main Service Gateway page – **ehu.ac.uk/InvidaResolve**

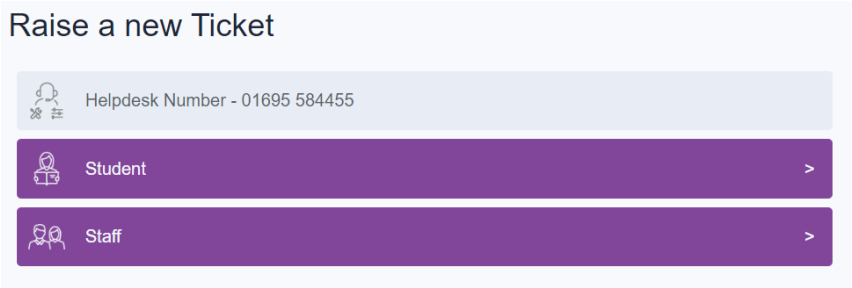
To sign in, you must select **Sign in with Microsoft 365**.

When you first sign in, you will have two options: **Create New Ticket** or **View Tickets**.

(1) To raise a new ticket, select **Create New Ticket** on the Home Page.



(2) Select the relevant option **Student** or **Staff**.

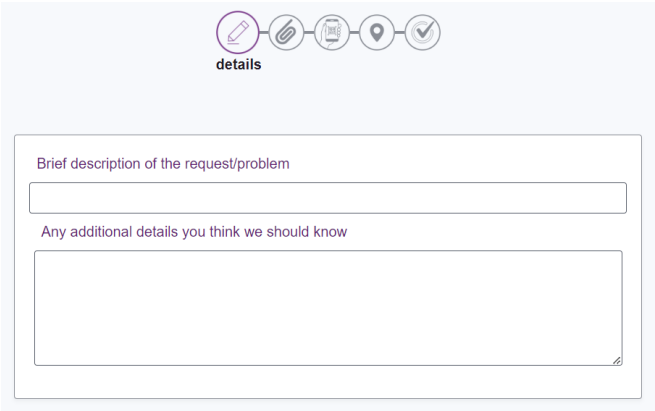


Please note that all emergencies MUST be phoned through to FM Helpdesk 01695 584 455 (24 hours, 7 days a week).

(3) The **Student** page and **Staff** page will have relevant options specifically designed for that group. If you can not find the option that best fits, please select **Other Fault/Issue** which is located at the bottom.

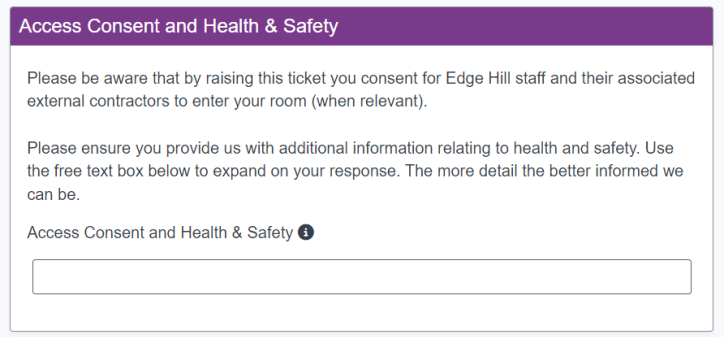
(4) Enter a **brief description** of your request.

Enter **any additional details**. Please provide as much detail as possible so the Helpdesk can handle your query at the first point of contact and assign your request to the appropriate Contractor or Team.



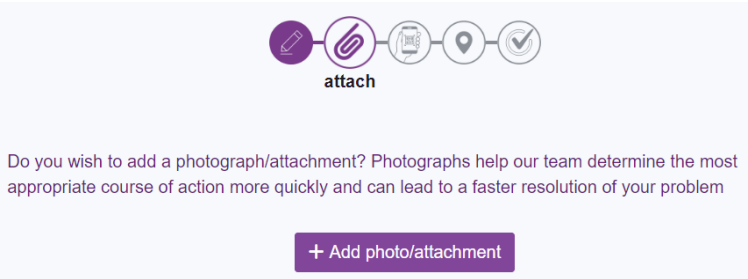
Select **Next**.

(5) Provide additional information relating to **health and safety**.

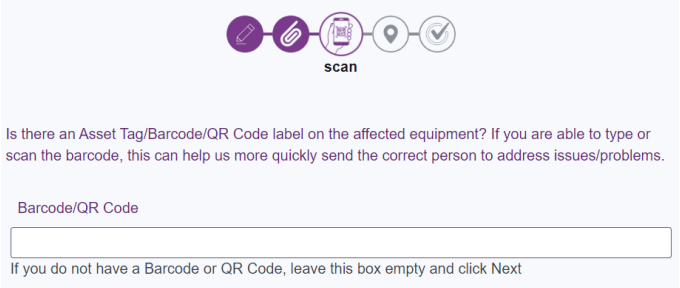


(6) Select **Add photo / attachment**, if applicable, from your PC or mobile phone.

You can also skip this section by selecting **Next**.



(7) Enter a **Barcode / QR Code**, if applicable.



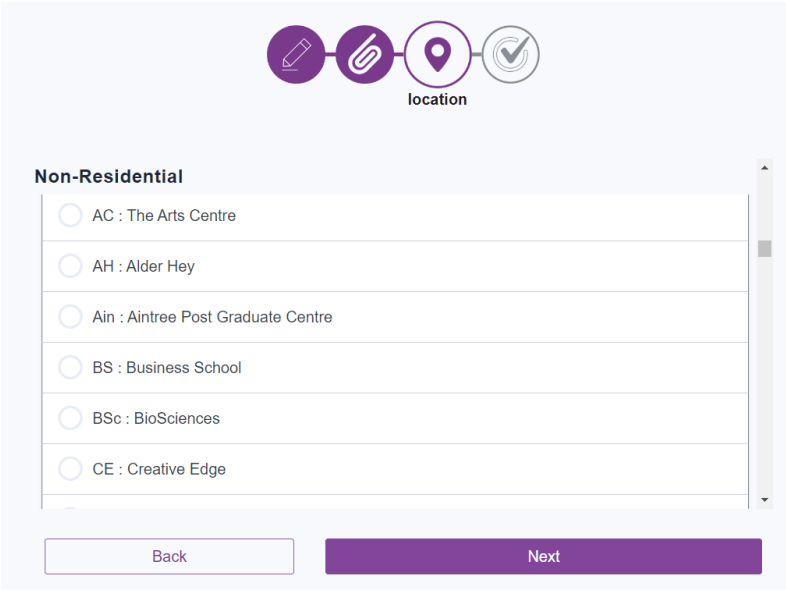
If you are able to type or scan the barcode, this can help us more quickly send the correct person to address issues/problems. If you are using a mobile device (phone or tablet) you can simply scan the asset tag's barcode by clicking the 'Scan' button. If not, you can type out the asset's barcode.

Using the asset tag's barcode means several fields will automatically populate, providing a more accurate location.

(Example of an asset tag)

If you cannot find an asset tag, move onto the next step and insert the fields manually.

(8) Select the relevant **building** from the list. Select **Next.**



The proceed to select the relevant **floor** or **area** from the list, followed by the relevant **location** from the list. Check the **matched location** is correct and select **Next.**

(9) Your Ticket is now logged with the Helpdesk! You will receive a unique **Ticket Number**. Select **Continue** to return to the Home Page.

(10) Once back at the home page, you can view your raised tickets by selecting **View Tickets**.

You will see a list of your raised tickets. Select the ticket you want to view. You will see any updates and comments on your ticket. You can also add your own comments or photos here.