

Submitting a Service Request on the Mobile App

A quick step-by-step guide for requestors using the MaintenancePlanner® mobile app

Please Note: Please submit all IT related requests through HelpDesk.

Download & Log In

1. **Download the app.** Search for MaintenancePlanner in the Apple App Store or Google Play and install it.
2. **Open the app, enter your email address,** then tap Next.
3. **Select the United States server,** then enter your password to log in.
4. **Allow permissions (recommended)** for Notifications, Location, Camera, and Photos so you receive updates and can attach pictures.

Create Your Request

5. **Tap Service Requests,** then choose Create a new Service Request.
6. **Fill out the mandatory fields (*).** Tap any field with an arrow to view options, or scan a Barcode/QR Code to attach the asset.
7. **Take or attach a picture** (optional) to show the issue directly from your phone.
8. **Tap Save.** Your request is submitted to the support team.

See It In Action

Log in (select United States)

Tap Create a new Service Request

Fill fields, attach a picture, Save

Helpful Tips

- Track your requests under Requests you submitted on the Service Request home screen.
- Turn on push notifications to be alerted when your request's status, notes, or schedule change.
- The mobile app works the same way as the desktop version, so you can switch anytime.