

Dalux FM Helpdesk – User Guide – Registering assignments

TABLE OF CONTENTS

Why Arts Building Services are changing to Dalux FM Helpdesk:.....	1
How to register an assignment via the DaluxFM HelpDesk app:.....	2
Download app:.....	2
Log on to DaluxFM app:.....	2
Register an assignment:.....	2
How to register an assignment via DaluxFM HelpDesk online:	5
Log on to DaluxFM web:	6
Register an assignment:.....	6
Overview of registered assignments:.....	8

This guide demonstrates how to register an assignment through DaluxFM – App and Web as a user. Please note that the display on your screen may look different from the screenshots in this guide. This depends on how the display is shown to each individual user. However, several displays follow a standard format and are shown in the same way to everyone.

WHY ARTS BUILDING SERVICES ARE CHANGING TO DALUX FM HELPDESK:

Dalux FM will replace our current systems. Assignments will be digitalised and more easily overviewed, prioritised and managed by internal staff. The digital registration will help ensure that all assignments are registered in the same way and managed similarly by Arts Building Services. The system will also help to manage assignments in the case of illness or other absences.

The purpose of using Dalux FM is to ensure follow-up and communication with those who use the system, which in turn will ensure that users experience our service as relevant and digital. The digital communication with users via Dalux FM will **not** replace the direct dialogue with users which is essential to complete certain types of assignment.

In short, the purpose of introducing Dalux FM is to ensure that:

- assignments do not get lost
- assignments are followed-up
- assignments are visible to internal staff
- communication between users and operations staff can occur continuously throughout and at the end of the assignment
- assignments can be transferred between staff in the case of absence
- assignments are registered in a standard way

Dalux FM Helpdesk – User Guide – Registering assignments

HOW TO REGISTER AN ASSIGNMENT VIA THE DALUXFM HELPDESK APP:

DOWNLOAD APP:

Start by downloading the app DaluxFM HelpDesk. You can find the app on both App Store and Google Play: 3



NB! Remember to give Dalux FM permission to use your current location.

LOG ON TO DALUXFM APP:

The first time you use the app, you must state your customer login (AU), your email address, your name and the telephone number we can reach you on. Click on "Fortsæt" to get started.

A screenshot of the DaluxFM HelpDesk app login screen. The app title "DaluxFM HelpDesk" is at the top. Below it are four input fields: "AU" (with a small icon), "awc@tdm.au.dk", "Anders Vinding Christensen", and "123456". At the bottom is a green button labeled "Fortsæt".

REGISTER AN ASSIGNMENT:

To register an assignment, press "Indmeld".

Dalux FM Helpdesk – User Guide – Registering assignments

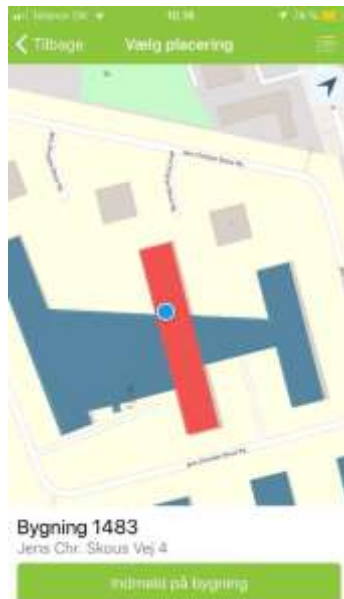
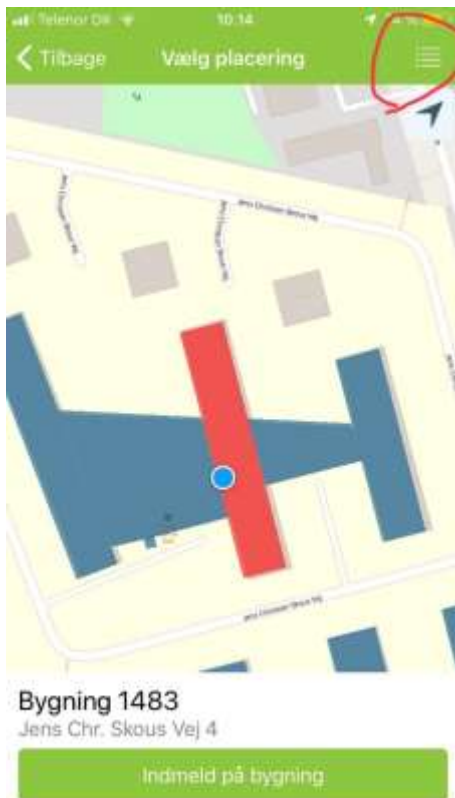


Scan the QR code for the room the assignment relates to – you will find this code on a sign by the entrance to the room.



If there is no QR code, click on “Ingen QR”, and your current location will be displayed on the screen (provided you have given Dalux FM permission to use your current location).

Dalux FM Helpdesk – User Guide – Registering assignments



If you have given Dalux FM permission to use your current location, it will be this location that is shown on the screen. In this case, you can always find the building the assignment relates to by clicking on the menu in the top right-hand corner and selecting the current building.



When you have selected the relevant building, select the topic the assignment relates to (such as cleaning, lighting, waste disposal, plumbing, building access, equipment or outdoor areas). If none of the standard options for topics match your assignment, choose the option “Andet”.

Dalux FM Helpdesk – User Guide – Registering assignments



Then describe the assignment and specify a location. It is also possible to take one or more photos and attach them to the registration. Photos are often very helpful for the person completing the assignment, so we encourage you to use this function.



Once you have completed your registration, click on “Send” at the bottom of the screen.

You will then receive a confirmation email, and Arts Building Operations and Maintenance will process your request as soon as possible. If we need any extra information about the assignment, we will contact you. If we write to you, you just need to reply to the email you have received and your response will be saved with the relevant assignment on Dalux FM.

HOW TO [REGISTER AN ASSIGNMENT VIA DALUXFM HELPDESK ONLINE](#):

Dalux FM Helpdesk – User Guide – Registering assignments

LOG ON TO DALUXFM WEB:

Open your preferred internet browser. This user guide uses Google Chrome. Insert this link in the search field: <https://au.daluxfm.com/helpdesk/login>. The following screen should appear:



Enter your name, email address and phone number and click on “Login”. You will now be logged in to the web version of Dalux FM.



Here you will be able to register new assignments and see the status of your previously registered assignments.

REGISTER AN ASSIGNMENT:

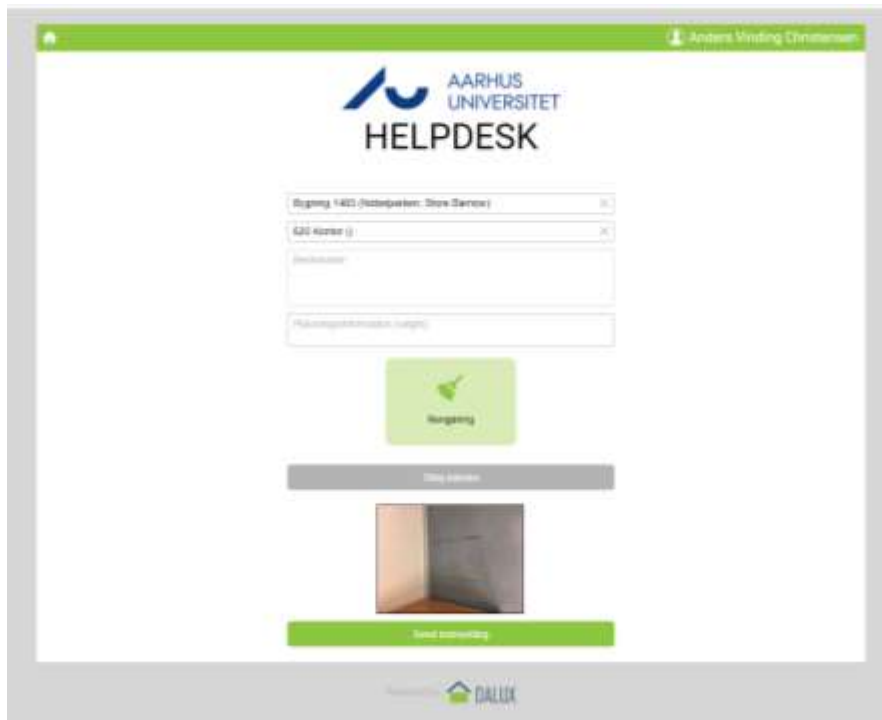
You can now register an assignment by clicking on “Ny indmelding” and then clicking on the building the assignment relates to.



Dalux FM Helpdesk – User Guide – Registering assignments

Once you have chosen 1) a building / an address and 2) a room, you must select the topic the assignment relates to. In this example, “Rengøring” has been chosen. Fill out the fields with a brief description of the problem and any location information.

You may also attach one or more photos that you think might be relevant. Select a photo that you have taken and click on “Send indmelding” at the bottom of the screen.



The screenshot shows the Aarhus University Helpdesk registration form. At the top, there is a green header with the Aarhus University logo and the text "AARHUS UNIVERSITET HELPDESK". Below the header, there are several input fields: "Bygning (AUC) (Hospitalet: Store Sævnø)", "Rum (AUC)", "Beskrivelse", and "Placering (AUC) (AUC)". A green button with a checkmark and the text "Rengøring" is visible. Below this, there is a "Send indmelding" button. At the bottom, there is a "DALUX" logo.

You will then receive a confirmation email. This will be sent to the email address with which you registered the assignment.



The screenshot shows the Aarhus University Helpdesk confirmation page. At the top, there is a green header with the Aarhus University logo and the text "AARHUS UNIVERSITET HELPDESK". Below the header, the text "Din indmelding er blevet sendt" is displayed. Underneath, there is a message: "Tak for din indmelding. Vi behandler sagen hurtigst muligt og orienterer dig når den er udført." A green button with the text "Tilbage" is visible. At the bottom, there is a "DALUX" logo.

You will also receive an email including a link through which you can follow your case.

Dalux FM Helpdesk – User Guide – Registering assignments



OVERVIEW OF REGISTERED ASSIGNMENTS:

On DaluxFM web, you can also get an overview of all your registered assignments.



You can see both ongoing and completed assignments. In the status overview, you can see how your assignment has been dealt with. Your assignment will also have a unique ID number.



Dalux FM Helpdesk – User Guide – Registering assignments

To see the assignment history, click on the assignment. In the assignment history, you can see who has dealt with your assignment from Arts Building Operations and Maintenance. If necessary, you can also write a message.

