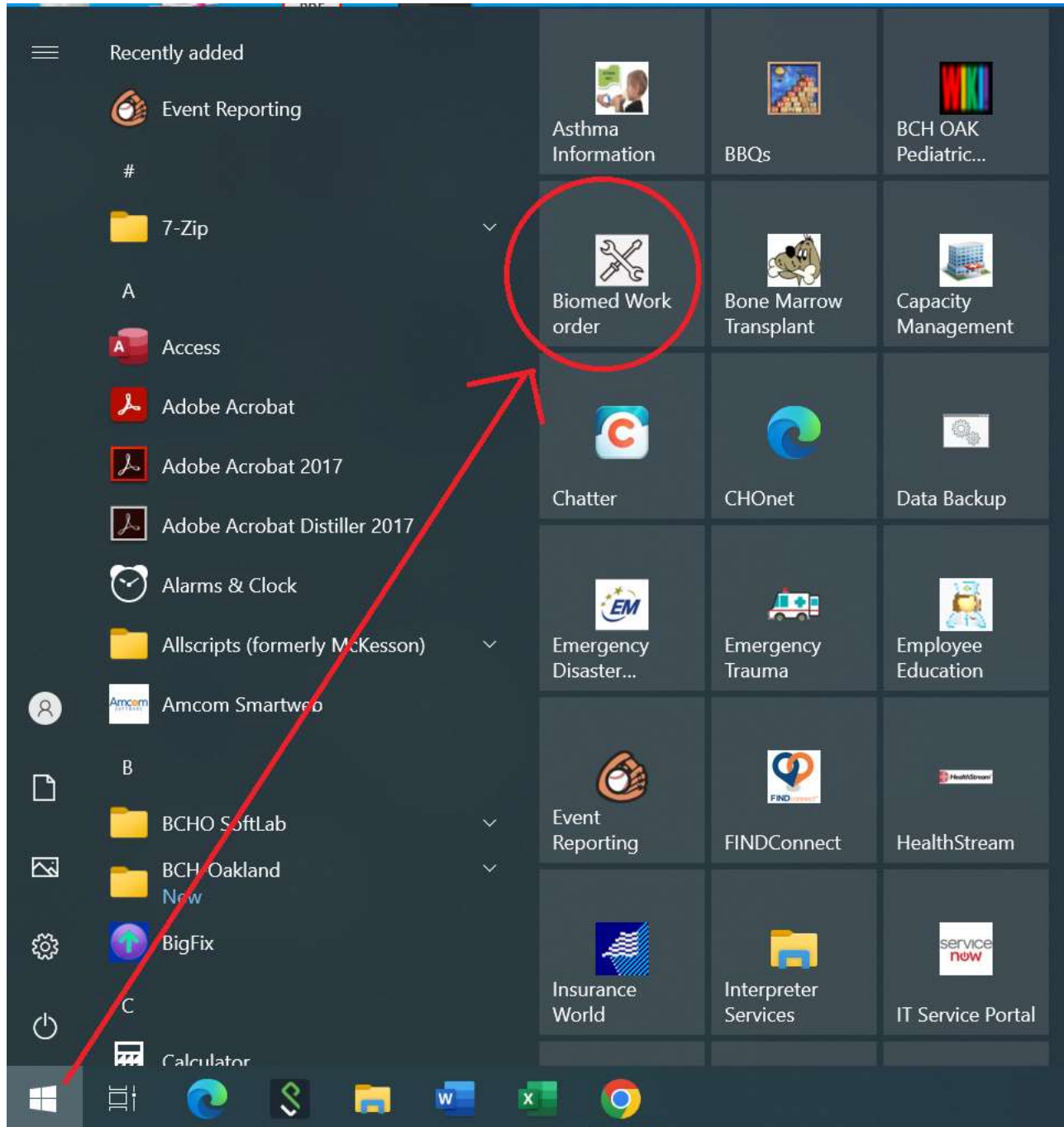# REQUESTING SERVICE

The Icon will soon state it is for Biomedical, Hospitality Services, & Facilities Engineering

Biomedical, Hospitality Services, and Facilities Engineering

UCSF Benioff Children's Hospital
Oakland

Help
📄 Biomed Equipment User's Reference Manual

Send Request to : ○ Biomedical   ○ Hospitality Services   ● Facilities Engineering

Continue
Close Browser

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Step 1 – select the department that you wish to send your service request.

Biomedical - patient care equipment repairs
Hospitality Services – housekeeping requests
Facilities Engineering - repair/maintenance requests

then click **Continue** (this example assumes Facilities Engineering but the others are similar)**.**

UCSF Benioff Children's Hospital
Oakland

Facilities Engineering

Help

Service Request and Status Form

For an immediate response to your emergency needs,please call: Engineering - x3291
We also request that you submit a work request through this app when time allows.

Please enter a Control # or Area #. You do not need to enter both.

Control # [   ]   Control # must be entered EXACTLY as found on device.

Children's Hospital Oakland
‖‖‖‖‖‖‖‖‖‖‖‖
ICU4567

<--Example   (Equipment Control #'s are found near the front of the device, or near the power switch.)

Area # [   ]   Area # must be entered EXACTLY as found on door frame of room.

C B Area ID#
‖‖‖‖‖‖‖‖‖‖‖‖
OPC 5619

<--Example   (Area ID tags can be found just above the door.)

Don't see your area? Call emergency # above

Continue

[   ]

Look up requests by department name
Look up requests by cost center number

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Step 2 - Enter in a **Control** # (common for Biomedical requests) OR an **Area**# and click **Continue**
If you do not see your Area # or can't find your Control # call x3291.

In this example, we entered an Area # and the Area # and Description have displayed.

You may see open service requests or if you entered a Control # you would see Manufacture and other nameplate data in addition to any open service requests.

Enter the **information** for each field above and click **Submit**.

Here is an example of a filled out Service Request.

After you click Submit, here is what you will see.

If you entered your email, you should receive a confirmation email of your service request.

When the service request is completed, you will receive another email.