

FACILITIES AND BUSINESS SERVICES

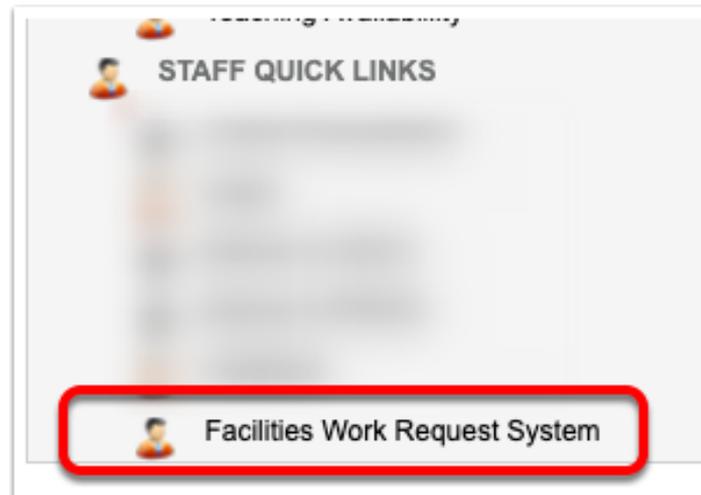


Work Request System

MAINTENANCE DIRECT REQUESTER

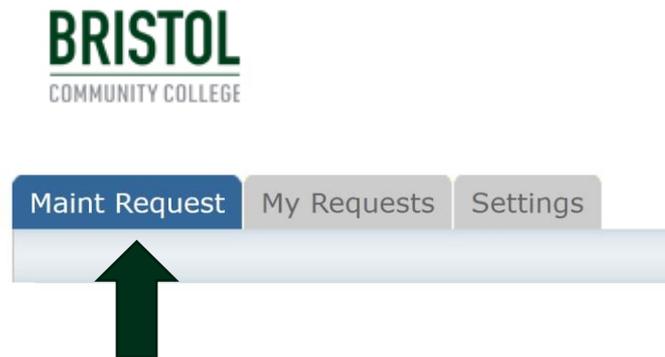
- How to login:

- Open your internet browser. Click on the following link, or copy and paste into the web browser:
 - <https://accessbcc.bristolcc.edu/>
- Enter your sign in information on accessBCC.
- Once logged in go under staff quick links and select Facilities Work Request System.



HOW TO SUBMIT A REQUEST

- Make sure you are on the “Maint Request” tab at the top of the screen.



- **Step 1:** These fields should already be populated with your contact information according to how it was entered in accessBCC.
 - First Name
 - Last Name
 - Email

HOW TO SUBMIT A REQUEST

- **Step 2:** Click on the drop down arrow and highlight the **Location** where the work needs to be done. Do the same for **Building** and **Area**.

In the Area/Room Number field type in the area description or room number.

Step 2 **Location**

Your current location is Change Location

Building

-- No Building Available -- ▼

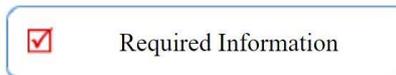
Area

-- Select Area -- ▼

Yes, remember my area entries for my next new request entry.

Area/Room Number

Any field marked with a red check is a required field.



HOW TO SUBMIT A REQUEST

- **Step 3:** Select the Problem Type that best describes the request/issue you are reporting.
 - Select miscellaneous if you are unsure of the type.

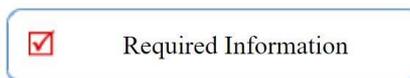
Step 3 Select Problem Type:

 **Maintenance Help Desk:** Click on the problem type below that best describes your issue.

- **Step 4:** Type in a description of the problem.

Step 4 Please describe your problem or request.

Any field marked with a red check is a required field.



HOW TO SUBMIT A REQUEST

- **Step 5:** Request completion date.
 - Request can take up to two weeks for completion
- **Step 6:** If Necessary Attach a New File
- **Step 7:** Click the **Submit** button.

Step 5 Requested Completion Date



(A valid date is required. Text is not accepted, but you may leave it blank. [Click here for assistance in date entry.](#))

Step 6 Attachment

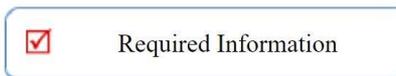
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7

NOTE: You will receive the following notifications.

- You will be notified receipt of your request.
- You will be notified of status changes to your request.
- You will be notified if this request is declined.
- You will be notified if this request is marked as voided.
- You will be notified when this request has been duplicated.
- You will be notified when this request has been closed.

Any field marked with a red check is a required field.



MY REQUEST TAB

- You can view any requests that you have entered into the system by clicking on the **My Requests** tab.
- On the **My Requests** page you will see up-to-date information on your requests including the current status, work order ID number, and Action Taken notes.



BRISTOL

COMMUNITY COLLEGE

ATTLEBORO FALL RIVER NEW BEDFORD TAUNTON ONLINE

Contact facilities with any questions or concerns.

774-357-2533