

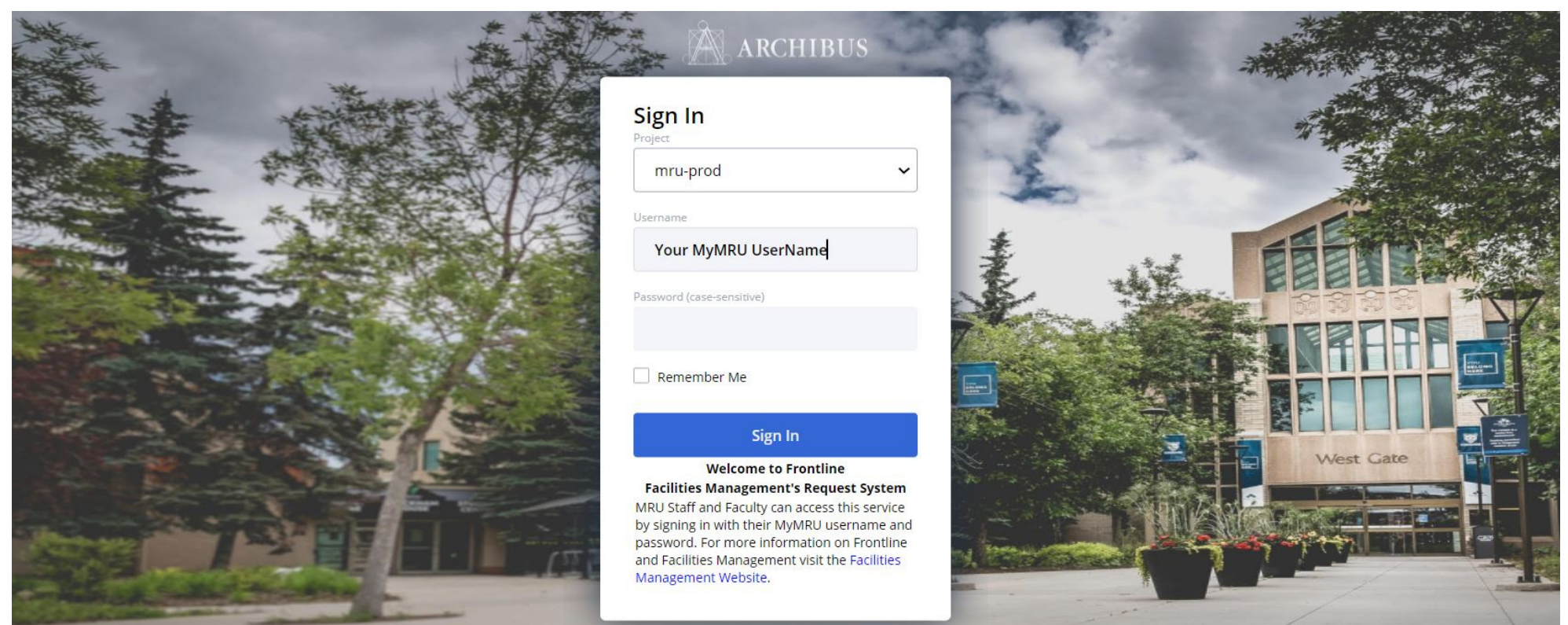
How to Submit a Request in Frontline

1

In Chrome or Firefox go to the MRU [Frontline Website](https://mrufrontline.mtroyal.ca/archibus) (<https://mrufrontline.mtroyal.ca/archibus>)

2

Sign-in with your MyMRU username and password



3



Select "Create Service Request" on the Navigation Bar

Select the type of Request you want to place. If unsure, select "Maintenance/Repairs"

4

Requestor

Requested By* YOUR USERNAME

Requestor Phone* YOUR PHONE NUMBER

Location

Use your assigned workspace location

Location SITE BUILDING FLOOR ROOM

Describe the location ADDITIONAL LOCATION DETAILS

Equipment

Equipment Code LEAVE THIS BLANK

Warranty Vendor

Warranty Expiration Date

Problem

Problem Type BOPS|ADMIN-REPAIRS

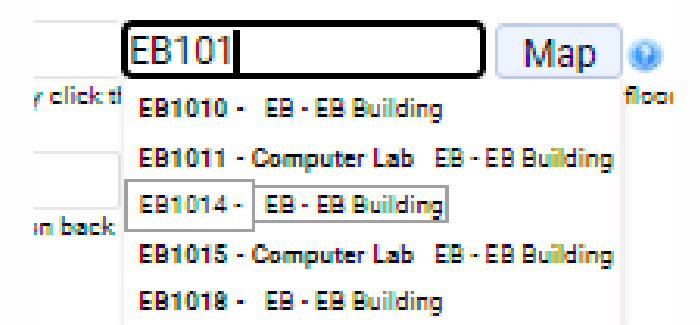
Description

Description* WHAT ARE YOU REQUESTING, AND ANY OTHER DETAILS THAT ARE RELEVANT SUCH AS DEADLINES

Submit

Enter the Best Phone Number to contact you at

Begin entering the room number and select from the results below



Enter your request details here

Click Submit to complete your request

5

mrufrontline.mtroyal.ca says

You created a work request with id 80852

This is your Work Request Code. Use this to look up the status of your request later on.

Or: Call the Call Center 403.440.6417 or email mrufrontline@mtroyal.ca
<https://www.mtroyal.ca/FacilitiesManagement>