Common Reports

- Library Students Common Area Maintenance Request Guidelines.

Library Students Common Area Maintenance Request Guidelines.

To ensure a comfortable and well-maintained environment for all students, we encourage you to report any issues, make suggestions, or share improvement ideas for the Library Common Area.

How to Submit a Request:

All **maintenance requests**, **suggestions**, and **improvement proposals** must be submitted via the University Helpdesk:

□□ https://helpdesk.uom.lk/

Steps to follow:

1. **Log in** to the Helpdesk using your university credentials.
2. Select the help topic:
   “General Inquiry / Library / Common Area”
3. In the **Issue Summary**, clearly specify the nature of your request:
   - *Maintenance Request*
   - *Suggestion*
   - *Improvement Idea*
4. In the **Details** section:
   - For **maintenance requests**, provide a clear description of the issue and any relevant observations.
   - Include the **asset number(s)** involved, if applicable.
   - Uploading a **photo** of the issue is highly encouraged to help us respond more efficiently.

Your input helps us maintain a better study environment for everyone. Thank you for your cooperation!

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Wisdom is all wealth

[redacted] · Sign Out

Support Center Home | Knowledgebase | Open a New Ticket | Tickets

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: [redacted]
Client:

Help Topic

General Inquiry / Library Student Common Area *

1

Notice

- **Please make sure to select the correct help topic from the above drop-down menu to avoid unnecessary delays.**
- Describe your issue in the below section.
- Please note that some of the help topics have their own unique forms, which you need to fill out.

Note

We kindly acknowledge the elevated volume of ticket submissions, which may result in extended response times. We sincerely appreciate your patience and understanding as we diligently work to address each inquiry. Thank you.

Issue Summary *

Maintenance Request

2

I observed that the
Fan (F3)
Bulb (B2)

are not working.
I kindly request that to make arrangements to fix them.
Thank you.

3

all changes saved

Drop files here or choose them

4

Create Ticket | Reset | Cancel

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