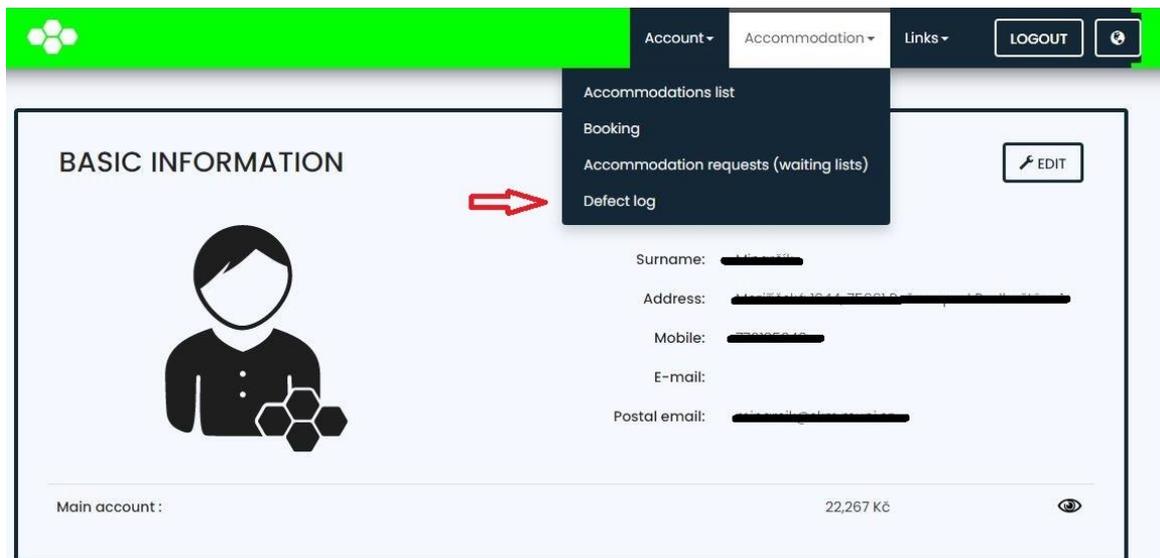
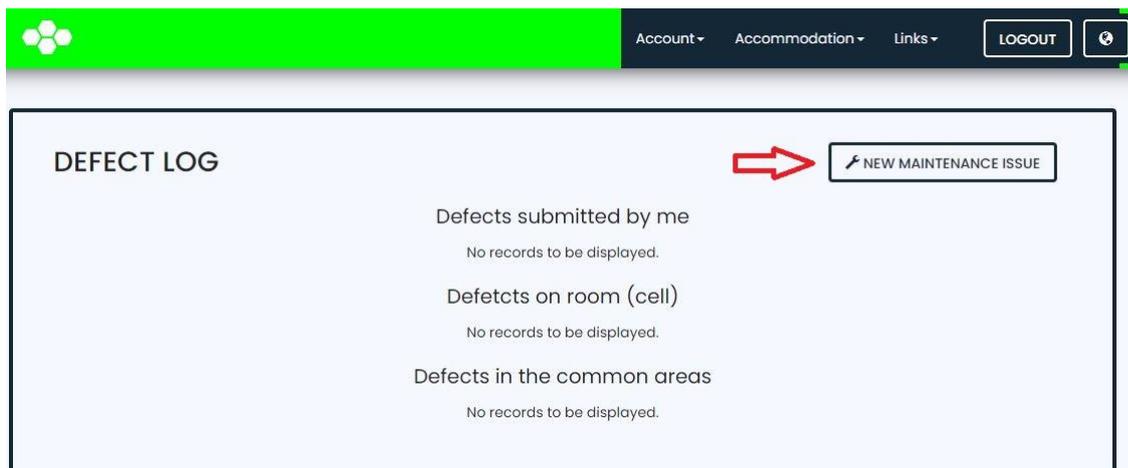


Submitting a defect via Web ISKAM

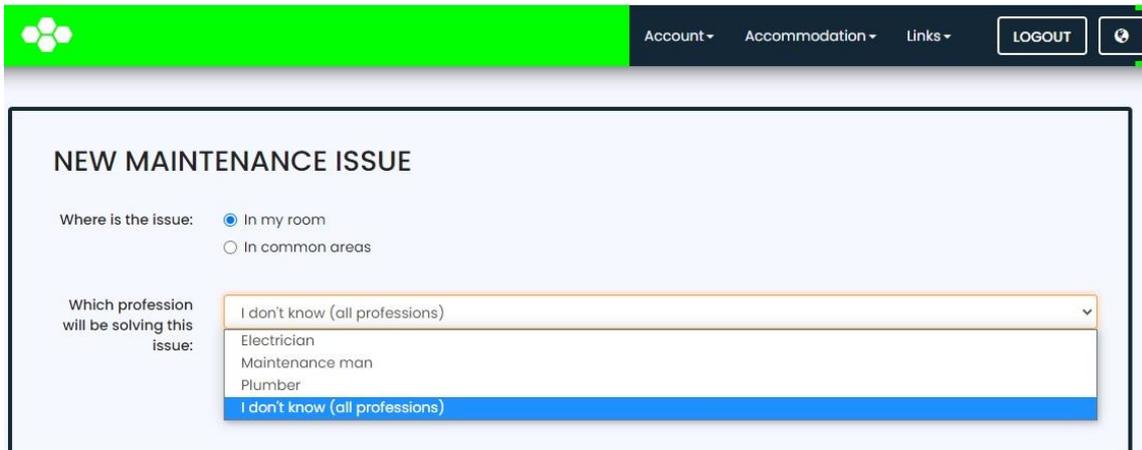
1. After logging into the ISKAM Web site for my account, I will select in menu the option **Accommodation** and then the **Defect Log**.



2. After displaying the Defect Log window, I can see the already specified Defects, description and status of the solution (if any already exist), otherwise I can submit a new defect by clicking the **New Maintenance Issue** button.

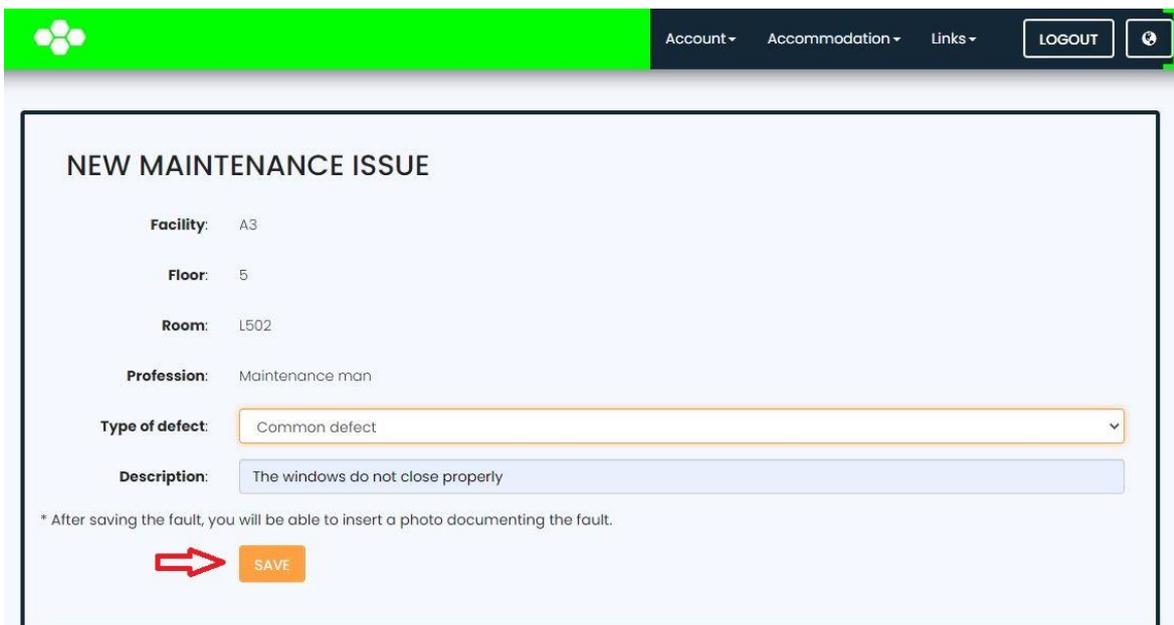


3. In the newly displayed window, I choose whether the issue is in my room or in the common areas and then I choose which profession will correct the issue.



The screenshot shows the top navigation bar with a logo on the left and 'Account', 'Accommodation', 'Links', and 'LOGOUT' on the right. The main content area is titled 'NEW MAINTENANCE ISSUE'. It contains two sections: 'Where is the issue:' with radio buttons for 'In my room' (selected) and 'In common areas'; and 'Which profession will be solving this issue:' with a dropdown menu. The dropdown menu is open, showing options: 'I don't know (all professions)', 'Electrician', 'Maintenance man', 'Plumber', and 'I don't know (all professions)' (highlighted in blue).

4. I will then select the type of defect and fill in the description line to specify the defect. I will press **Save**. This has saved the fault to the system and it can be seen for the Fault Dispatcher in the ISKAM **Defects Overview**.



The screenshot shows the 'NEW MAINTENANCE ISSUE' form with the following filled-in details: 'Facility: A3', 'Floor: 5', 'Room: L502', 'Profession: Maintenance man', 'Type of defect: Common defect', and 'Description: The windows do not close properly'. A red arrow points to the 'SAVE' button. Below the form, a note reads: '* After saving the fault, you will be able to insert a photo documenting the fault.'

- I can add a photo to the maintenance issue, or modify the description of the problem if there is any change.

MAINTENANCE ISSUE #1

Facility	Floor	Room	Type of defect	Created	Resolved
A3	5	L502	Common defect	1/5/2021 8:47:38 AM	

Description

The windows do not close properly

Photos:

[Add a photo](#)

Reply

EDIT THE DESCRIPTION

- The maintenance issue has reached us in the system and we will contact you as soon as possible via E-mail with a repair deadline.