



Personalising the experience for users of the P&S Workplace Services Portal

The Properties & Services (P&S) department launched its Workplace Services portal in August 2022 providing a central web portal for the UCT community to access and submit requests for its vast array of services across its Maintenance, Estates and Building services portfolio.

The latest feature to be added, “My Work Address” takes P&S a step closer to personalising the experience for users. Users will be able to add their building and room location information on the system thus simplifying the service request process without having to capture this piece of vital information whenever a service request is submitted. Internally, the system will route the request to the respective P&S team assigned to servicing the location, thus enabling a faster response time.

With the introduction of this latest feature and further planned enhancements to the [P&S Workplace Services Portal](#), P&S aims to empower building managers and representatives within faculties and departments and for P&S teams to efficiently and effectively respond to service requests at the requested location.

To update your work address, simply click on the LINK - [P&S Workplace Services Portal](#) and select the building and room number assigned to your work location.

The planned Go Live date for the new feature to the portal is Friday, 11/11/2022.

P&S will continue to focus on improving the catalogue of available services and its service delivery standards as it ramps up and adds impetus to its back-office and field operations powered by the best-in-class technology, people and processes.

Should you experience any problems in accessing the [P&S Workplace Services Portal](#) , you may reach out to P&S via ps-techsupport@uct.ac.za.

Regards,

Properties & Services
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