



- The Estates Online system is powered by Planon and is sometimes known by this name internally.
- We use the generic term 'job' to refer to fault reports and requests for a service.
- All staff have access to Estates Online.
- Support staff can log requests and the full range of faults, while academic staff can log immediate cleaning issues only. Other reports and requests should be made via their School Manager or other Support colleague.
- If you find you do not have an account and require one, please contact the Estates Helpdesk by emailing estates@hud.ac.uk.

Your account

Logging in

- Estates Online accounts are independent of your University computer account and are managed by the Estates Helpdesk.
- Go to <https://estatesonline.hud.ac.uk> or click the logo:
- Enter your University log-on (e.g. esseabc1). This is not casesensitive.
- The first time you use Estates Online you will need to set your password using the *Forgot password?* option. You will be asked to enter your username and your email address. You will then be emailed a code to allow you access to choose a new password.
- Enter your password: this is not your University password, unless you have changed it to this yourself. Your password is case sensitive.
- Click *Login*.
- You will be logged on to the main homepage where you can access more online help.

