



Created by Estates & Facilities

Planon Information

Planon is a flexible system which connects stakeholders across every campus ensuring everyone has access to real time information about work to maintain our estates and facilities. Planon replaces the Helpdesk Recording and Management System (HRAMS).

Types of jobs you can report on Planon:

Repairs and Maintenance	Services
Air Conditioning and Heating Issue	Pest Control
Building Structure Repair	Wi-Fi Issues
Door or Window Repair	Party Request
Electrical Repair	
Emergency Issue	
Fire Safety Equipment Issue	
Fixtures and Fittings Issues	
Kitchen or Bathroom Repairs	

Students can also continue to speak to their staff in their accommodation hub who will willingly log your request.

Tenants can contact **UWSPFacilitiesHub@wlv.ac.uk**

Notifications regarding reported jobs will reassure you work is in hand, and there is the opportunity to record feedback about the service received.

For any queries about Planon:

Students (who are living in UoW accommodation only) contact:

Walsall: Walsallhub@wlv.ac.uk Tel: 01902 518961

City: Cityaccommodationhub@wlv.ac.uk Tel: 01902 321268

Telford: Telfordhub@wlv.ac.uk Tel: 01902 323900 / 518961

How to access the Planon system

It's easy, simply enter the link below to access the system and your usual university username and password will log you in via single sign on. There is no need to register separately for the system.

Planon link: **<https://wolverhampton-prod.planoncloud.com/startpage/BP/Students>**

QR code:

