



Zürich, 7. März 2023

Real estate services portal GMIS

User manual

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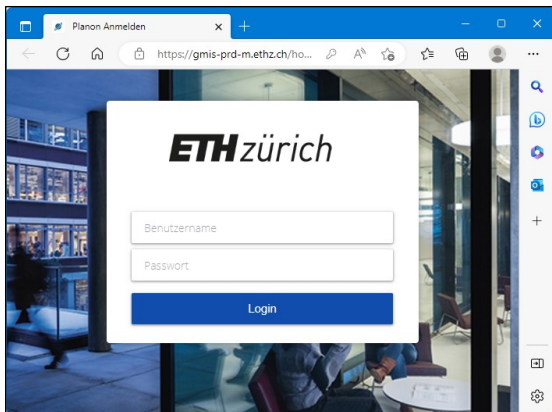
1 Start of the Real Estate Services Portal

The reporting portal is a web application and can be accessed both within the ETH domain and via the Internet.

The reporting portal can be started in different ways:

1. Enter the following link in the browser: <https://immobilien-services.ethz.ch>
We recommend using the "Edge" browser.
2. If you have the "GMIS Production" shortcut on your desktop or in the start menu under "GMIS", you can use this to access the portal.

Please enter your ETH user name and your personal ETH password at login:

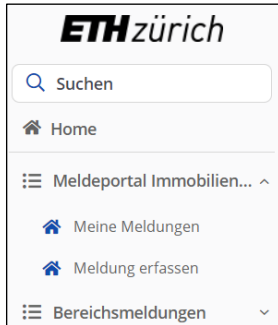


Troubleshooting tips:

- If you do not remember your ETH password, you can reset it at <https://passwort.ethz.ch>. To do this, go to "Self Service" and "Change Password" and change the "Active Directory" password (we recommend that you also change the "LDAPS" password)
- In order for your ETH login to be active, you need a current and valid relationship with ETH
- You can check that your account is active by successfully logging in to <https://www.bi.id.ethz.ch/eAdressen>
- Clear the browser cache
- Close all browser windows or restart your computer or smartphone
- Use the Edge or Chrome browser

2 Functionalities

Your previous Real Estate Services Portal and GMIS functionalities, as well as the overview of your personal reports, can be found on the left side below the ETH logo and the search field.



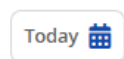
Note: The visible functionalities may vary according to your assigned permissions.

3 Multifunction bar

The multifunction bar in the header area of the GMIS Planon tool is described in the following sections.



Calendar



The calendar has no meaning for the use of the reporting portal.

Notifications



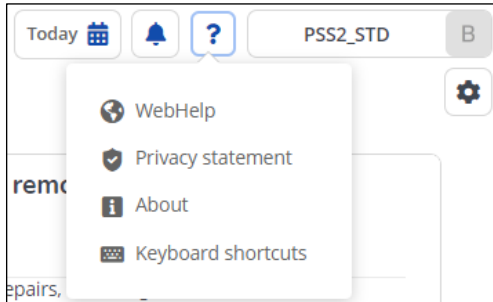
The notifications have no meaning for the use of the reporting portal.

Help menu



GMIS Planon has a help button in the upper right corner.

Clicking on the corresponding icon opens a menu with the following options:



- WebHelp: Viewing the reporting portal support page
- Privacy statement: Viewing the privacy policy
- About: Information on the GMIS Planon software version
- Keyboard shortcuts

| Navigation | General |
|---|---|
| Show / hide navigation panel: Alt + L | Save changes of business object: Control + S |
| Search in navigation panel: Alt + S | Enter date & time (date- time fields only): Control + D |
| Element list | Refresh browser: Control + F5 |
| Refresh list: F5 | Find element by number or code (Order-related TSIs): Control + Space |
| Navigate through element list / tree: Arrow keys | Planon WebHelp |
| Jump to first element in list / tree: Any key (alphabet) | Open shortcut information: ? |
| Multi-select elements in list: Control + A | Open Planon WebHelp: Alt + F1 |
| Select root node: Shift + Home | |

4 User settings

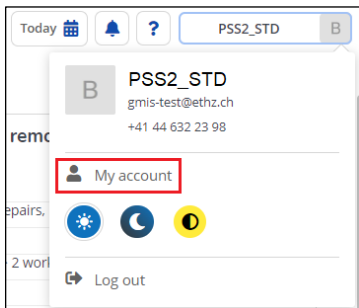
The user account button takes you to the user settings.



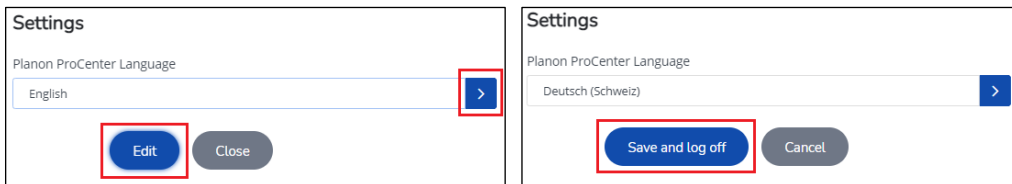
Language settings

Note: The language settings can only be changed by pure Real Estate Services Portal users. Users of the web client are currently not able to change the language settings.

Click on «My account» to access the user-specific language settings.



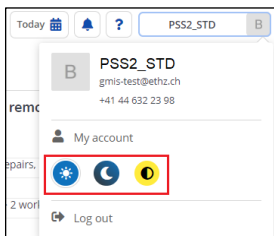
To change the preset language, click on «Edit». An arrow symbol will appear to select the preferred language. Click on «Save and log off» to complete the change.



Note: The language setting is adopted after logging in again.

Switching the display mode

Click on one of the three icons to change the display mode.



You have the choice between «light», «dark» and «high contrast».

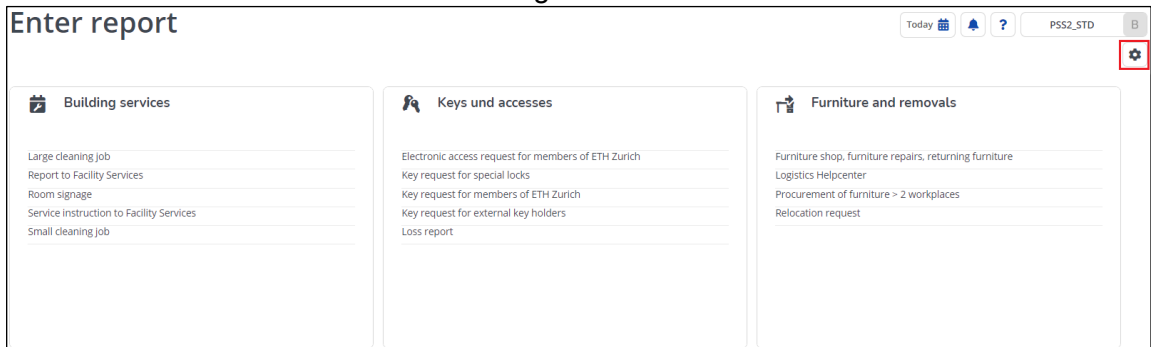
5 Configuring gadgets

All gadgets available to you are displayed by default on the main page. Gadgets are the boxes with the respective topic titles.

You can position them according to your individual needs. It is also possible to hide and show gadgets.

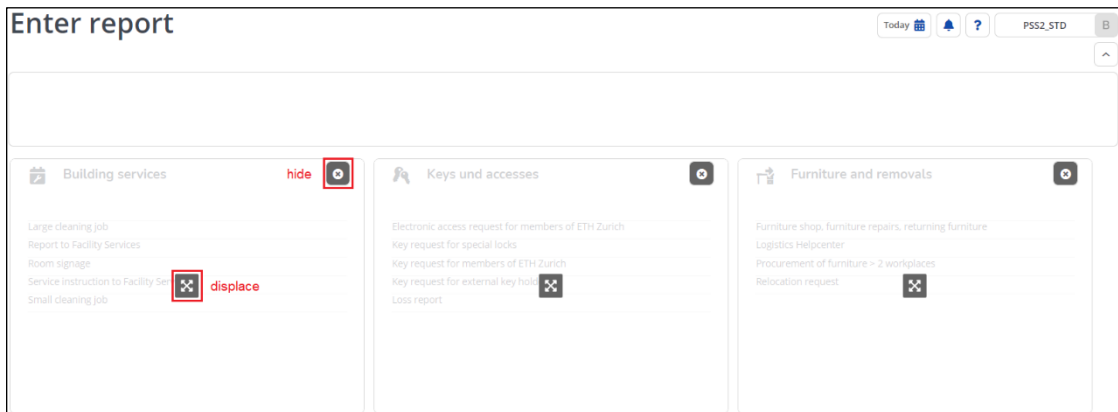
Setting options

1. Click on the «Edit mode» button on the right.

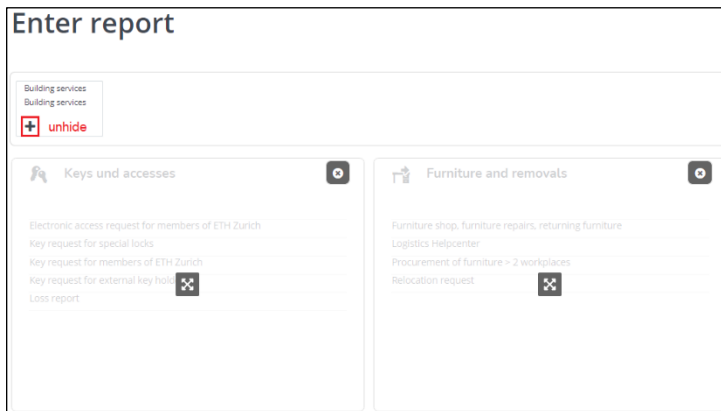


Now you are in edit mode and can move or hide gadgets.

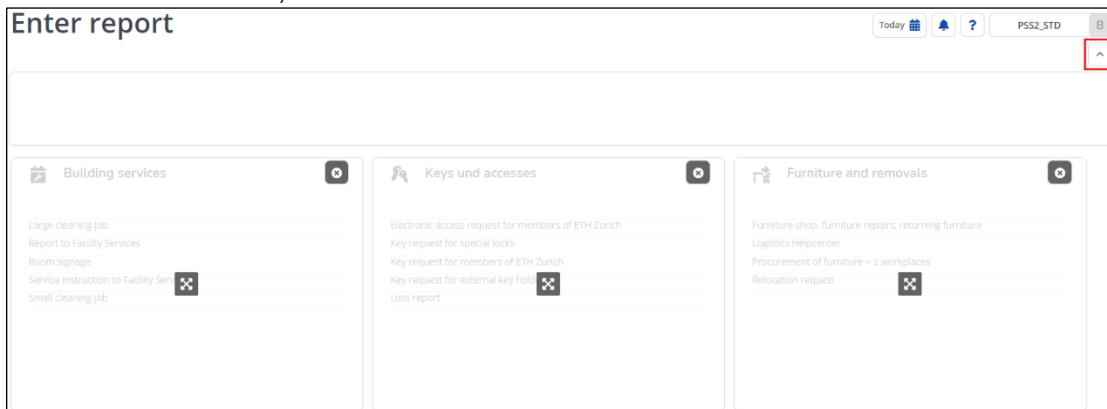
2. To «move» the gadget, click on the corresponding icon, and drag it to the desired position while holding down the mouse button. To «hide» the selected gadget, click on the corresponding «x» icon.



3. If you want to show a hidden gadget again, click on the «+» symbol in edit mode.



4. To exit the edit mode, click on the «close edit mode» icon.

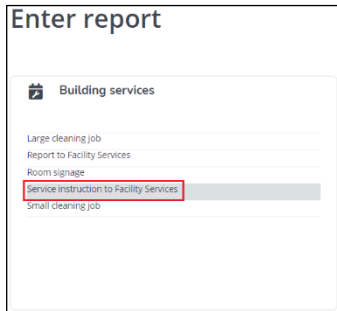


6 Procedure for submitting a request

The procedure for sending a message is explained below using an application example.

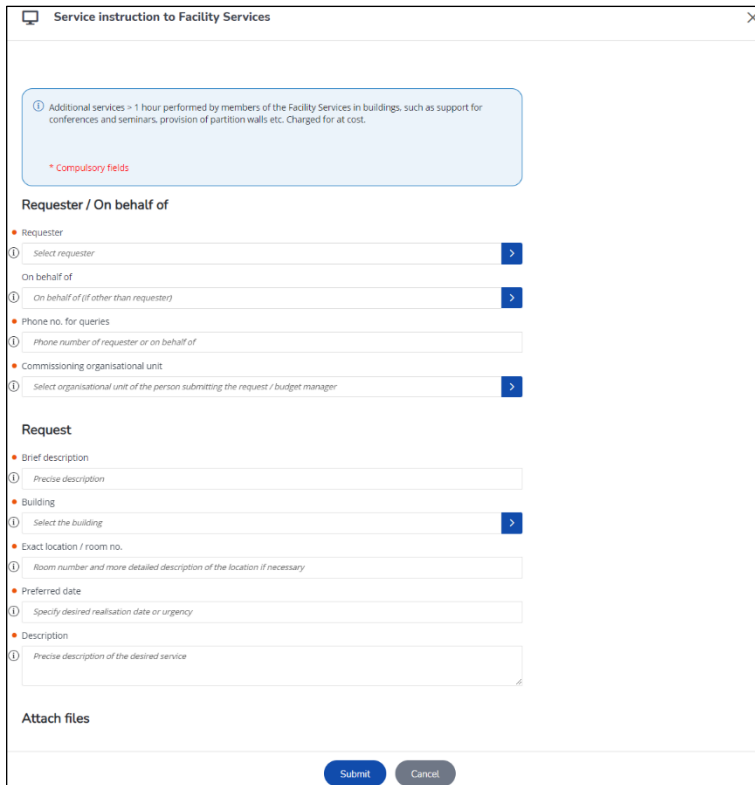
Application example: Submitting a «Service instruction to Facility Services»

1. Select the form «Service instruction to Facility Services» in the gadget «Building Services».



The screenshot shows a window titled "Enter report" with a "Building services" header. Below the header is a list of service options: "Large cleaning job", "Report to Facility Services", "Room signage", "Service instruction to Facility Services" (highlighted with a red box), and "Small cleaning job".

2. Fill out form



The screenshot shows the "Service instruction to Facility Services" form. At the top, there is a blue information box: "Additional services > 1 hour performed by members of the Facility Services in buildings, such as support for conferences and seminars, provision of partition walls etc. Charged for at cost." Below this is a red asterisk indicating "Compulsory fields". The form is divided into sections: "Requester / On behalf of" with fields for "Requester" (mandatory), "On behalf of", "Phone no. for queries", and "Commissioning organisational unit"; "Request" with fields for "Brief description", "Building", "Exact location / room no.", "Preferred date", and "Description"; and "Attach files" at the bottom. A "Submit" button is located at the bottom right.

Note: Mandatory fields are marked with a red dot (●) and must be filled out.

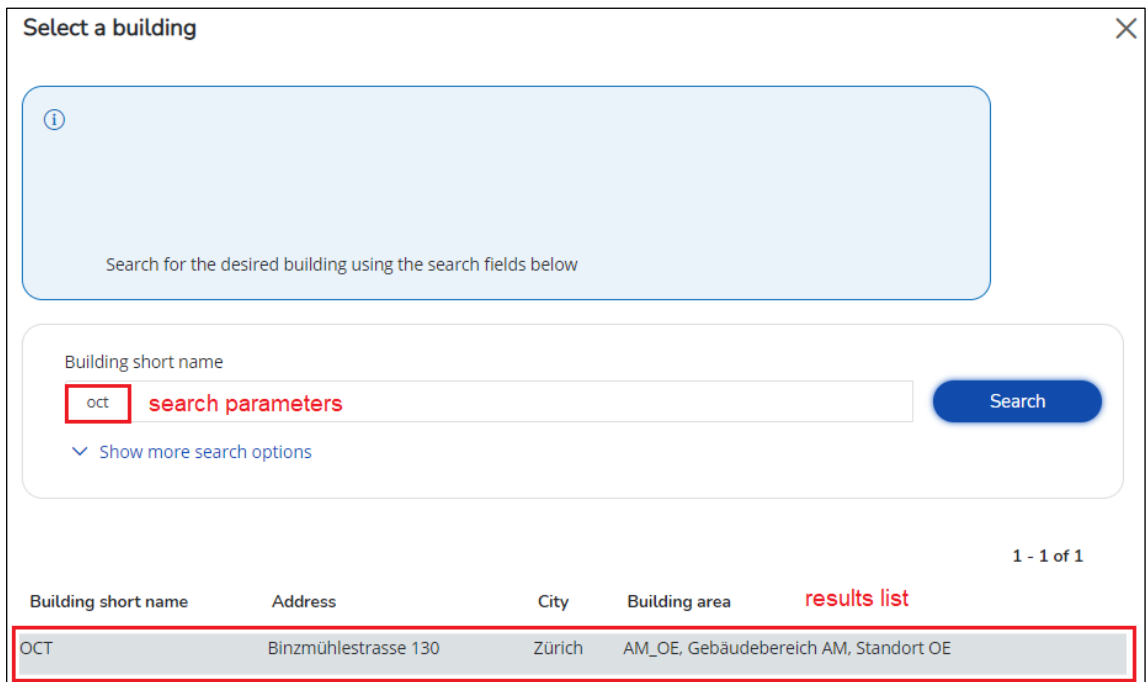
For fields with a selection button, there are two input options:

Using selection button

- Click on the selection button on the right



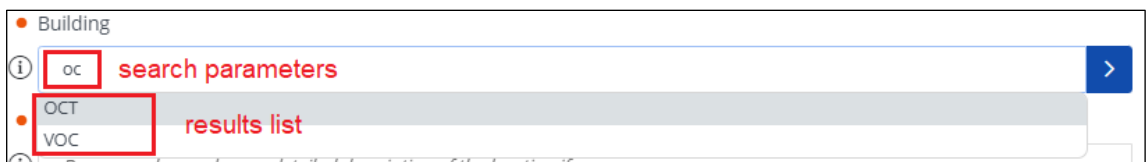
- Search by entering a parameter in the search field



- Click on the searched entry in the result list

Using direct input

- Click into the selection field
- Type in the search parameter
- Click on the searched entry in the result list



3. After filling out the entire form, please click on «Submit».

7 Further information

Further information on the «Real Estate Services Portal» and the latest version of these instructions in English and German can be found at:

<https://ethz.ch/staffnet/de/service/raeume-gebaeude/meldeportal.html>

If your login fails despite the troubleshooting tips in the first chapter, please contact the Service Desk with a screenshot of the entire screen area containing the error message and the indication of the username entered, with subject «GMIS login issue»:

<https://ethz.ch/services/de/it-services/service-desk/support.html>

Tel.: +41 44 632 77 77

E-Mail: service-desk@id.ethz.ch (Smart-Desk-Portal)

For GMIS specific questions, please contact gmis-hilfe@ethz.ch.

Further instructions and support information as well as the complete training documentation can be found in the Teams application under [«GMIS»](#) → «Files».