



# Rebels@Work

User Guide for the Service Request Portal

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# Rebels@Work: UNLV Facilities Service Request Portal

## What is Rebels@Work?

iServiceDesk has retired and Rebels@Work replaces it. Rebels@Work is a digital platform that allows faculty, staff, and student employees at UNLV to submit and track facility service requests quickly and efficiently.

### Some of the Service request types:

- **Electrical Issues:** Report non functioning outlets or lighting problems.
- **Elevator Malfunctions:** Submit requests for elevator repairs and maintenance.
- **Restroom Supplies:** Notify about missing toiletries or cleaning needs.
- **Maintenance Needs:** Request routine or urgent maintenance needs.

# Rebels@Work: Access and Login

## How to Access the Portal

### 1. Navigate to [Facilities Management Website](#)

- Click on [Rebels@Work](#)

### 2. Login Credentials

- Enter your ACE Username and Password.

## Need Help?

Contact FM Technology at 702-895-0519 email: [itsupport.facilities@unlv.edu](mailto:itsupport.facilities@unlv.edu)

UNLV

Sign In Using Your ACE ID

ACE ID

Password

☐ Keep me signed in

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Need assistance?](#)

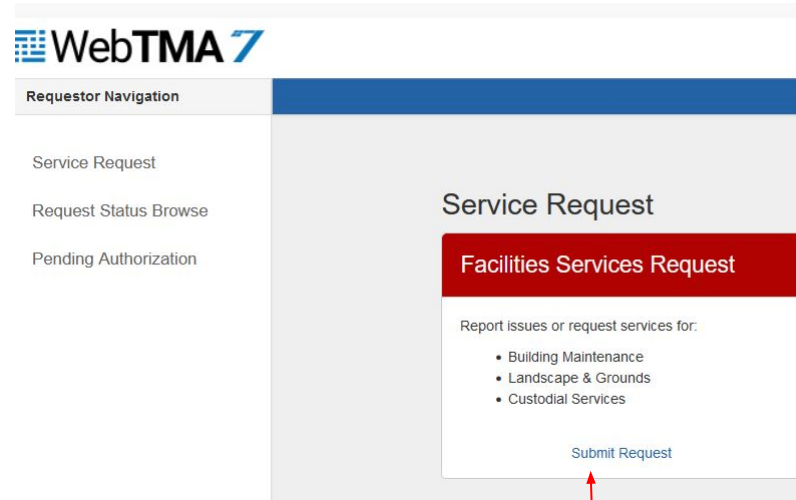
[Check UNLV systems status](#)

[New Student Activation](#)

# Submitting a Service Request

To submit a Facilities Service Request:

1. Select the Facilities Service Request tile.



The screenshot displays the WebTMA 7 user interface. On the left is a 'Requestor Navigation' sidebar with links for 'Service Request', 'Request Status Browse', and 'Pending Authorization'. The main content area features a 'Service Request' section with a prominent red 'Facilities Services Request' tile. This tile contains the text 'Report issues or request services for:' followed by a bulleted list: 'Building Maintenance', 'Landscape & Grounds', and 'Custodial Services'. At the bottom of the tile is a blue 'Submit Request' link. A red arrow points from the text 'Submit Request' below the screenshot to this link.

Submit Request

# Submitting a Service Request ...

2. Select the Facilities Services Request Tile to access the service the request form.

**Important Note:** Facilities Management has several different service requests types that can be accessed from the Facilities Services Page.

The screenshot displays the 'Service Request' interface. At the top, under the 'Service Request' heading, there are two main categories: 'Facilities Services Request' and 'Vehicle Service Request'. The 'Facilities Services Request' category includes a list of services: Building Maintenance, Landscape & Grounds, and Custodial Services. The 'Vehicle Service Request' category includes a list of services: UNLV Golf Carts and UNLV Vehicles. Below these, under the 'Key Request' heading, there is a red banner stating 'The following buildings are not supported by Facilities Management for key requests.' followed by three request types: 'Building Access Request', 'Hard Key Request', and 'Remove Access Request'. Each request type has a brief description and a 'Submit request' button. Finally, under the 'Recycling Services' heading, there are three request types: 'Special Pick-Up Request', 'Bin Cleaning Request', and 'Special Events Bin Request'. Each request type has a brief description and a 'Submit request' button.

Service Request

**Facilities Services Request**

Report issues or request services for:

- Building Maintenance
- Landscape & Grounds
- Custodial Services

Submit Request

**Vehicle Service Request**

Request services for:

- UNLV Golf Carts
- UNLV Vehicles

Submit Request

Key Request

The following buildings are not supported by Facilities Management for key requests.

**Building Access Request**

Request building access to secured areas, such as office doors, classroom or other locations protected by proximity card readers.

Submit request

**Hard Key Request**

Request a physical key that provides access to secured doors or furniture, such as office doors, cabinets, or other locked areas.

Submit request

**Remove Access Request**

Request to remove key card access.

Submit request

Recycling Services

**Special Pick-Up Request**

Request special pick-up for the following items:

- Oversized cardboard
- Bags of shredded paper
- Ink/toner cartridges
- Other items

Submit Request

**Bin Cleaning Request**

Request special bin cleaning services for your office bin.

Submit request

**Special Events Bin Request**

Request additional waste and recycling bins to accommodate the specific needs of their event.

Submit request

# Submitting a Service Request

## 3. Fill in the form.

- a. **Red** boxes are required fields
- b. White boxes are optional fields
- c. Choose the campus, building, and room number of the issue.
- d. Fill in your contact details
- e. Fill in the description of your request or issue.
- f. Attach any necessary files at the bottom

### Facilities Services Request

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#### Location of Issue

Campus:\*

Building:\*

Room/Area:

If the room or area is not listed, please specify the location in the action request

---

#### Contact Details

Name:\*

Email:\*

Phone number:\*

Department:\*

Enter department if not listed:

---

#### Request

Action Requested\*

Attachment:

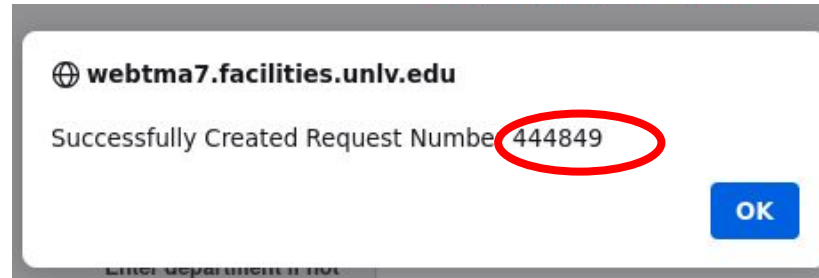
Your Ref #

Submit

# Submitting a Service Request

## 3. Submit and Track

- Click Submit
- Receive a request number
- Track request status online through the Request Status Browse





UNLV FACILITIES  
MANAGEMENT

# Vehicle Service Request


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## Approximate Location of the Vehicle

Campus:\*

Building:\*

Area:





If the room or area is not listed, please specify the location in the action request.

---

## Contact Details


Name:\*

Email:

Phone Number\*

Customer Department\*

Enter department if not listed:



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
## Request

If you can't locate your account number, try using the ellipsis button to search for it. If the account doesn't appear, please reach out to Facilities Management IT for assistance.


Account #\*


Account Name\*

Vehicle License/Plate\*




Action Requested





If possible, please attach a photo of the vehicle's location. This will help locate the vehicle more quickly.

Attachment:



Submit

**Rebels@Work**  
by Facilities Management

# Access Services (Lock Shop)- Building Access Request

If access to certain buildings at UNLV is required, please complete a Key/Card Request Form - Building Access. Note that All key modifications in our system apply only to a designated set of buildings.

**Important:** All fields marked in red are required and must be completed to process your request.

**Building Access Request**

**Requestor Details (Person completing this form)**

Name:

Email Address:

Phone:

Department:

**Where do you want your keys delivered?**  
(Due to the UNLV Key/Card Policy, keys will only be delivered to the main department office or reception area and not the individual requester's office.)

Building drop off:

Area drop off:

If "Pick up" was selected, keys can be picked up from Access Services in C55L Room 157 Monday through Friday between 8:00am and 4:00pm.

**Which room does the Key/Card holder need access to?**

Campus:

Building:

Rooms / Area:

**Key/Card Holder (Person Key/Card assigned to)**


Key/Card Holder Name:

Key/Card Holder Email:

Key/Card Holder NISHE ID:

Please enter the last 6 digits printed on the back of your card, located after the hyphen. Refer to the image below for their location.

Key Card Number:



Please specify the role of the key card holder. Enter one of the following categories that best describes their position: Faculty, Staff, Part-Time Instructor, Student, Graduate Assistant, Temp Employee, or Contractor.

Key/Card Holder Role:

If "Contractor" is entered as the Key/Card Holder Role, please designate the first Key/Card holder as the sponsor and add the contractor as an additional Key/Card holder.

**Building Access**

Request building access to secured areas, such as office doors, classrooms, or other locations protected by proximity card readers.

[Submit request](#)

# Access Services (Lock Shop) - Hard Key Request

If a physical key (hard key) is required, that provides access to a secured door or furniture, such as office doors, cabinets, or other locked areas, please complete the Hard Key Request form.

## Note:

- All fields marked in red are required and mandatory to complete this request.
- Key & Access request must be approved by the designated approver for the building or space

**Hard Key Request**

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**Requestor Details (Person completing this form)**

Name:\*

Email Address:\*

Phone:\*

Department:\*

---

**Where do you want your keys delivered?**

(Due to the UNLV Key/Card Policy, keys will only be delivered to the main department office or reception area and not the individual requester's office.)

Building drop off\*

Area drop off

If "Pick up" was selected, keys can be picked up from Access Services in CSB, Room 157 Monday through Friday between 8:00am and 4:00pm.

---

**Which room does the key/card holder need access to?**

Campus:\*  ⓘ

Building:\*  ⓘ

Rooms / Area / Furniture Description\*

Key Number (if you know it)

Please provide a charge account number. There is no charge for replacing an old key or issuing a new key for a new area. However, to avoid charges when replacing an old key, the old key must be returned.

Account #:\*

**Hard Key**

Request a physical key that provides access to secured doors or furniture, such as office doors, cabinets, or other locked areas.

[Submit request](#)

# Access Services (Lock Shop) - Remove Access Request

If need to request the removal of access to specific areas at UNLV, please complete the Request Form - Remove Building Access.

### Remove Building Request

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Requestor Details: (Person completing this form)

Name:

Email Address:

Phone:

Department:

---

Which room does the key/card holder no longer need access to?

Campus:

Building:

Rooms / Area:

---

Key/Card Holder: (Person Key/Card assigned to)


Key Card Holder Name:

Key Card Holder Email:

Key Card Holder NISHE ID:

Please enter the last 6 digits printed on the back of your card, located after the hyphen. Refer to the image below for their location.

Key Card Number:



Requester must read and agree to the [Key/Card Policy](#).

I agree to the Key/Card Policy: ☐

### Remove Access

Request to remove key card access.

[Submit request](#)

# Recycling Service - Special Pick-Up Request

Fill in the Special Pick-Up form, to request special pick up of the following recyclable items:

- Oversized cardboard
- Bags of shredded paper
- Ink/toner cartridges
- Other items

Special Pick-Up Request

---

**Requestor Details**

Name:

Email:

Phone Number:

Department:

---

**Location of Bin**

Campus:

Building:

Room/Area:



Addition Information:

Quantity/Approximate Amount (general idea):

Oversized cardboard: ☐

Bag of shredded paper: ☐

Boxes of binders/reusable items: ☐



Recycling Services

**Special Pick-Up Request**

Request special pick-up for the following items:

- Oversized cardboard
- Bags of shredded paper
- Ink/toner cartridges
- Other items

[Submit Request](#)

# Recycling Service - Bin Cleaning Request

Complete the Bin Cleaning Request form to request a special bin cleaning service for an office bin.

### Bin Cleaning Request

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#### Requestor Details

Name:\*

Email:\*

Phone Number:\*

Department:\*

---

#### Location of Bin

Campus:\*  ⓘ

Building:\*  ⓘ

Room \ Area:

If the room or area is not listed, Please specify the location in the "Additional Information" field.

Additional Information:

Attachment:

### Bin Cleaning Request

Request special bin cleaning services for your office bin.

[Submit request](#)

# Recycling Service - Special Events Bin Request

Complete the Special Events Bin Request Form to request additional waste and recycling bins required for special events.

**Special Events Bin Request**

---

**Requestor Details**

Name:\*

Email:\*

Phone Number:\*

Department:\*

---

**Location of Bin**

Campus:\*

Building:\*

Room/Area:

If your room/area is not found. Please state the room/area in the "additional information" field.

---

**Event Details**

Set up time:\*

Pick up time:\*

Additional Information:

Attachment:

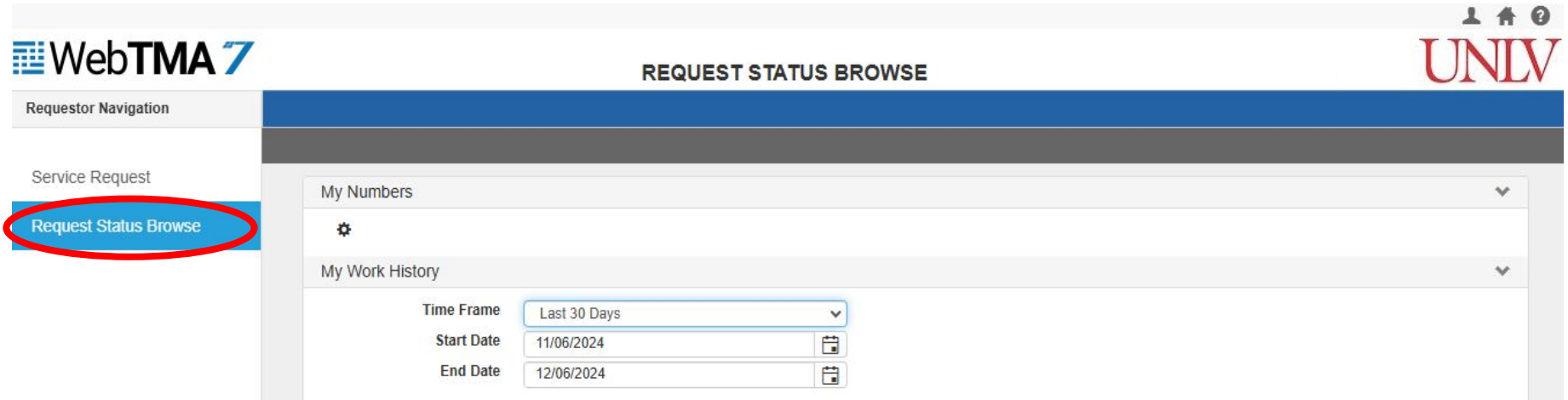
**Special Events Bin Request**

Request additional waste and recycling bins to accommodate the specific needs of their event.

[Submit request](#)

# Checking the Status of Your Request

To check the status of your submitted requests, please select the Request Status Browse on your left navigation menu.



The screenshot shows the WebTMA 7 interface. On the left, the 'Request Status Browse' option is highlighted in the navigation menu. The main content area is titled 'REQUEST STATUS BROWSE'. It features a 'My Numbers' section with a gear icon and a 'My Work History' section. The 'My Work History' section includes a 'Time Frame' dropdown set to 'Last 30 Days', a 'Start Date' field set to '11/06/2024', and an 'End Date' field set to '12/06/2024'.



# Approving Key Requests

If you are an Authorized Key Approver, you will have an additional Pending Authorization Menu item, to view key requests pending approval. Select a request from your queue to view the details or to add routing comments and click **Authorize, Reject or Ignore**.

**Note:** If you **Ignore** a request, it will delay the process. If there is another approver in your group, they can still make a decision to Authorize or Reject the request.

The screenshot shows the WebTMA 7 interface for 'PENDING AUTHORIZATION'. On the left sidebar, under 'Requestor Navigation', the 'Pending Authorization' option is highlighted with a red circle. The main content area is divided into two sections: 'Pending Authorization' and 'Request Log Detail'. The 'Pending Authorization' section shows a list of requests with IDs 444908, 444910, 444922, and 444923. The 'Request Log Detail' section shows details for a request with ID 444923, including the requestor's name (Cindy Bird), phone number (51358), email (cindy.bird@unlv.edu), building (HCH), status, task code, and task description (Key Request - Hard Key). It also shows the request type (Automated Key/Card Request), repair center (Facilities Management), department (FACILITIES MANAGEMENT DEPT), and account (PG97424). A 'Comments' section is visible at the bottom, with a routing comment from John Smith dated 12/09/2024 11:34 AM. At the bottom right, there are buttons for 'Authorize', 'Reject', and 'Ignore'.

## Troubleshooting Login issues & Common Error Messages

- Ensure you are using your current ACE Credentials
- Clear browser cache if experiencing persistent issues.
- Invalid SSO or User is not assigned to this application.
- Enable Site cache on used browser or use recommended browser: Chrome, Firefox.

For any questions or concerns utilizing [Rebels@Work](#) please contact FM Technology at:

- Call: 702-895-0519
- Email: [itsupport.facilities@unlv.edu](mailto:itsupport.facilities@unlv.edu)