

# Entering a Service Request for Work within the Capitol Complex

1. Visit our portal log-in page at <https://ues.skire.com/portal> (Internet Explorer is required)
  - a. *Microsoft Internet Explorer must be used to access this website*
  - b. *Please also disable all pop-up blockers*
  
2. Log in using the information provided to you by Capitol Facilities
  - a. Username and Password are both case sensitive  
Troubleshooting – If you cannot complete the log-in please try the following:
    1. Look for a message in the “loading” box that says a pop-up has been blocked.
    2. Click on the pop-up blocker message and select “Always allow pop-ups from this site”
    3. On the message that then comes up, choose to resubmit the information
  - b. Please see page 4 of this document for more information regarding the password policy
  
3. Click New (in the top left corner, under the blue bar and above the red words)
  - a. Select “Service Requests”
    1. Fill out the form that comes up (see page 3 for a list of fields)
  
4. When the request has been completed please use the “Submit” button in the top left hand corner of the box to submit your service request.
  
5. Please note there is no way for you to print a copy of your request or make changes to it once it has been submitted.

**If you have any questions or difficulty, please do not hesitate to contact**

**Meg Lake at [Meg.Lake@dfa.ms.gov](mailto:Meg.Lake@dfa.ms.gov) 601-359-5031 or**

**Alison Bradford at [Alison.Bradford@dfa.ms.gov](mailto:Alison.Bradford@dfa.ms.gov) or 601-359-3630**

# Checking the Status of a Service Request within the Capitol Complex

1. Visit our portal log-in page at <https://ues.skire.com/portal> (Internet Explorer is required)
  - a. *Microsoft Internet Explorer must be used to access this website*
  - b. *Please also disable all pop-up blockers*
  
2. Log in using the information provided to you by Capitol Facilities
  - a. Username and Password are both case sensitive  
Troubleshooting – If you cannot complete the log-in please try the following:
    1. Look for a message in the “loading” box that says a pop-up has been blocked.
    2. Click on the pop-up blocker message and select “Always allow pop-ups from this site”
    3. On the message that then comes up, choose to resubmit the information
  - b. Please see page 4 of this document for more information regarding the password policy
  
3. On the left side of the screen, select “Service Request”
  - a. In the main section of the page you will see a list of all service requests.
  - b. In the “Status” column, you will see the current status of each request
    - i. If you would like to see additional details, you may double click on a request

**If you have any questions or difficulty, please do not hesitate to contact  
Meg Lake at [Meg.Lake@dfa.ms.gov](mailto:Meg.Lake@dfa.ms.gov) 601-359-5031 or  
Alison Bradford at [Alison.Bradford@dfa.ms.gov](mailto:Alison.Bradford@dfa.ms.gov) or 601-359-3630**

# Service Request Form Details

The following fields are on this form: (required fields are indicated by \*)

## ISSUE DETAILS

1. Service Request Title \*  
*This is only for your reference when checking the status not an official title*
2. Type \*  
Select one of the following:
  - Repair
  - General Service
  - Inspection
  - Tenant Improvement
3. Issue Description \*
4. Additional Comments

## ORGANIZATION DETAIL BLOCK

5. Location Type \*  
Select one of the following:
  - Building – *select the building*
  - Parking Facility – *select the parking facility*
  - Grounds – *select the grounds*
  - Other– *additional information is needed*
6. Floor \*  
Select one of the following:
  - Basement
  - 1-19
  - Grounds
  - Parking Lot
  - Sub-Basement
  - Roof
  - Central Mechanical Plant
7. Room/Office/Suite

## CONTACT DETAILS

8. Agency \*
9. Submitter Name \*
10. Phone # \*
11. E-mail \*
12. Requestor Same as Submitter? \* If no is selected then the following fields will be required:
  - a. Requestor name
  - b. Phone #
  - c. E-mail

# BRICKS Password Policy

Password must be between 8 and 16 characters long and:

- Containing at least 1 numeric character and 1 alphabetic character
- Password cannot be the same as the username
- Password cannot be the same as the user's First or Last Name
- Password cannot be the same as any of the last 10 passwords

Password must be changed every 60 days

- User will be informed that password must be changed 5 days prior to expiration

Password will be locked after 3 unsuccessful login attempts.

- If this occurs, please call MMRS Help Desk at 601-359-1343, follow the prompt for Security then for BRICKS Security

Username will become inactive after 60 days of inactivity

- If this occurs, please call MMRS Help Desk at 601-359-1343, follow the prompt for Security then for BRICKS Security

***The Primary Contact, as provided to Capitol Facilities by Department Directors, will be responsible for maintaining the password and security questions as well as notifying all other authorized users of password changes***

## How to Change the Password

- Log in the BRICKS Portal
- In the top right corner click on "Preferences"
- Click on the 2<sup>nd</sup> tab "Security"
- Enter your new password in the "Password" field
- Re-type your new password in the "Confirm Password" field

**For all password questions or issues, please call MMRS Help Desk at 601-359-1343;  
follow the prompt for Security then for BRICKS Security**

## Contacting the Office of Capitol Facilities:

If for some reason access to the BRICKS Portal is unavailable, the following email address may be contacted in the event of an urgent situation. [svcrqst@dfa.ms.gov](mailto:svcrqst@dfa.ms.gov)

## In case of an emergency:

Dial 9-3630 for immediate assistance