

# QUICK GUIDE - DALUX FM HELPDESK (APP+WEB)

DaluxFM Helpdesk gør det muligt at indmelde opgaver til bygningsdriften direkte fra kontoret, hurtigt og nemt.

Programmet sørger for automatisk tilbagemelding til indmelder når opgavens status ændrer sig, og giver mulighed for at kommunikere med bygningsdriften omkring den indmeldte opgave.

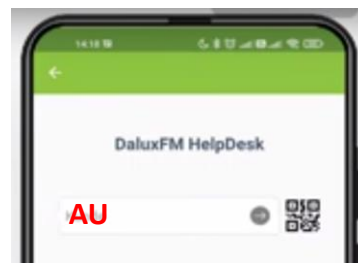
Se instruktion for førstegangsinlogning nedenfor.

## Første login:

**Vælg brugerflade:**  
Webadgang via adressen  
[au.daluxfm.com/helpdesk/login](http://au.daluxfm.com/helpdesk/login)  
Android/Iphone App.  
Søg på "DaluxFm Helpdesk" der hvor du henter apps.



I app indtast customer ID/  
kunde ID "AU"



Udfyld kontaktinformation



*Dansk instruktionsvideo*

Ny indmelding      Mine indmeldinger



Opgavens status er tilgængelig og opdateres automatisk.  
Der kan kommunikeres med bygningsdriften i programmet omkring indmeldte opgaver.

**OBS!**  
Ved skader med risiko for hurtig forværring eller personskade skal Nat-Tech-Byg-Vest kontaktes direkte – enten telefonisk eller ved fremmøde på kontoret.

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DaluxFM Helpdesk enables you to register tasks for building operations directly from the office, quickly and easily.

The program provides automatic feedback to the registrant when the task's status changes, and provides the opportunity to communicate with the building management team regarding the registered task.

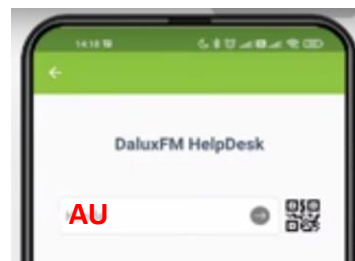
See instructions for first-time login below.

## Første login:

**Choose user interface:**  
Webaccess via the adress  
[au.daluxfm.com/helpdesk/login](http://au.daluxfm.com/helpdesk/login)  
Android/Iphone App.  
Search for "DaluxFm Helpdesk" in the place where you download apps



In the app fill out costumer ID/ kunde ID "AU"



*English instruction video*

Provide your contact information



Ny indmelding (New task) | Mine indmeldinger (My tasks)



The status of the task is available and is updated automatically. In the app you can communicate with the building management team regarding registered tasks.

**ATTENTION!**  
In case of damage with a risk of rapid deterioration or personal injury, Nat-Tech-FM-Vest must be contacted directly - either by telephone or by attending the FM office.