# Use the Facilities Mobile App (Planon Live) to Report Residence Hall Issues

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## Install and Configure the Planon Live App

1. Download the Planon Live app in your device's app store:

2. Open the app and enter **https://planon.brown.edu** into the **Company URL** field
3. Enter your **Brown Username / Password** to log in.

## Report a Residence Hall Issue to Facilities

1. From the bottom menu, select the **Scan** button
2. With your phone camera**, scan the QR code** on a residence hall room or restroom
3. Select **Res Hall Facilities Request**
4. Provide the request information about your issue.

## Get Help

Have questions about a service request or need to report an emergency?
Contact Facilities' Service Response Center at (401) 863-7800.

Need technical assistance? Contact the IT Service Center.