

## 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](tel:4018637800).

Need technical assistance? Contact the IT Service Center.