

# How to submit requests through the Fractal One Guest Portal?

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 [help.fractal.com/hc/en-us/articles/44038072409101-How-to-submit-requests-through-the-Fractal-One-Guest-Portal](https://help.fractal.com/hc/en-us/articles/44038072409101-How-to-submit-requests-through-the-Fractal-One-Guest-Portal)

The Guest Portal is an **additional component (add-on)** of Fractal One that allows people who do not have a user account on the platform to report incidents and request maintenance services. This portal is accessible through a public link and is designed so that any guest can quickly and thoroughly initiate a work request, effectively centralizing the entry of information about incidents or maintenance needs in any type of facility or asset.

## Step-by-Step: Submitting Requests

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### 1. Access the Guest Portal

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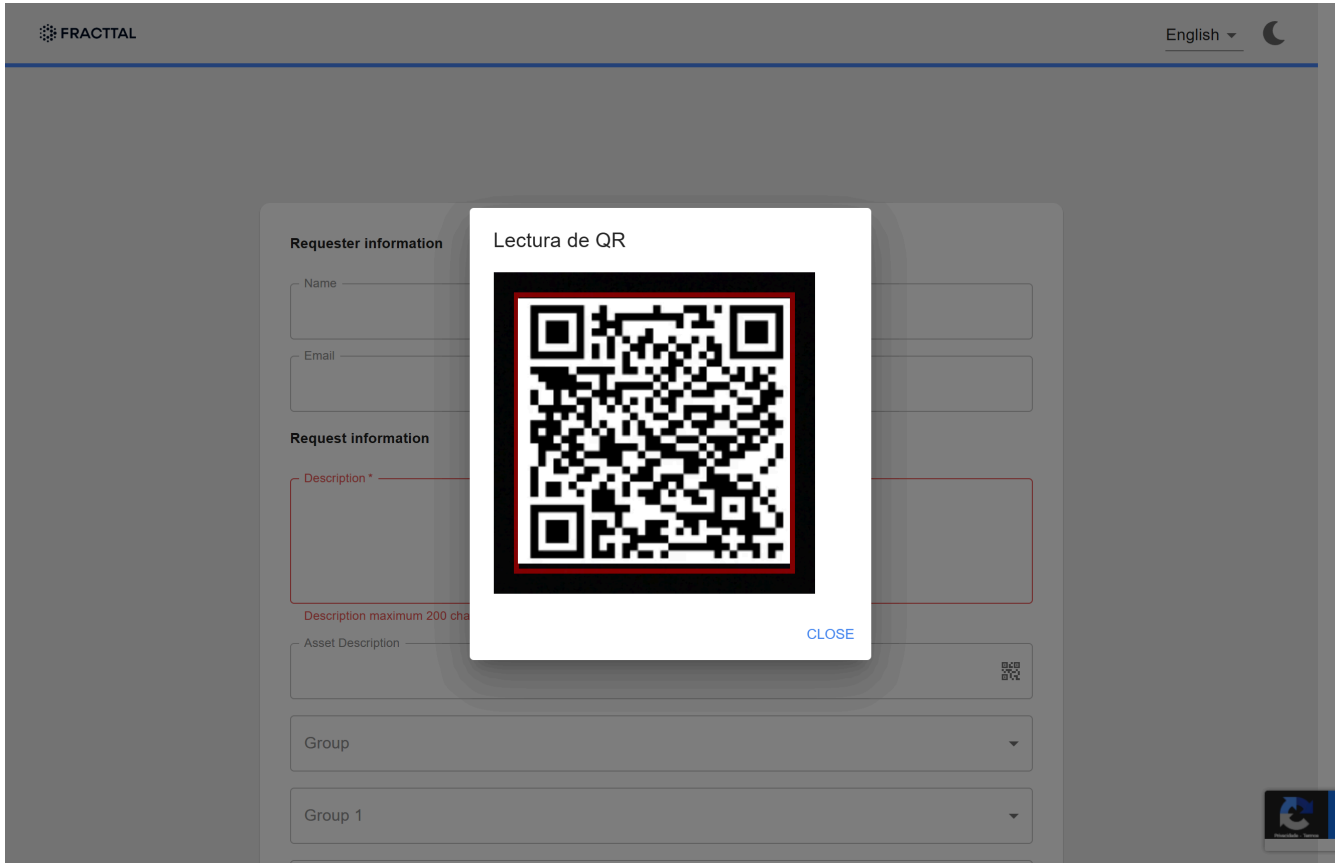
Use the public link provided by your organization to access the Guest Portal. This link will take you directly to the request creation interface.

### 2. Asset identification

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Once in the portal, you will have the option to associate your request with a specific asset.

**QR Code Scanning:** If the asset has a QR code, use the portal's scanning function (available if you access from a mobile device with a camera) to identify it quickly and accurately.



### 3. Filling out the Request information

For effective request submission, accurate information is essential. Although the exact configuration of the fields may vary depending on your organization, some of the **most common and essential elements to complete** usually include:

- **Requester Information:** Provide your full name, email address, and any other required contact information (e.g., phone number, department).
- **Incident Description:** This is the central field where you should clearly, concisely, and thoroughly articulate the problem or request.
- **Asset Data Validation:** If the asset was previously identified, this section may require confirmation or the addition of specific details about its condition or precise location.
- **Images/Attachments:** If relevant, attach images or documents that illustrate the problem or provide additional context.

**Note:** A maximum of 3 attachments allowed.

**Requester information**

Name  
JONAS CAMPOS

Email  
EMAIL@EMAIL.COM

**Request information**

Description \*  
REQUEST ASSET REVIEW - ELECTRICAL MOTOR

Description maximum 200 characters allowed

Asset Description  
COMPRESSOR DE AR INDUSTRIAL 

Group  
URGENTE

Group 1


Group 2

Date Incident \*  
03/05/2026 12:38 pm

Does this event affect people's safety?

YES	NO	N/A
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CATEGORÍA

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Add Files

## 4. Submitting the Request

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Once you have reviewed all the information and ensured it is complete and accurate, click the "Submit Request" button.

Date Incident \*  
03/05/2026 08:58 am

YES NO N/A

CATEGORÍA

Drag Files or Click to Browse

Maximum number of attachments allowed (3)

SEND REQUEST



The system will confirm the successful submission of your request.

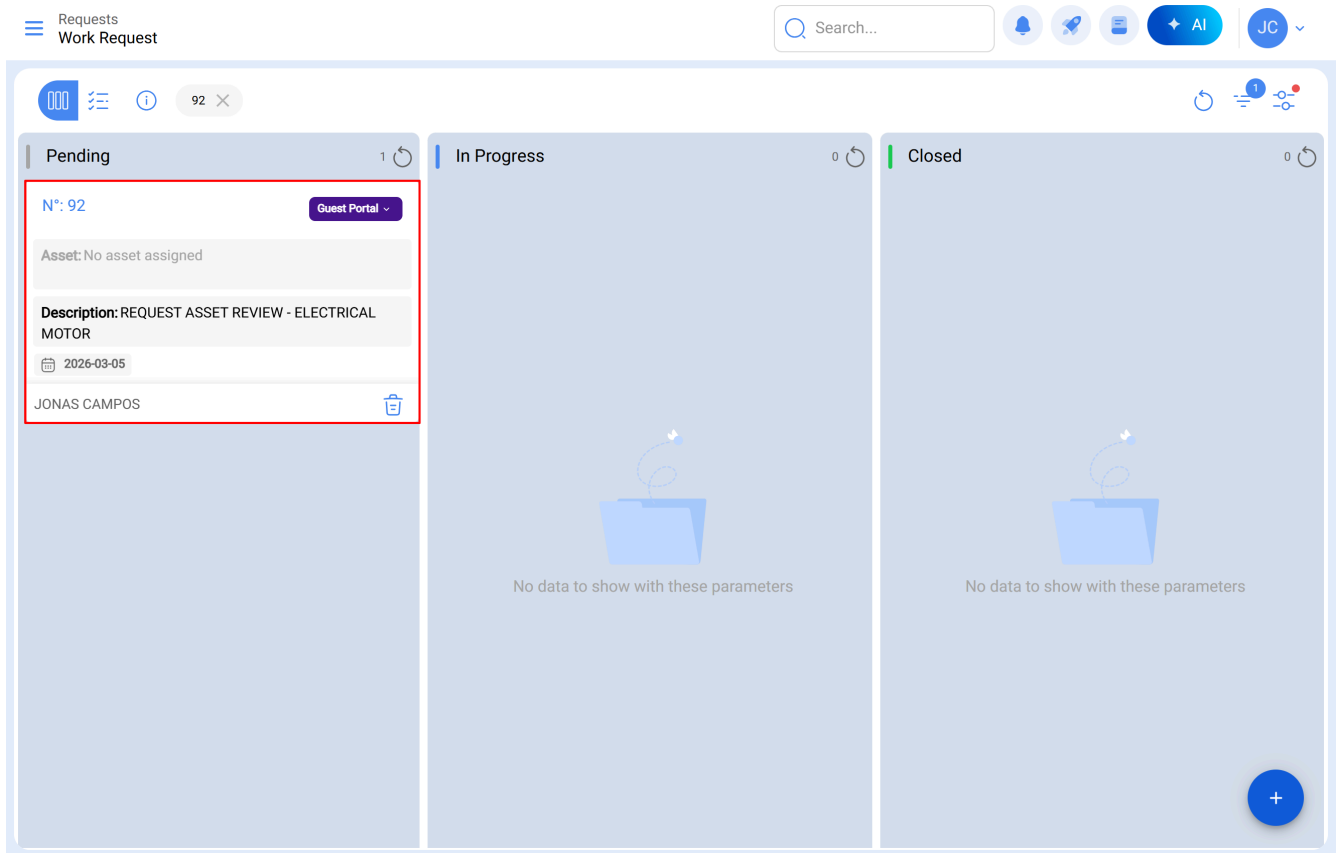
FRACTAL English

Activación Fractal - Español - 477

✔ Action Done id: 92

FRACTAL

Once submitted, your request is **instantly** integrated into the pending requests queue within the corresponding module of Fractal One.



Thanks to the completeness and accuracy of the information provided, the management team will have all the necessary data to effectively process the incident.