

# FIR Instructions

## Facility Issue Reporting FAQs

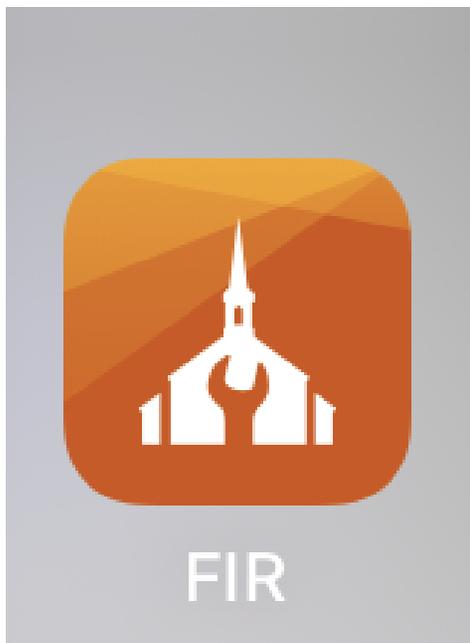
<https://www.churchofjesuschrist.org/help/support/mobile-apps/facilities-issue-reporting-faqs?lang=eng#d>

This is an interactive guide on how to fill out a FIR. When you click on the image, it will take you to the next step.

\*You will receive emails once the FIR has been submitted, opened and completed and closed. You will also receive an email to submit a FIR survey. We would love your feedback on how we did. Please click this box in the email to complete the survey.

Let Us Know How We Did

Are you using the FIR App



Are you using the FIR website

<https://fir.churchofjesuschrist.org>

THE CHURCH OF  
JESUS CHRIST  
OF LATTER-DAY SAINTS

Libraries ▾

Serve ▾

Living Life ▾

About Us ▾

Click the website to be directed to the website.

Click on The Church of Jesus Christ of Latter-Day Saints image to move to the next step.

## Sign In

Username

Remember me

[Next](#)

Need help signing in?

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Don't have an account? [Sign up](#)

Type in your username



Click on Next



THE CHURCH OF  
JESUS CHRIST  
OF LATTER-DAY SAINTS

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Password

Password

Verify

By clicking "Verify" I agree to the Terms of Use (Updated 2021-04-13) and have read the Privacy Notice (Updated 2021-04-06).

[Need help signing in?](#) [Sign Out](#)

Type in your password

Click Verify

[Go Back a Step](#)

[Go to the Beginning](#)



+ Report New Issue

**Images**

**Status**

Click on + Report New Issue

Go Back a Step

Go to the Beginning

## Facility Information

The building you attend church at

 [Select a different facility](#)

If this FIR is for a different building than the building you attend church at, click on [Select a different facility](#)

### Building Emergencies

If you have a building emergency, DO NOT use this form. Please use the contact information for the selected facility.

[Contact Information](#)

For emergency issues that would cause imminent damage to the building, affect member safety, impact Sacrament Meeting or for snow plowing needs, please contact the IFM Provider emergency line.

Verify that your phone number and email address is correct.

## Contact Information

\* My daytime phone number(s)

Your Phone Number

Change the default phone and email in your Church Account profile.

\* My Contact Email

Your Email Address

You can add other's emails in this section

Additional Contact Emails

Separate each email with a comma, semicolon, or space

[Go Back a Step](#)

[Go to the Beginning](#)

### Facility Information

Please select a facility

Type in the address or ward name for the building you are reporting the issue for. You will then need to select the correct building when it comes up in your search.



Facility



Search by unit name, address, city, state, etc.

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### Contact Information

Phone

Email

Additional Contact Emails

Separate each email with a comma, semicolon, or space

## Issue Information

\* What is the issue?

Type a quick short sentence  
on what is wrong

\* Describe the issue

Explain what is going on with what the issue is. Please provide details.

\* Where is the issue?

Put where the issue is in the building or property.

Tip: For improved service, use descriptions that can be understood by someone unfamiliar with the building. For example: "Second classroom on the left from the west doors," "Shed on the North side of the property," "Main assembly room (chapel)," or "room number 12."

\* Issue Type

Click on Issue Type

[Go Back a Step](#)

[Go to the Beginning](#)

Issue Type

- Building Access**
  - Electronic Access
  - Keys/Locks
- Electrical/Lighting**
  - Emergency Lights & Exit Signs
  - Exterior Lighting
  - Fire Alarm
  - Interior Lighting
  - Pulpit
  - Security Alarm
  - Sound System
  - Switches/Outlets
- Equipment/Supplies**
  - Cleaning supplies
  - Other Material/Supply Purchase
  - Paper towels, toilet paper, etc.
- Exterior/Grounds**
  - Dumpster
  - Exterior Doors
  - Fencing
  - Gutters/Drains
  - Irrigation System
  - Landscaping
  - Parking
  - Roofing
  - Shed/Storage
  - Sidewalks/Curbs
  - Signage/Flag
  - Snowblower
  - Trees/Shrubs
  - Walls/Foundation
  - Windows
- Heating/Cooling**
  - Heating/Cooling

Interior

- Appliances
- Artwork/Bulletin Boards/Clocks
- Chalkboards/Whiteboards
- Chapel Seating
- Doors/Partitions
- Elevators/Wheelchair Lifts
- Flooring
- Folding Chairs/Tables
- Lobby/Office Furniture
- Organs
- Pianos/Keyboards
- Walls/Ceilings**
- Window Curtains
- Non-Routine Cleaning**
  - Non-Routine Cleaning
- Odor/Pests**
  - Noise
  - Odor
  - Pests
- Plumbing**
  - Plumbing
- Technology**
  - Audiovisual/Microphones
  - Computer/Printer/Copier**
  - Internet/Phone
  - Satellite/Webcasting

Select the Issue Type that best fits the issue that you are submitting the FIR about.

[Go Back a Step](#)

[Go to the Beginning](#)

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## Resolution Date

Expected Resolution Date

mm/dd/yyyy



I would like this issue to be resolved earlier.



Click here if you would like the issue resolved earlier than the Expected Resolution Date. We have a 24 hour turn around period on actioning the change.

If the resolution date is fine scroll  
down.

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## Resolution Date

Expected Resolution Date

03/26/2022



I would like this issue to be resolved earlier.

\* Proposed Completion Date

mm/dd/2022



Click on the calendar to select the date you want the issue resolved by.

\* Reason for needing an earlier resolution

---

[Go Back a Step](#)

[Go to the Beginning](#)

## Resolution Date

Expected Resolution Date

03/26/2022



I would like this issue to be resolved earlier.

\* Proposed Completion Date

mm/dd/2022



February 2022



Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

Clear

Today

Resolution

Select the date



Go Back a Step

Go to the Beginning

## Resolution Date

Expected Resolution Date

03/26/2022



I would like this issue to be resolved earlier.

\* Proposed Completion Date

mm/dd/2022



\* Reason for needing an earlier resolution

Enter a reason for wanting the issue resolved earlier.



[Go Back a Step](#)

[Go to the Beginning](#)

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## Images

Only 3 images are allowed

Add Image

Click Add Image to add photos of the issue to the FIR.

Compatible file types: png and jpeg

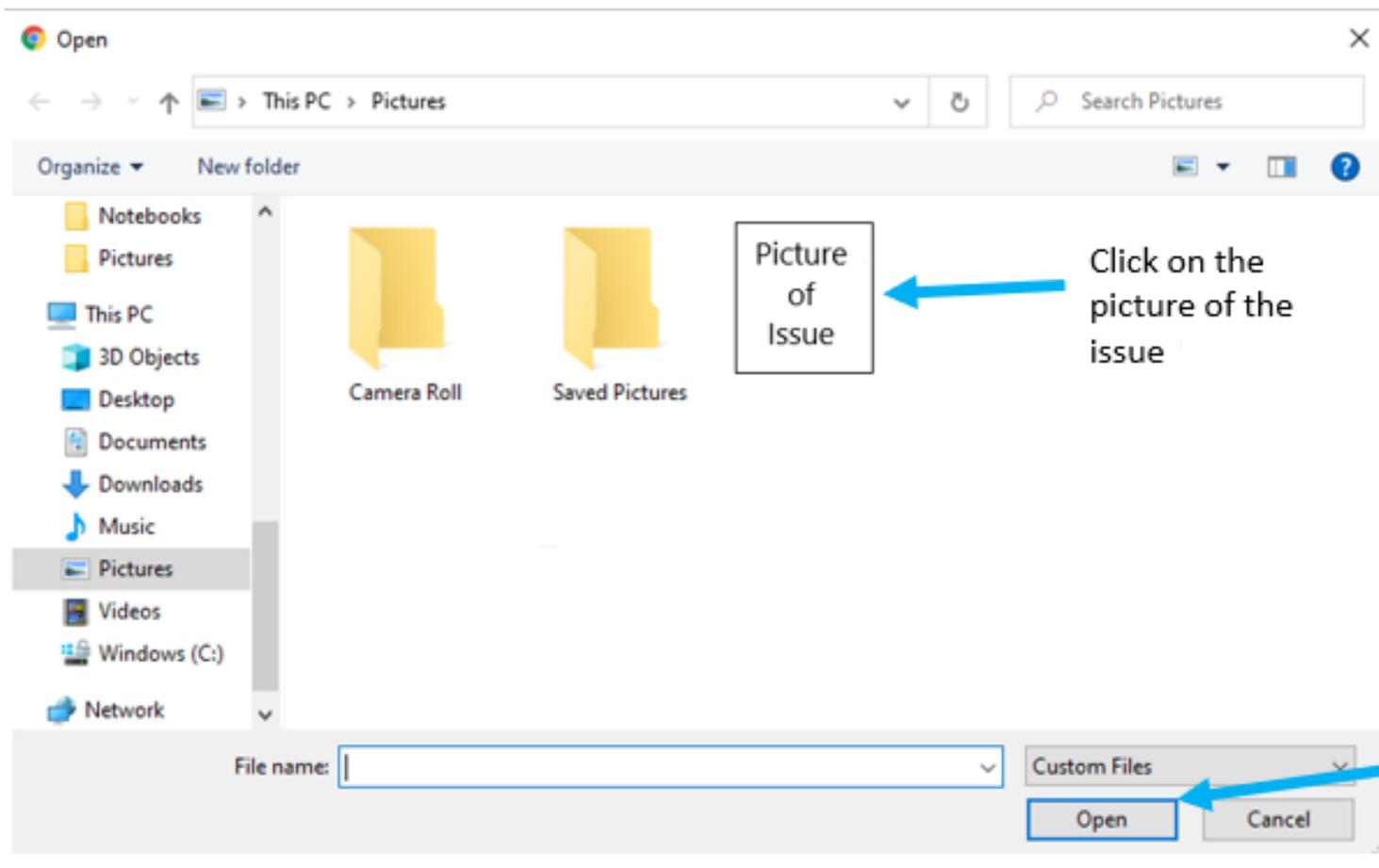
Submit

Cancel

Click submit if you do not have any photos to add.

**Once you click submit, you are not able to edit your FIR. If you have more information, you can email it to the FM Group over this building.**

---



[Go Back a Step](#)

[Go to the Beginning](#)

## Images

Only 3 images are allowed

Name of the photo

Add Image

Compatible file types: png and jpeg

Submit

Cancel

Click on submit to submit your FIR.

**Once you click submit, you are not able to edit your FIR. If you have more information, you can email it to the FM Group over this building.**

---

1 - 25 of 7,554 Issues

[+ Report New Issue](#)

**Date  
Reported ↓**

**Issue  
Number**

**Issue Title**

**Address**

**Images**

**Status**

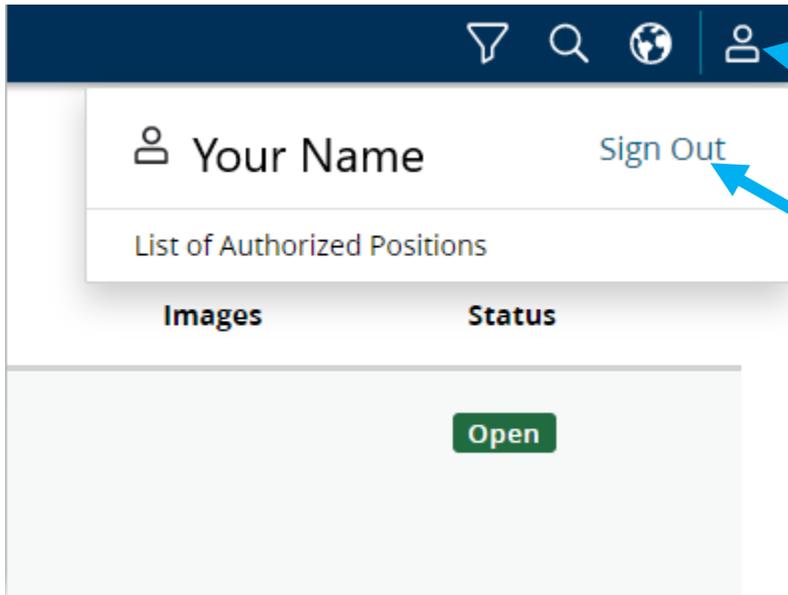
---

If you do not have another FIR to submit, you can log out.

Click + Report New Issue if you need to fill out another FIR

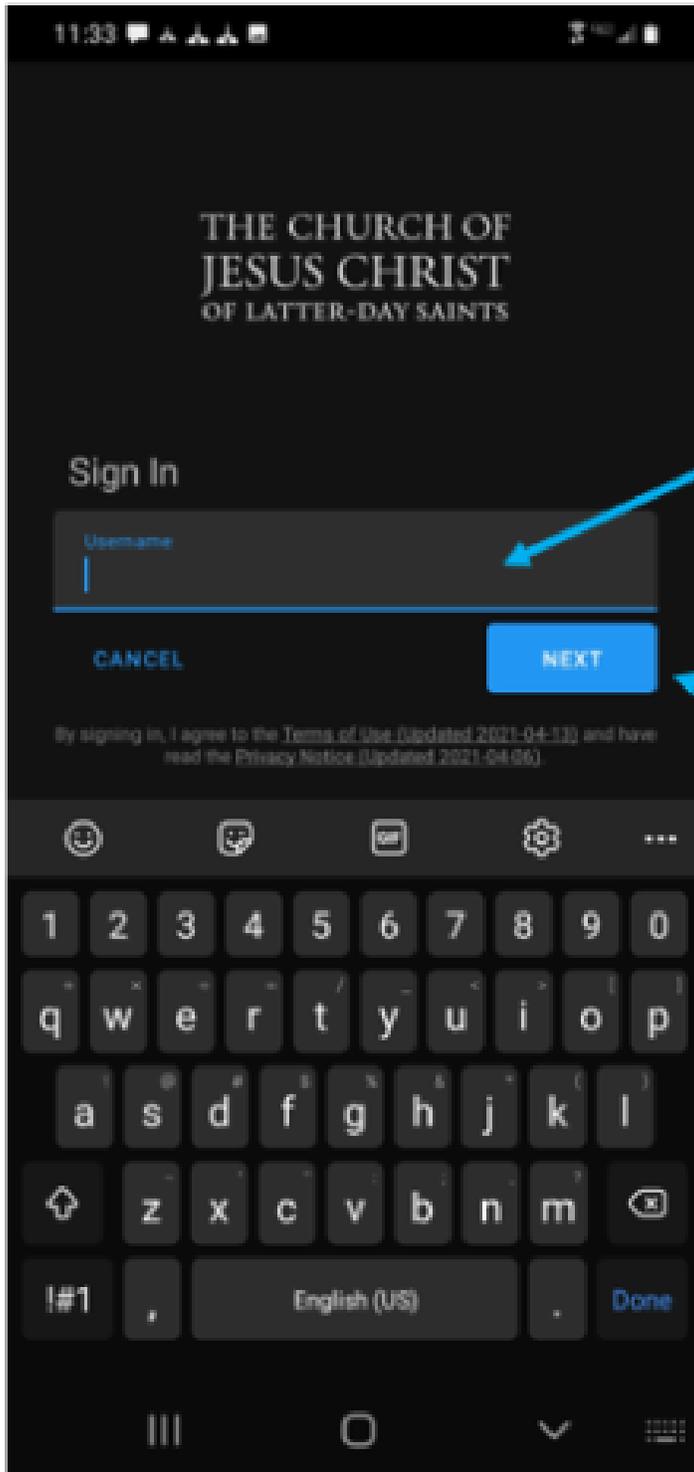
[Go Back a Step](#)

[Go to the Beginning](#)



Click on the person symbol.

Click Sign Out to exit the program.

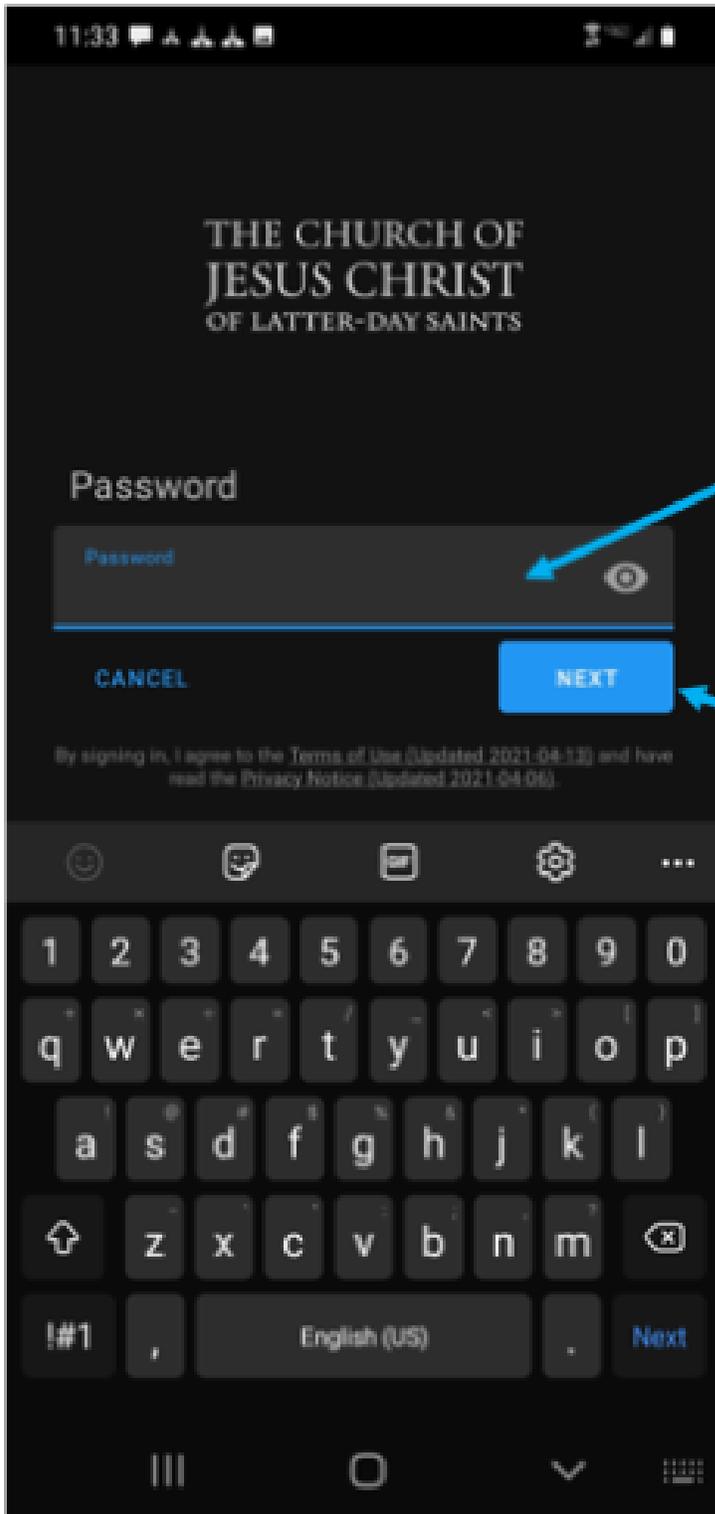


Type in your  
username

Click on Next

Go Back a Step

Go to the Beginning



Type in your password

Click Next

Go Back a Step

Go to the Beginning

09:35



Type in a Pin



1

2

3

4

5

6

7

8

9



0



Click on checkmark

SIGN OUT



As long as you do not log out of the app, when you open it you will just need to enter you pin in.

Go Back a Step

Go to the Beginning

09:35



Type in your pin



1

2

3

4

5

6

7

8

9



0



Click on Check Mark

SIGN OUT



Go Back a Step

Go to the Beginning

Cancel

JANUARY 2021

January 27, 2021

Alarm panel showing  
supervisory alert

1525 Guilford Dr, Henderson, Nevada 89014-3997  
OPEN

January 26, 2021

Exterior lights not working

4545 New Forest Drive, Las Vegas, Nevada 89147-4...  
OPEN

January 26, 2021

Internet stability issues

12701 Indian School Road Northeast, Albuquerque, N...  
OPEN

January 26, 2021

Need functional WiFi in Nurser

1100 Montano Northwest, Albuquerque, New Mexico...



Click on the plus sign to  
submit a new FIR

16:12

**Report Issue** HELP

REPORTED BY

Name  
**Your Name**

Phone  
**Your Phone Number**

Email  
**Your Email Address**

FACILITY

Facility >

*This Field is Required*

If you have a building emergency, DO NOT use this form. Please use the contact information for the selected facility.

**BUILDING EMERGENCY CONTACT**

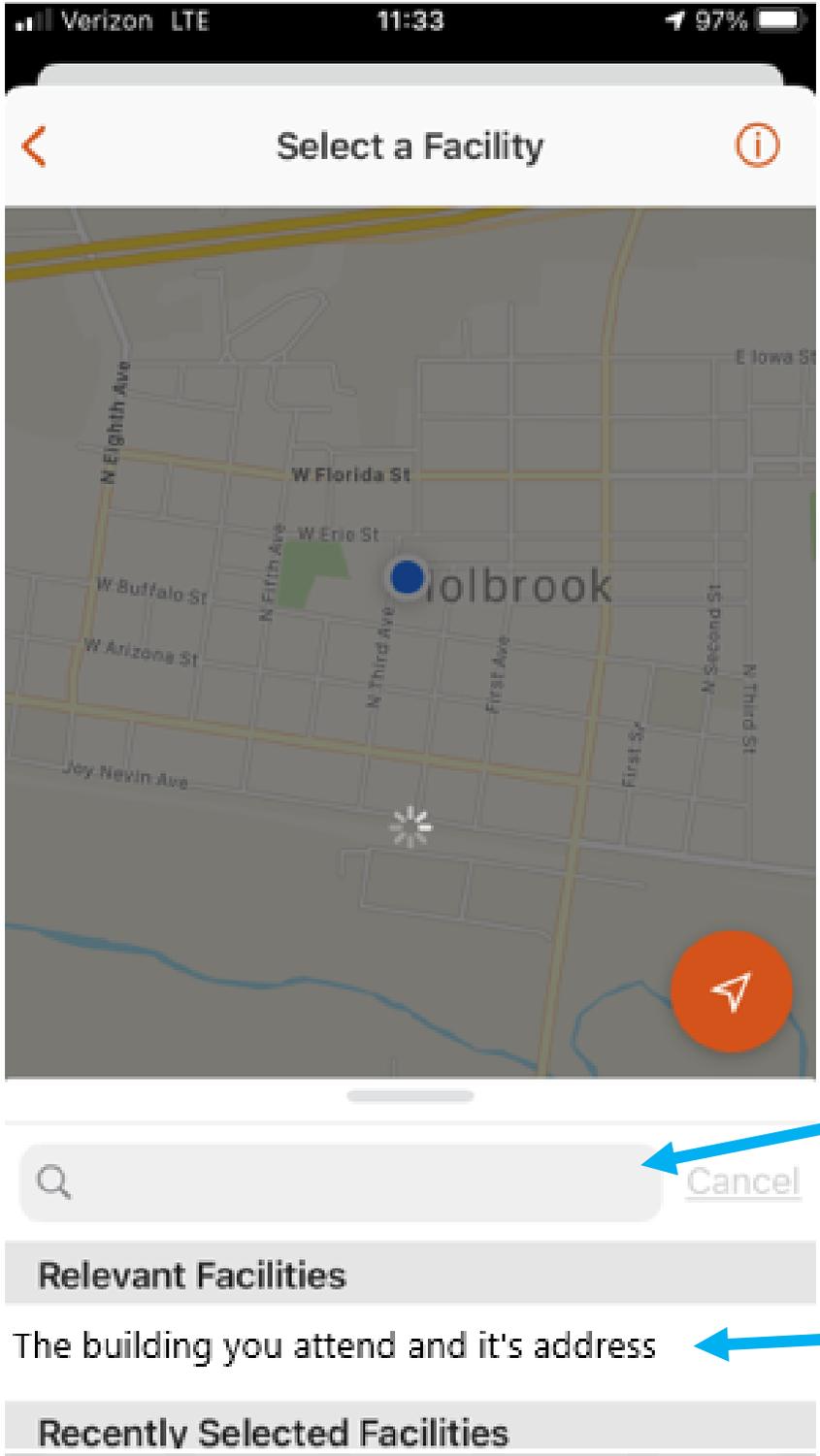
ISSUE INFORMATION

Verify that your name, phone number and email address is correct.

Click on Facility

Go Back a Step

Go to the Beginning

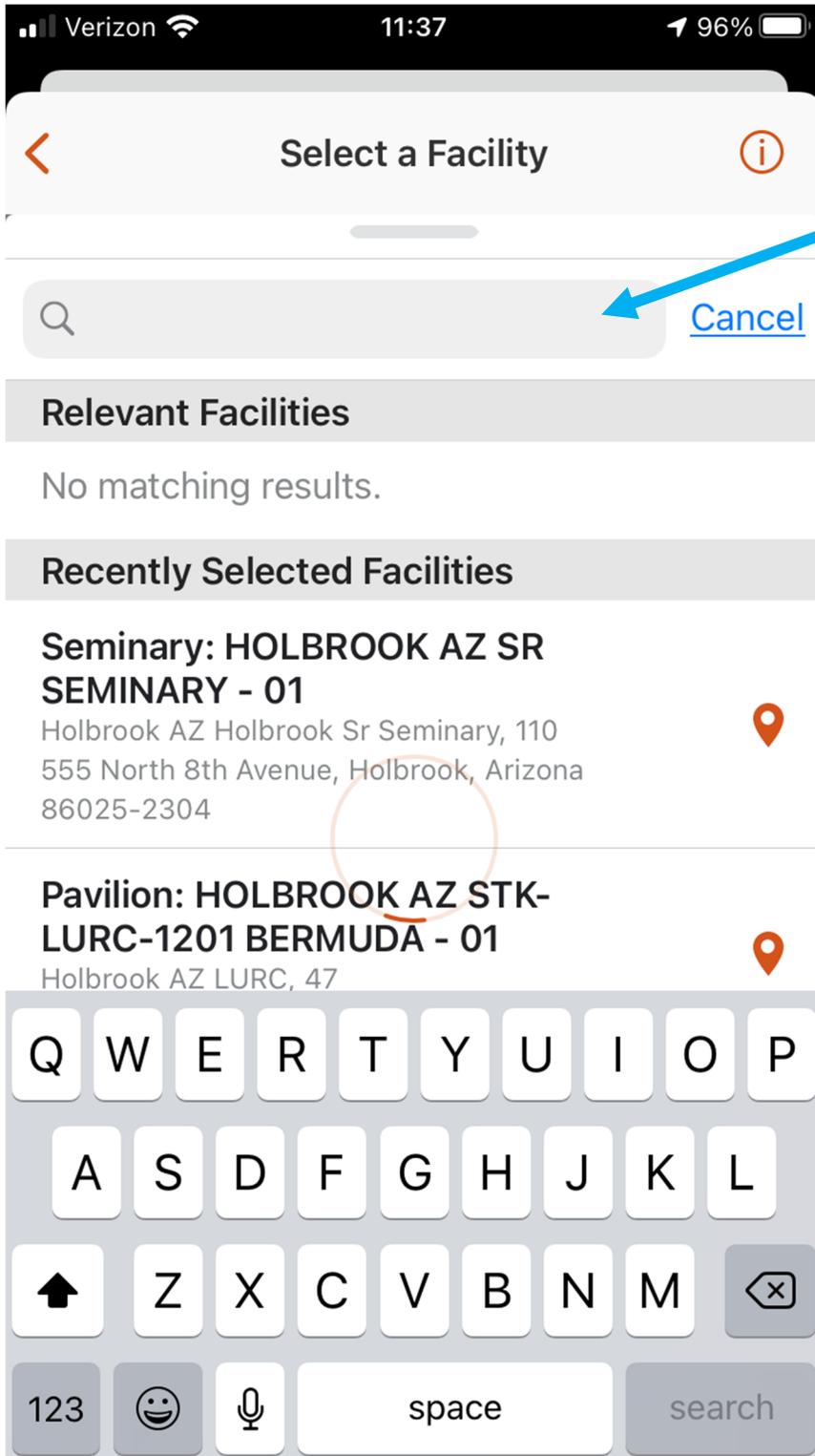


If it is a different building than the building you attend, click on this search bar.

If the building you are reporting on is the building you attend church at, click on the building.

Go Back a Step

Go to the Beginning



Type in the address or the wards for the building you are reporting the issue for. When it comes up, click on the facility.

Go Back a Step

Go to the Beginning

12:56 [Signal] [Wi-Fi] [Battery]

**Report Issue** HELP

Your Phone Number

Email  
Your Email Address

**FACILITY**

Facility  
Building with the Issue >

If you have a building emergency, DO NOT use this form. Please use the contact information for the selected facility.

**BUILDING EMERGENCY CONTACT**

**ISSUE INFORMATION**

What is the issue?  
This Field is Required 0/60

Describe the issue

[Home] [Back] [Forward]

**For emergency issues that would cause imminent damage to the building, affect member safety, impact Sacramento Meeting or for snow plowing needs, please contact the IFM Provider emergency line.**

If this is not an emergency, click here to continue on to submitting the FIR.

Go Back a Step

Go to the Beginning

16:13

**Report Issue** HELP

**BUILDING EMERGENCY CONTACT**

**ISSUE INFORMATION**

What is the issue?  
This Field is Required 0/60

Describe the issue  
This Field is Required 0/1000

Where is the issue?  
This Field is Required 0/60

 **Add Photos**

3 photo limit

 **Optional Email Notifications**

**SUBMIT ISSUE**

||| ○ <

Type a quick short sentence on what is wrong

Explain in detail what the issue is.

Put where the issue is in the building or property.

Go Back a Step

Go to the Beginning

15:00 [Signal] [Battery]

**Report Issue** HELP

**BUILDING EMERGENCY CONTACT**

ISSUE INFORMATION

**The Issue**  
This Field is Required 0/60

**Description of Issue**  
This Field is Required 0/1000

Where is the issue?  
**Location of Issue**  
7/60

**Issue Type** ▼  
This Field is Required

**Add Photos**  
3 photo limit

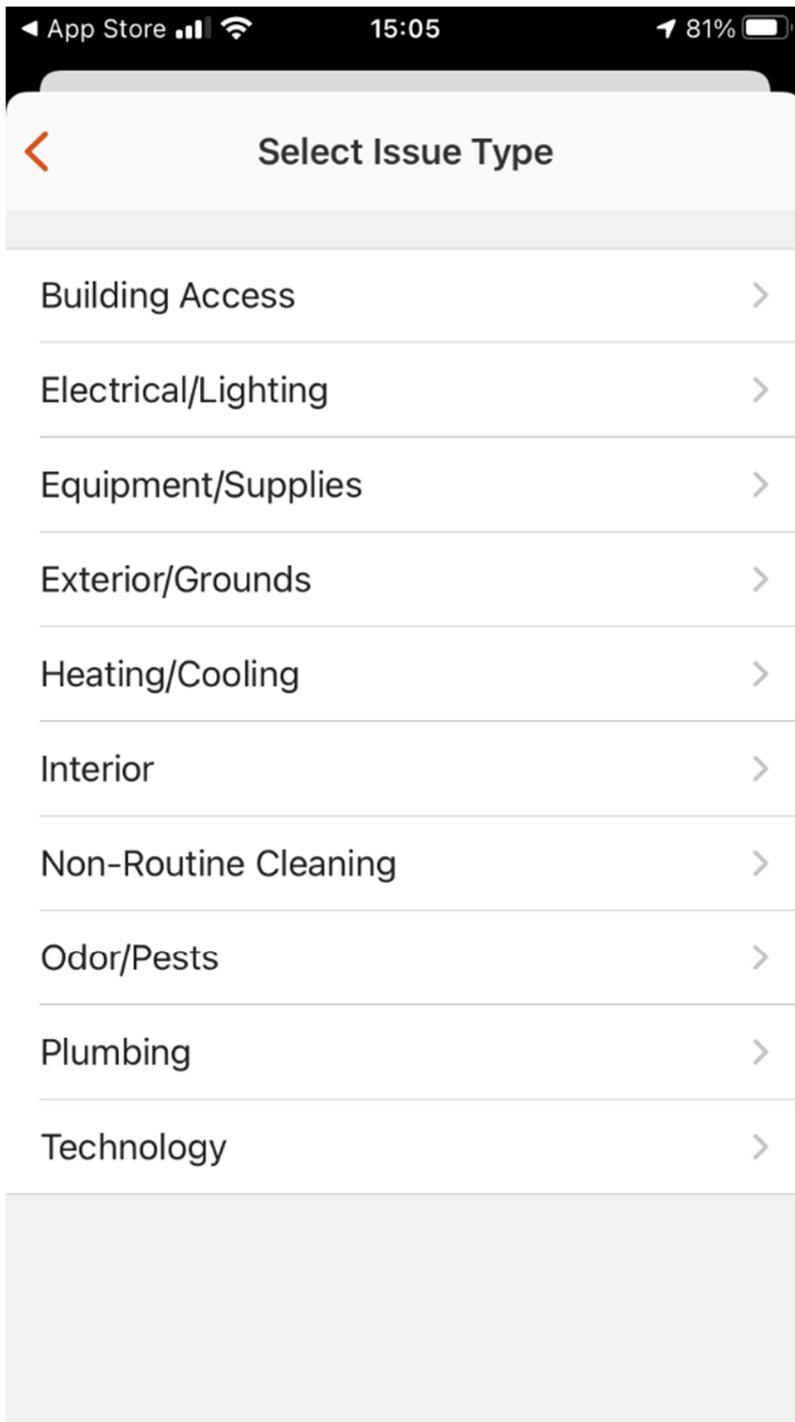
**Optional Email Notifications**

[Home] [Back] [Forward]

Click on Issue Type

Go Back a Step

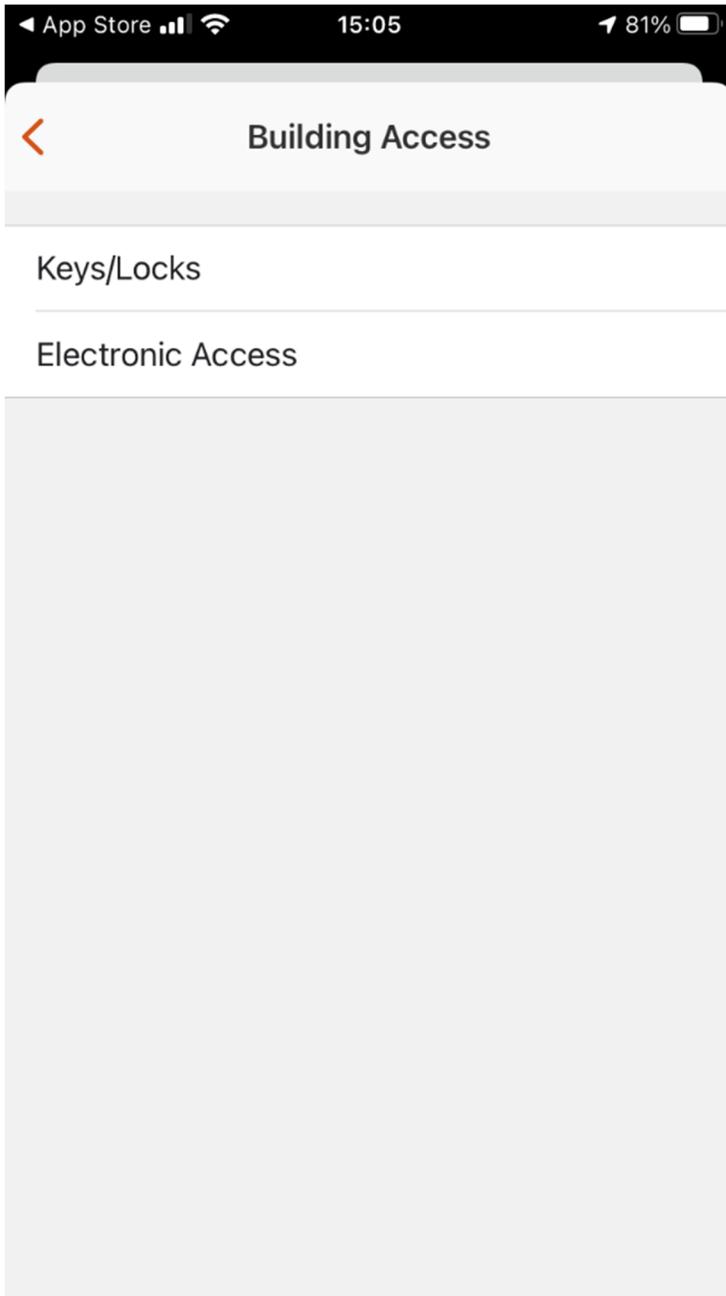
Go to the Beginning



Click on the category that best fits the issue going on.

Go Back a Step

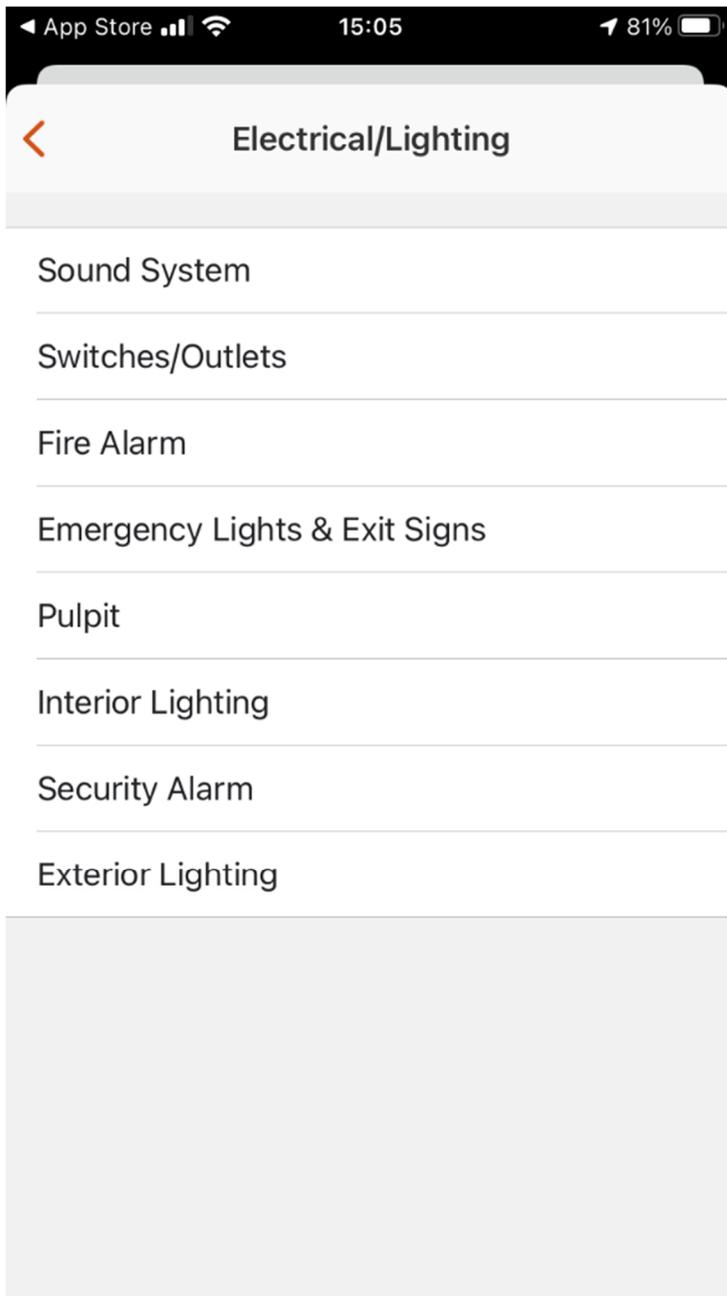
Go to the Beginning



Click on which best fits the issue

Go Back a Step

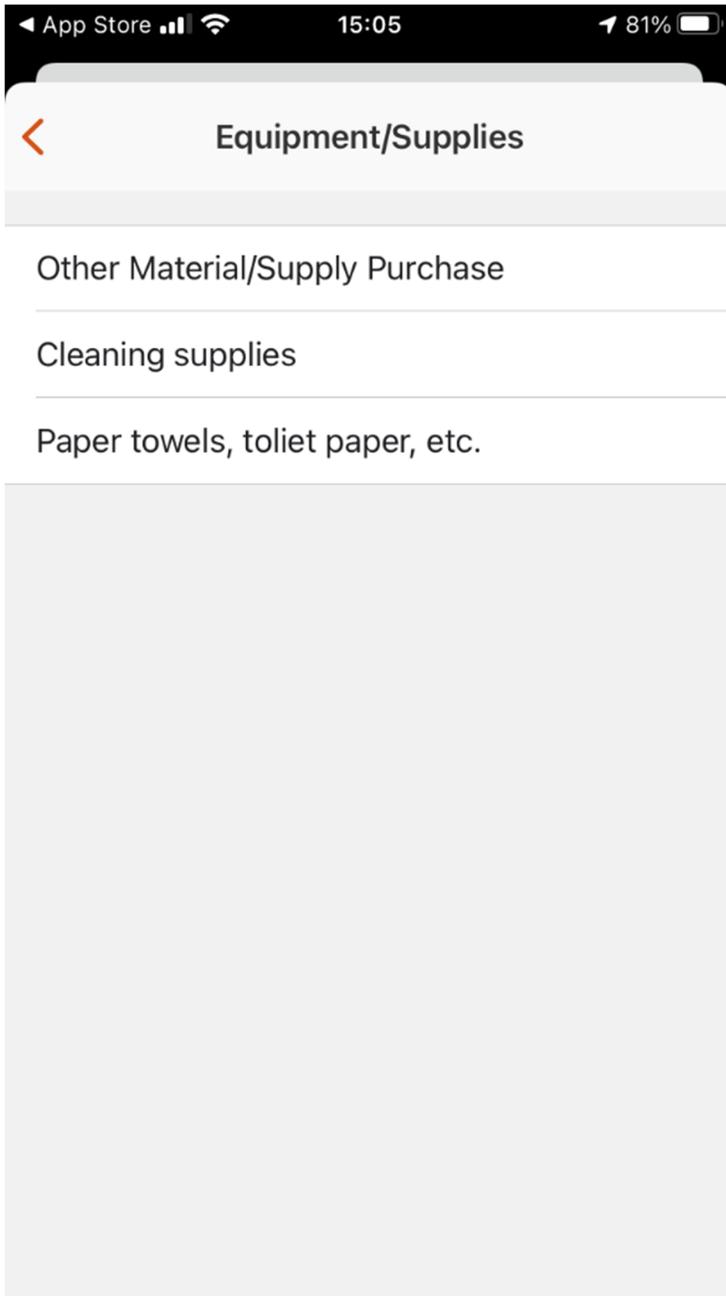
Go to the Beginning



Click on which best fits the issue

Go Back a Step

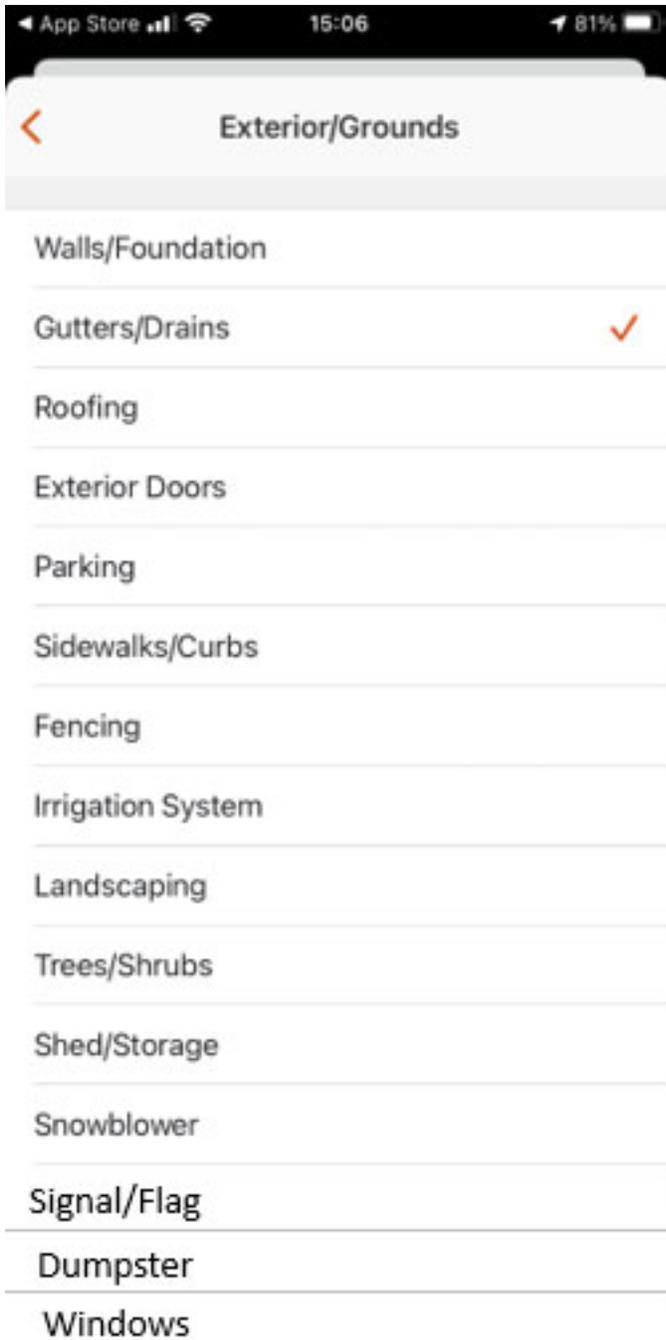
Go to the Beginning



Click on which best fits the issue

Go Back a Step

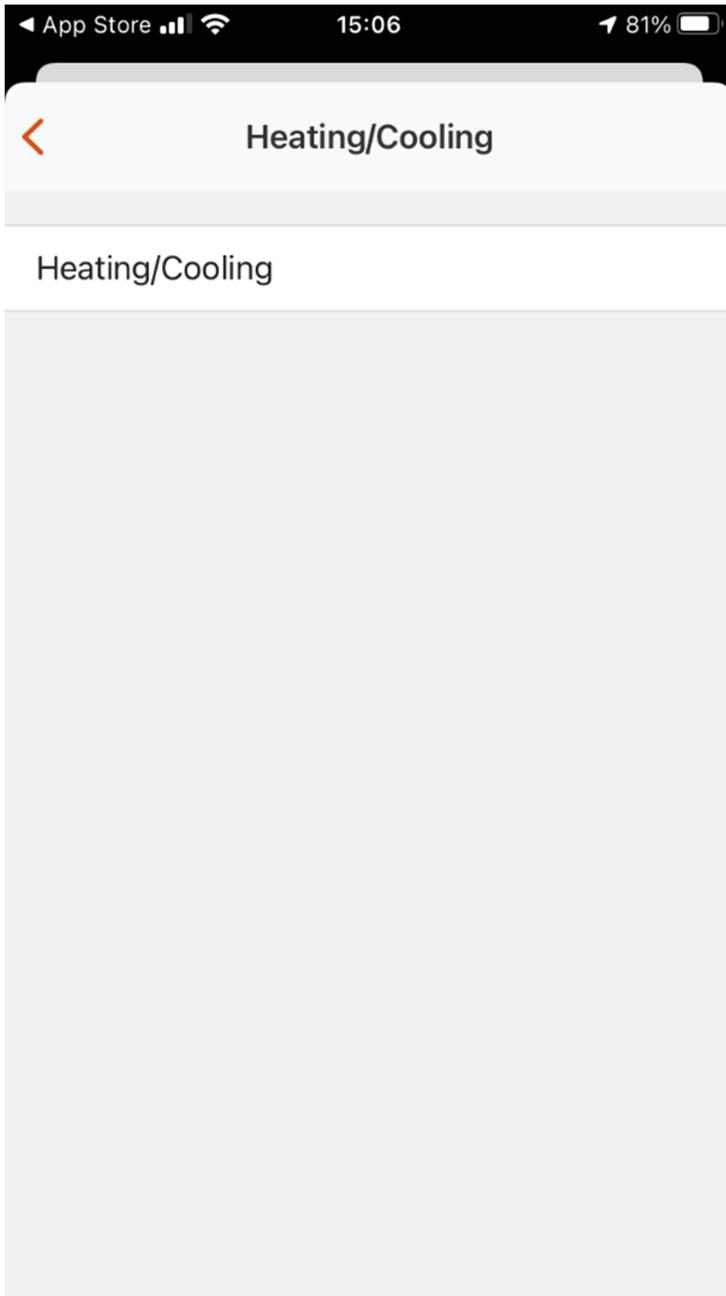
Go to the Beginning



Click on which best fits the issue

Go Back a Step

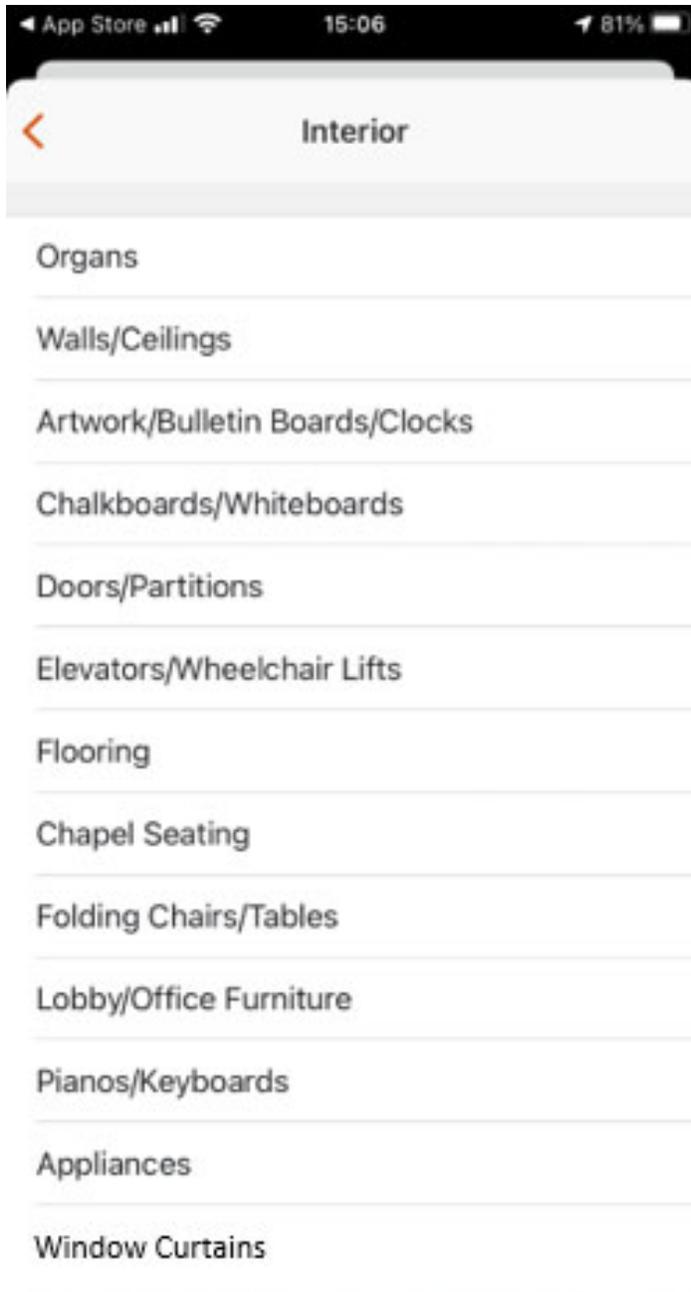
Go to the Beginning



Click on the Heating/Cooling

Go Back a Step

Go to the Beginning



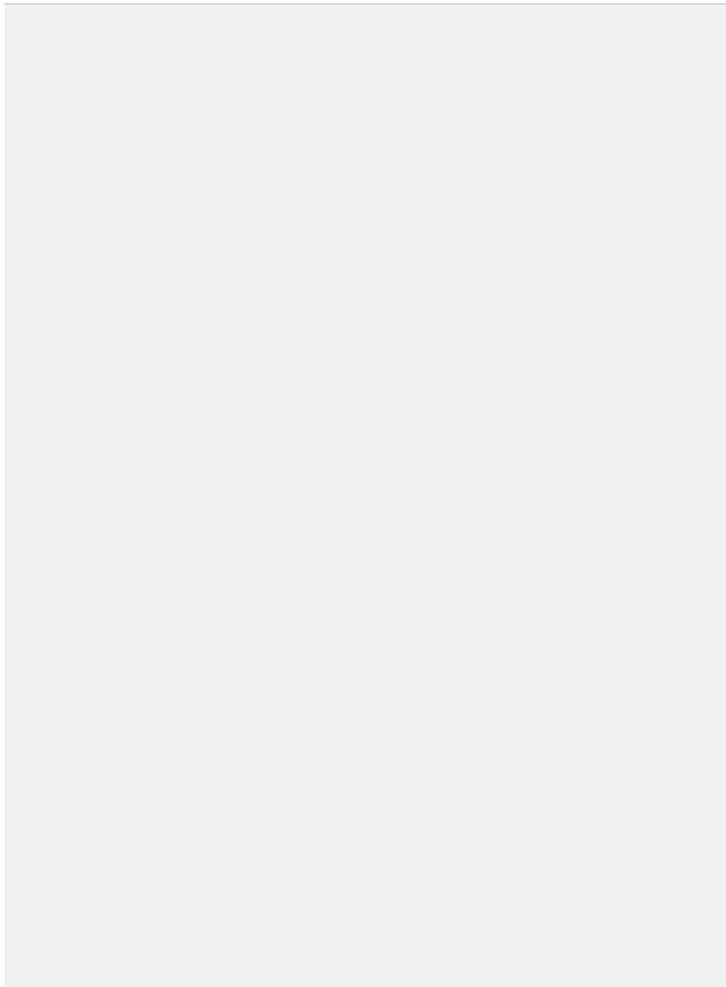
Click on which best fits the issue

Go Back a Step

Go to the Beginning

< Non-Routine Cleaning

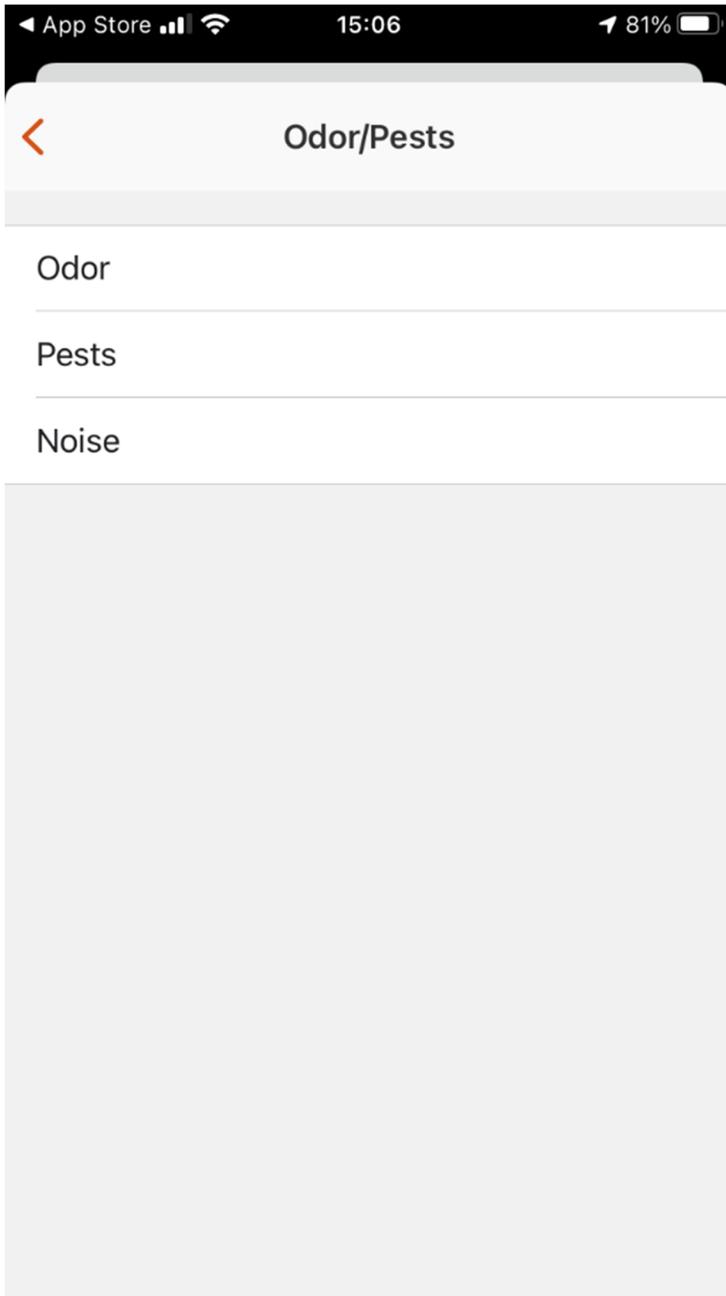
Non-Routine Cleaning



Click on Non-Routine Cleaning

Go Back a Step

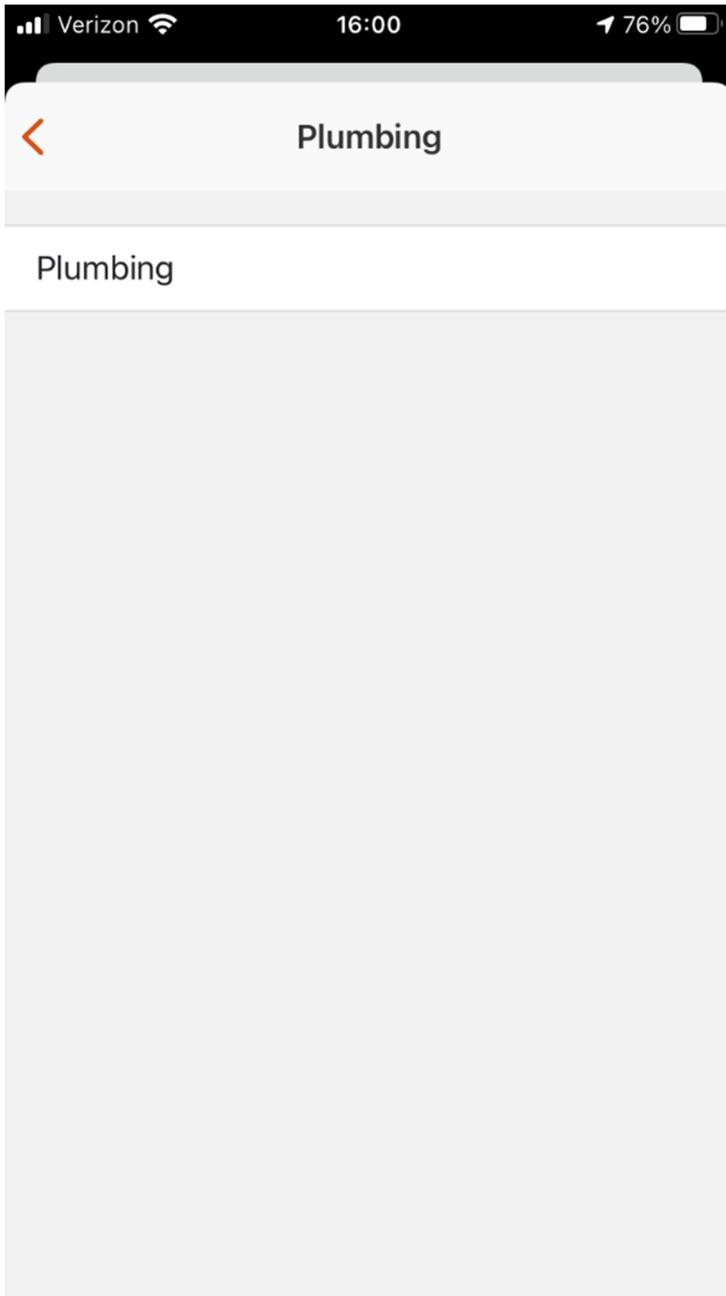
Go to the Beginning



Click on which best fits the issue

Go Back a Step

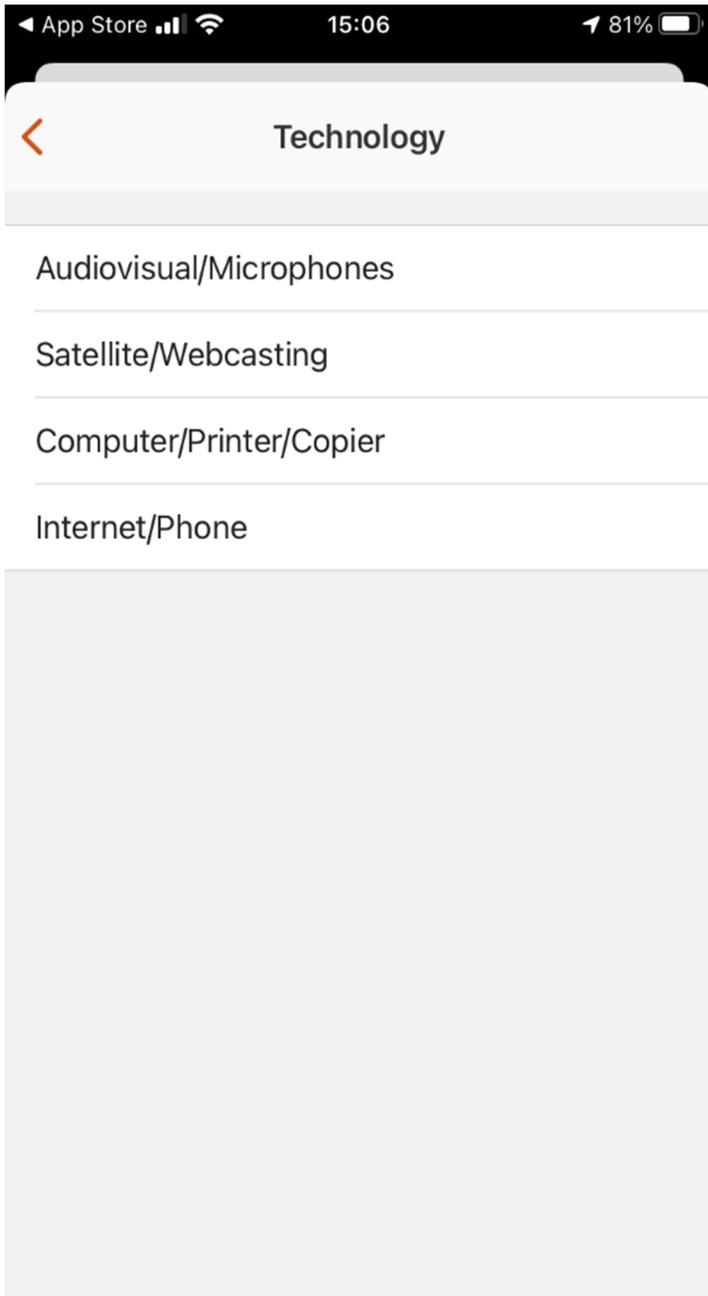
Go to the Beginning



Click on Plumbing

Go Back a Step

Go to the Beginning



Click on which best fits the issue

[Go Back a Step](#)

[Go to the Beginning](#)

11:32 [notifications] [signal] [battery]

**X** **Report Issue** **HELP**

**ISSUE INFORMATION**

---

What is the issue?  11/60

Describe the issue  54/1000

Where is the issue?  6/60

Issue Type

Expected Resolution Date

I would like this issue to be resolved earlier

I would like this issue to be resolved earlier.

Proposed Completion Date

3 photo limit

[home] [back] [forward]

**Estimated  
Completion Date**

Click on the box or the toggle depending on what show up on your phone, if you want it completed before the estimated date. We have a 24 hour turn around period on actioning the change.

Go Back a Step

Go to the Beginning

16:02

**Report Issue** HELP

This field is required 0/100

**Issue Type**

Expected Resolution Date

**Estimated Completion Date**

I would like this issue to be resolved earlier

Proposed Completion Date

mm/dd/yyyy 

Reason for needing an earlier resolution

This field is required 0/100

 **Add Photos**

3 photo limit

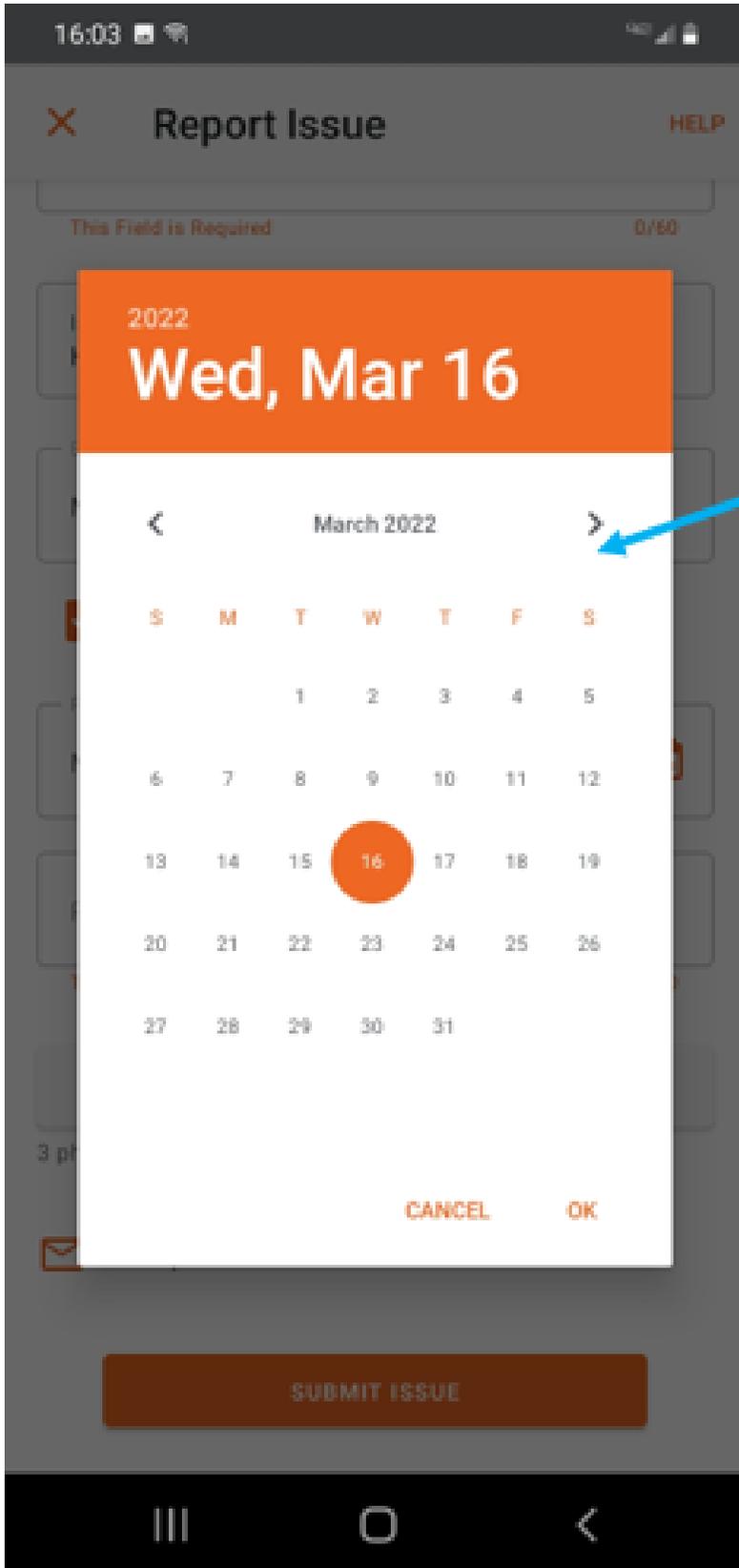
 **Optional Email Notifications**

**SUBMIT ISSUE**

Click on the calendar to select new completion date.

Go Back a Step

Go to the Beginning



Select new completion date.

Go Back a Step

Go to the Beginning

16:03

**Report Issue** HELP

This Field is Required 0/60

Issue Type

Expected Resolution Date

Estimated Completion Date

I would like this issue to be resolved earlier

Proposed Completion Date

New Completion Date

Reason for needing an earlier resolution

This Field is Required 0/500

 **Add Photos**

3 photo limit

Optional Email Notifications

**SUBMIT ISSUE**

Enter in the reason for needing an earlier resolution date.

Go Back a Step

Go to the Beginning

15:40

**Report Issue** HELP

This Field is Required 0/10

Description of Issue

This Field is Required 0/1000

Where is the issue?

Location of Issue

6/10

Issue Type

Expected Resolution Date

Estimated Completion Date

I would like this issue to be resolved earlier

**Add Photos**

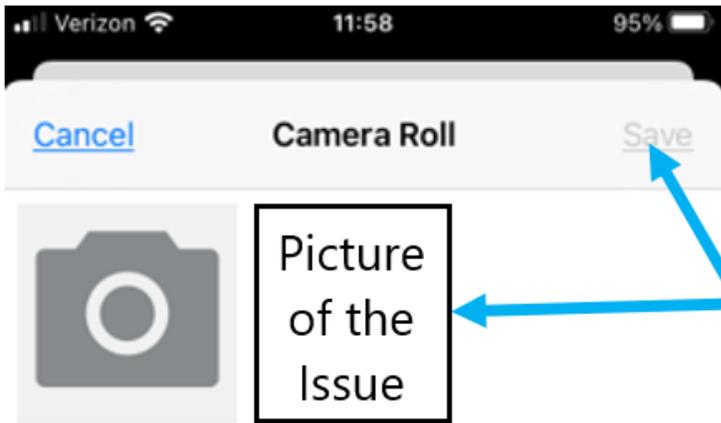
3 photo limit

Optional Email Notifications

**SUBMIT ISSUE**

To add pictures to the FIR, click Add Photos. you can add up to three photos. You can always email the FM Group if you have more photos to add.

If you have no photos, just click on Submit Issue.



Click the photo of the issue then click Save.

11:32

Report Issue HELP

Location of Issue 6/60

Issue Type

Expected Resolution Date

Estimated Completion Date

I would like this issue to be resolved earlier

Add Photos

3 photo limit

Your Photo

Optional Email Notifications

**SUBMIT ISSUE**

You can add other's emails  
in this section

Click Submit Issue once  
you are done. An  
email will be sent  
stating you submitted a  
FIR.

Search input field with a magnifying glass icon and a "Cancel" button.

JANUARY 2021

January 27, 2021

Alarm panel showing  
supervisory alert

1525 Guilford Dr, Henderson, Nevada 89014-3997  
OPEN

January 26, 2021

Exterior lights not working

4545 New Forest Drive, Las Vegas, Nevada 89147-4...  
OPEN

January 26, 2021

Internet stability issues

12701 Indian School Road Northeast, Albuquerque, N...  
OPEN

January 26, 2021

Need functional WiFi in Nurser

1100 Montano Northwest, Albuquerque, New Mexico...



Click on the plus sign if you need to submit another FIR. Other wise you can close the app