Aria

Raising a service request using the Aria Dynamic Form

The future of high-performing places

mitie

Welcome to Aria.

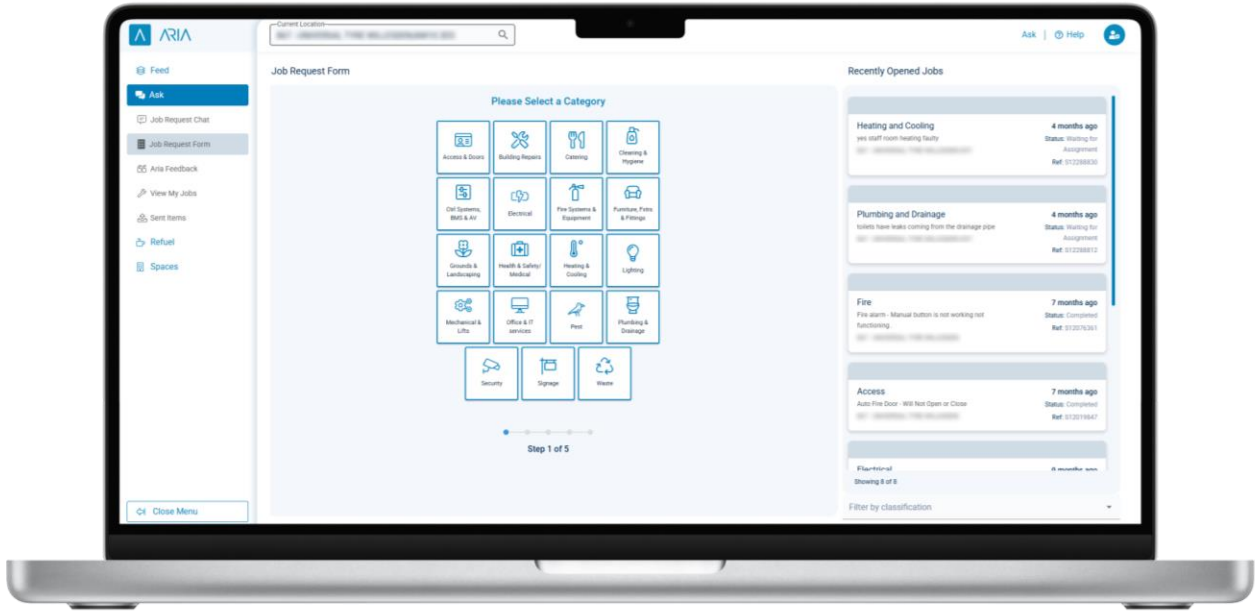
In a service-driven world, people have come to expect convenience, speed, and simplicity as standard. This is especially true of the workplace. That's why Mitie developed Aria, an award-winning workspace solution to seamlessly connect users to services available as both an app and online

Aria offers a user-friendly and simple-to-use platform designed to streamline communication between employees, building operators, and facilities, enabling faster issue resolution and problem prevention. By fostering open communication with buildings, Aria helps create and nurture workplace communities, making it the ideal tool for enhancing colleague experience

The Dynamic Form

Just like the chatbot Esme, our new dynamic form delivers a seamless experience across both mobile and web. Designed to intuitively diagnose your needs, it updates in real time based on your selections—only showing options that are relevant to the service specification

With built-in pagination, users can move back and forth easily, updating their choices without starting over. At the end, a clear summary lets you review everything before submission. The new form is built to be accessible for all users, its faster, and more user-friendly than ever—this is reliability, redefined



Make your selections

Before you start, the Dynamic Form will establish if there is a risk to your Security, Health and Safety or site operation within the next 24 hours

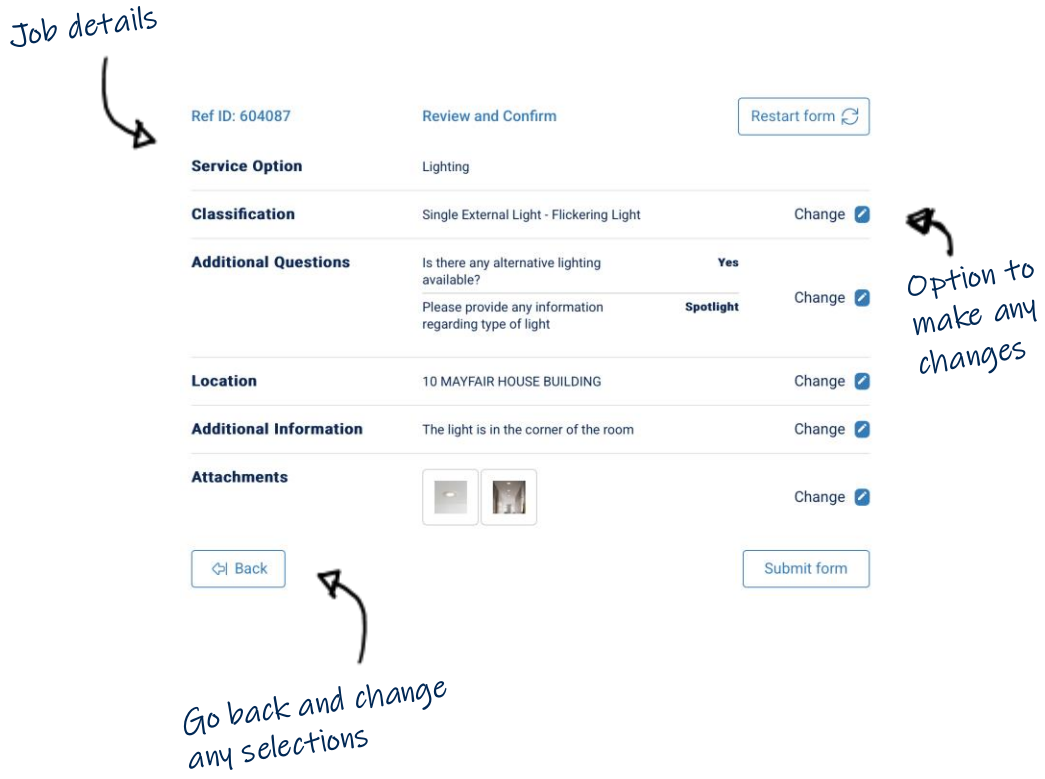
The new form options represent service that are relevant to you, to ensure the action you require is available

Full pagination allows direct control and flexibility, you can select, change and go back before you are ready to commit

Review, change and submit

Once you have selected the service options, classification and recorded any additional information, you can review all your choices and any image attachments, before submitting your form

Once you have submitted your job, you can keep up to date with its progress in your sent items, or together with all the other jobs raised for the location, in the recently opened jobs section



Ready to get going?

To begin using the application, we recommend following the links below to assist you for a seamless experience. These resources will guide you through the process of downloading, registering, and setting up the application according to your specific requirements

Additionally, we have provided a comprehensive help page and FAQ section that can be accessed here, offering further assistance and answers to any questions you may have

How to get Aria
How to sign in to Aria
Help with setting up Aria
Learn more about the Dynamic Form