



CREATE A NEW SERVICE REQUEST

Provides guidance on how to create a new Service Request in Facilities Connect.

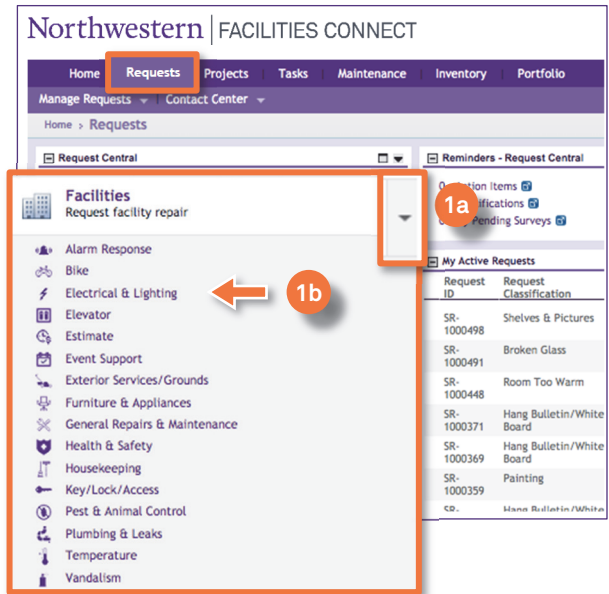
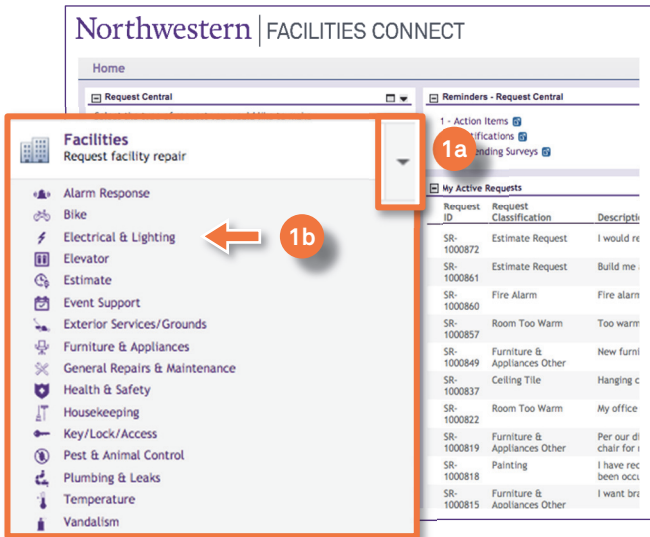
▼ GETTING STARTED

In Facilities Connect, NU Facilities Service Requests are entered through an easily accessible menu called **Request Central**. The placement of **Request Central** will depend on your Facilities Connect user type.

DIRECTIONS:

1 For most Facilities Connect Users, **Request Central** will appear on the **Facilities Connect Home Screen**.

For Facilities Connect users with expanded Facilities Management responsibilities, **Request Central** will appear within the **Requests Tab**.



- 1a** Ensure the toggle arrow is pointing down to reveal the available **Request Categories**.
- 1b** Click on the Request Category that best reflects your request need, this will launch the **Request Form**.

▼ INFORMATION

For a complete list of the Request Categories and their definitions, please refer to the job aid **Service Request Category / Type Class Listing**



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2

Complete the **Service Request Form** by populating the following fields:

The screenshot shows the 'Electrical & Lighting' service request form. Callouts 2a through 2g point to the following fields:

- 2a:** 'Request is for' radio buttons (Me, Someone Else).
- 2b:** 'Building', 'Floor', and 'Room' dropdown menus, along with 'Search' and 'Select From Floor Plan' buttons.
- 2c:** 'Preferred Access Time' dropdown menu.
- 2d:** 'I need to be present during your visit?' radio buttons (Yes, No).
- 2e:** 'Service Request' type dropdown menu.
- 2f:** 'Describe Your Request (Required)' text area.
- 2g:** 'Upload' button in the 'Related Documents' section.

- 2a Requested For** – Indicate if the request is for you or for someone else. If it is for **Someone Else**, an additional section will appear to enter their information.
- 2b Location Details** – Provide building (required), floor, and/or room location of your request. Use the individual **Search Buttons** (to the right of the fields) or the **Select from Floor Plan** option to help find the desired location. As applicable to your request, please be as specific as possible.
- 2c Preferred Access Time** – Indicate your preferred time period for a Technician to work on the issue. If you do not have a preference, please select the **Anytime** option.
- 2d Presence** – Indicate whether or not you need to be present when a Technician arrives at the location.
- 2e Service Request Type** – Select the request type that best reflects your specific issue.

IMPORTANT

If the selected **Request Category** has a **Billing Type** of 'Non-Building', a Chartstring will be required to submit your request. Please see the **Add a Chartstring to a Service Request** job aid for more details.

- 2f Describe Your Request** – Provide a full and detailed description of your issue. Make sure to include all the specific details that will help the Technician solve the issue.
- 2g Related Documents** – If you have any photos and/or supporting documents to include with your request, click on the Upload button.



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3 When all the required information is entered and complete:

3 Click the **Submit** button (at either the top or bottom of the page).

Northwestern | FACILITIES CONNECT

Welcome, Northwestern Wildcat | Sign Out | About

Company Project

Home > Housekeeping

Print Open In New Window Add to Bookmarks My Bookmarks

(Instruction): To submit Housekeeping request, complete the form below then click Submit.

Request is for Me Someone Else

Request Details Select From Floor Plan

If this is an emergency please call 911.
For urgent Facilities issues such as a leak, drastic change in temperature, or power outage, please call Facilities Customer Service at 847-491-5201 (Evanston), or 312-503-8000 (Chicago).

Building 2020 Ridge

Floor 02

Room 00200

Organization Northwestern

Preferred Access Time Anytime

I need to be present during your visit? Yes No



Upload documents, pictures, emails, etc. to help aid in the completion of your work request

Related Documents Remove | Upload

0 total found

Document Name	Document Description
No data to display	

Submit

▼ INFORMATION

If you need assistance in creating a Service Request, please contact Facilities Customer Service at 847-491-5201 (Evanston) or 312-503-8000 (Chicago).