

MODIFY OR CANCEL A SERVICE REQUEST

Provides guidance for initiating Service Request modification(s) or cancelation.

DIRECTIONS:

1 Locate the **My Active Requests** section on the Facilities Connect **Home Screen** (most users) or on the **Requests** screen (users with expanded Facilities Management responsibilities).

Click on the Maximize button to open the full list.

	Northwestern FACILITIES CONNECT	© (\$)							
ඛ	Home							My Bookmarks	3
	Request Central		Reminders -	Request Central					
	Select the type of request you would like to make		My Active	Requests			1		1
	Request facility repair	-	Request ID	Request Classification	Description	Created Date/Time	Requested For	Requested By	
	الله Alarm Response الله الله الله الله الله الله الله الل		SR- 1000511	Furniture & Appliances Other	please replace my chair with model #4057667394 - Doctor's note uploaded	02/05/2020 10:40:47	Johnson, Christina	Johnson, Christina	
	 Electrical & Lighting 		SR- 1000498	Shelves & Pictures	please hang several pictures in my new office.	01/31/2020 10:33:48	Johnson, Christina	Johnson, Christina	
	🔢 Elevator 🚱 Estimate		SR- 1000491	Broken Glass	tree branch broke a window. please have someone come and clear away the broken	01/28/2020 14:32:10	Johnson, Christina	Johnson, Christina	
	Event Support		SR- 1000448	Room Too Warm	very hot in the lecture room	01/23/2020 15:03:35	Johnson, Christina	Johnson, Christina	
	Exterior Services/crounds Furniture & Appliances General Repairs & Maintenance		SR- 1000371	Hang Bulletin/White Board	Please hang a new white board.	01/16/2020 08:09:10	Johnson, Christina	Johnson,Christina	

To search for a specific Service Request:

Use the **Search Fields** (beneath each of the column headers) to narrow down your search. Enter keywords into the white search fields and press the **Enter** key to search.

Once you locate the desired Service Request, click anywhere on the Service Request Record to open.

	Northwestern	CILITIES CONNECT							í	8
ඛ	Home							Му Воо	kmarks	1
	My Active Requests								6 ▼	
					Apply Filters	Clear Filters	G	☆	⊻	
	Request ID	Request Classification	Description	Created Date/Time	Requested For			Requ	jested E	
2 a	Contains	Equals	Contains	Contains						
	SR-1100031	Doorbell	ring	01/31/2022 09:03:45	Berry,Emily a			Berry	y,Em 👚	
	SR-1100007	Hang Bulletin/White Board	P2b ng bulletin board	01/24/2022 14:14:17	Berry,Emily a			Berry	y,Em	
	SR-1100004	New or Replacement Key	I am requesting a new key	01/24/2022 13:51:25	Berry,Emily a			Berry	y,Em	



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On the new Record window,

Locate the **Request ID** number

- General	
Request ID SR-1000512	Status Issued
Me Request is for Someone Else	-



Contact Customer Service and provide the **Request ID** - they will be able to modify or cancel the active Service Request on your behalf.

Evanston Campus: 847-491-5201 Chicago Campus: 312-503-8000 Email: <u>facilities@northwestern.edu</u>