

## SEARCH FOR A SERVICE REQUEST

Provides guidance for locating Service Requests in Facilities Connect.

### **DIRECTIONS:**

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If you are looking for an Active Service Request:

Locate the **My Active Requests** section on the Facilities Connect home screen (most users) or on the Requests screen (users with expanded FM responsibilities).

Click on the Maximize button to open the full screen list.

■	Northwestern   FACILITIES CONNECT						(j)	8
습	Home						My Bookmarks	*
	Request Central     Select the type of request you would like to make	💽 Reminders - Req	quest Central				<u> </u>	
	Facilities	My Active Re	equests			1		
	Request facility repair	ID Cla	equest lassification	Description	Created Date/Time	Requested For	Requested By	1
	«▲» Alarm Response ॐ5 Bike	SR- Fu 1000511 Ap	urniture & ppliances 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- Sh 1000498	nelves & Pictures	please hang several pictures in my new office.	01/31/2020 10:33:48	Johnson, Christina	Johnson, Christina	
	🖬 Elevator 🚱 Estimate	SR- Br 1000491	roken 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- Ro 1000448	oom Too Warm	very hot in the lecture room	01/23/2020 15:03:35	Johnson, Christina	Johnson, Christina	
	Exterior Services/Grounds	SR- Ha 1000371 Bu Bo	ang ulletin/White bard	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 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 a Service Request, click anywhere on the **Record** to open.

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습	l	Home					My Bookmarks	cs	
Ľ		My Active Requ	uests				£ <b>▼</b>	L	
2a	Request ID Work Task ID			Request Status	Request Type	Request C	Request Classification		
্ প্ল	ľ	Contains	Contains	Contains	Contains	Contair	าร		
	Ľ	CC-1100025	Snow & Ice	test Contact Center : -	01/25/2022 10:52:14	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1100023	Lights	Lights are all out Contact Center : -	01/25/2022 10:40:39	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1100021	Estimate Request	Testing - Estimate request Contact Center : - 🧲	2b /25/2022 10:36:51	Zier,Kathleen Lynn	Zier,Kathleen Lynn	1	
		CC-1100015	Lost/Stolen Key	test - lost/stolen key	01/25/2022 09:50:01	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1100014	New or Replacement Key	testing - new key request Contact Center : -	01/25/2022 09:40:19	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1051508	Trouble Alarm	4th floor closet send to 314, 319, 308, and 309 Con	tact Ce 12/09/2021 11:27:09	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		SR-1051464	Carpenter - Other/Exception	Hi! Can you please provide a WT to reglue 3 or 4 loc	cations 12/09/2021 07:55:47	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1051457	Lights	Location: Kosher Kitchen in the dining hall. over her	ad light 12/09/2021 07:28:43	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1051454	Custodial - Other/Exception	Ice spill clean up Contact Center : per Howard Guy	12/09/2021 07:04:18	Zier,Kathleen Lynn	Zier,Kathleen Lynn		
		CC-1051384	Elevator Repair	elevator in Cahn is not working disp to Otis @ 1:05	12/08/2021 13:08:00	Zier.Kathleen Lvnn	Zier.Kathleen Lvnn		
		Items per page	e: 50 🗸 1 - 50 of 311 i	tems			1 of 7 pages		

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# SEARCH FOR A SERVICE REQUEST

### DIRECTIONS:

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If you are looking for a **Service Request**, that is either **Pending Approval** (Review in Progress); **Returned** (Not Approved); or is no longer active;

- Locate the **My Request History** section.
- Click on the Maximize button to open the full list.

≡ No	orthwestern   FACILITIES CONNECT								ú e	
ŵ	Home							N	ly Bookmarks	
	Request Central		Reminders	- Request Central						
	Select the type of request you would like to make		• My Active R	equests						
	Request facility repair	*	• Requests Fo	r Someone Else						
	Alarm Response	20	My Request History							Ì.
	🚓 Bike	<b>U</b>	Request	Created	Service					
	<ul> <li>Electrical &amp; Lighting</li> </ul>	-	ID	Date/Time	Requested	Description	Status	Requested For	Requested By	-
	Elevator Sector		SR- 1000512	02/05/2020 10:47:04	Painting	please paint my office a happy color	Returned	Johnson, Christina	Johnson, Christ	rina
	Event Support		SR- 1000511	02/05/2020 10:40:47	Furniture & Appliances Other	please replace my chair with model #4057667394 - Doctor's note uploaded	Issued	Johnson, Christina	Johnson, Christ	ina
	<ul> <li>Exterior Services/Grounds</li> <li>Furniture &amp; Appliances</li> </ul>		SR- 1000498	01/31/2020 10:33:48	Shelves & Pictures	please hang several pictures in my new office.	Issued	Johnson, Christina	Johnson, Christ	tina
	<ul> <li>General Repairs &amp; Maintenance</li> <li>Health &amp; Safety</li> </ul>		SR- 1000491	01/28/2020 14:32:10	Broken Glass	tree branch broke a window. please have someone come and clear away the broken	Issued	Johnson, Christina	Johnson, Christ	ina
	Housekeeping		SR- 1000448	01/23/2020 15:03:35	Room Too Warm	very hot in the lecture room	Issued	Johnson, Christina	Johnson, Christ	tina
	Key/Lock/Access	_	SR- 1000371	01/16/2020 08:09:10	Hang Bulletin/White	Please hang a new white board.	Issued	Johnson, Christina	Johnson, Christ	ina

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۵		Home										<b>I</b>	1y Bookma	arks
Ľ		My Request Histo	ry										5	•
ت 4a		Request ID		Work Task ID		Request Stati	IS	Request Type		R	equest Cla	ssification		
ন্দ	۲	Contains		Contains		Contains		Contains			Contains	3		
.∞ 		SR-1046288	10/22/2021	13:32:32	Engineer - Other	/Exception	Can you please create a W	T for Paul? 624 Colfa	Completed Z	zier,Kathleen	Lynn	Zier,Kathleen Lynn		^
		SR-1044259	10/05/2021	14:20:28	Risk/Facilities O	ther	Hi! Can you please provide	a monthly reoccurin	Issued Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1043752	09/30/2021	15:27:30	Locksmith - Oth	er/Exception	This Tick Te for B 4b	k Shop and Paint Lo	Issued Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1043730	09/30/2021	14:17:08	Carpenter - Othe	r/Exception	shutdown exterior kitchen/	grill for service Wed	Issued Z	zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1043683	09/30/2021	11:19:33	Carpenter - Othe	r/Exception	Per 357, In the fire pump ro	om, Fill conduit w/ c	Issued Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1043643	09/30/2021	09:26:05	DDC - Other/Exc	eption	Hello âlli in Frances Searle	on Tuesday/Saturda	Completed Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1043250	09/27/2021	15:35:24	Custodial - Othe	r/Exception	We will need two large tras	h cans to be placed	Issued Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1041458	09/15/2021	11:06:31	DDC - Other/Exc	eption	per 728 - pressure issue se	nd to 783	Completed Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1040437	09/08/2021	12:07:08	Lights		Outside lights facing the si	gn, (left side) lights a	Completed Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		
		SR-1039055	08/24/2021	14:14:43	Risk/Facilities O	ther	Hi! Can you please provide	a monthly reoccurin	Completed Z	Zier,Kathleen	Lynn	Zier,Kathleen Lynn		-
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