



SEARCH ALL SERVICE REQUESTS

Provides guidance on locating and searching all Service Requests in Facilities Connect Desktop.

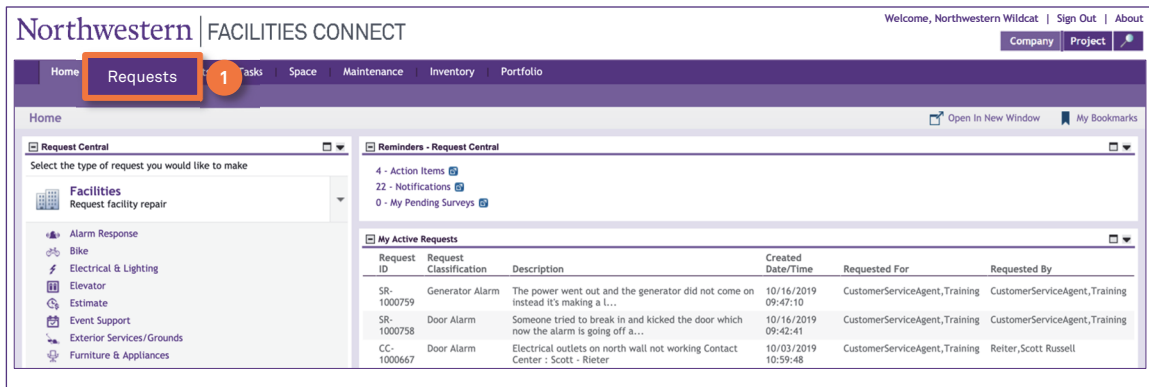
▼ INFORMATION

There are other routes to locate the **All Service Requests** section. The below route demonstrates the most optimal path to locate and search for current and past Service Requests. The reverse side of this job aid demos the best practice sorting and searching features for locating and searching **All Service Requests**. It is recommended to follow these steps for more consistent results.

DIRECTIONS:

1 From the Facilities Connect **Main Menu**:

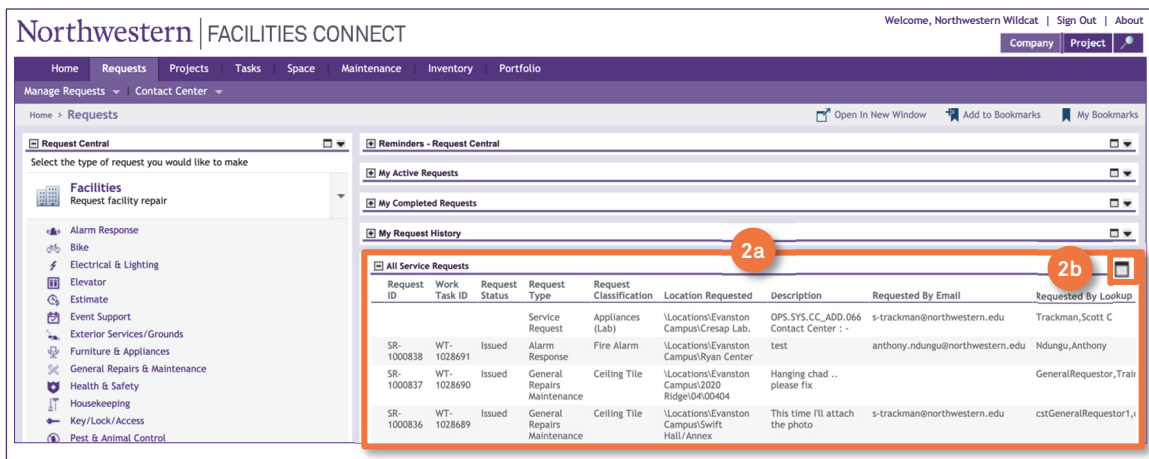
1 Click on the **Request** tab.



2 From the Facilities Connect **Main Menu**:

2a Scroll to the bottom of the page and locate the **All Service Requests** section.

2b Click the **Maximize** button.





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DIRECTIONS:

3 From the maximized **All Service Requests** section:

3a Utilize the sorting and search features to locate a Service Request.

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup	Requested For Email	Requested For
			Service Request	Appliances (Lab)	\Locations\Evanston Campus\Cresap Lab.	ops_sys_cc_add.066 Contact Center :-	s-trackman@northwestern.edu	Trackman, Scott C	s-trackman@northwestern.edu	cstCustomerService2.cstC
SR-1000796	WT-1028606	Issued	General Repairs Maintenance	Floor Repair	\Locations\Evanston Campus\1800 Sherman\02\00255A	my dog ate my homework	john.rodriquez@northwestern.edu	Rodriguez, John J	john.rodriquez@northwestern.edu	Rodriguez, John J
SR-1000795	WT-1028515	Issued	Electrical & Lighting	Doorbell	\Locations\Evanston Campus\1800 Sherman	testing time zone change	s-trackman@northwestern.edu	cstOHAdmin.cstOHAdmin	s-trackman@northwestern.edu	cstOHAdmin.cstOHAdmin
SR-1000794	WT-1028515	Issued	Electrical & Lighting	Doorbell	\Locations\Evanston Campus\1800 Sherman\02\00255B	timezone change on server - testing	mark.wheeler@northwestern.edu	Wheeler, Mark	mark.wheeler@northwestern.edu	Wheeler, Mark

3b Click on any **column header label** to toggle sort order (ascending and descending).

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup	Requested For Email	Requested For Lookup
			Service Request	Appliances (Lab)	\Locations\Evanston Campus\Cresap Lab.	ops_sys_cc_add.066 Contact Center :-	s-trackman@northwestern.edu	Trackman, Scott C	s-trackman@northwestern.edu	cstCustomerService2.c
SR-1000825	WT-1028651	Issued	Heating & AC	Room Too Warm	\Locations\Evanston Campus\1808 Chicago\02\00202	Room is too hot customer stopped me please check		Godfrey, Spencer K		Renfrow, Gail R L
SR-100823	WT-1028649	Issued	Plumbing	Floor Drain	\Locations\Evanston Campus\637 University\01\00100A	Floor drain is clogged		TrainingSupervisor, Patrick		Renfrow, Gail R L
SR-100827	WT-1028647	Issued	Heating & AC	Room Too Warm	\Locations\Evanston Campus\Technological Inst\04-A475	My office is too warm, please adjust temp.		GeneralRequestor, Training		GeneralRequestor, Tra
SR-100821	WT-1028646	Issued	Electrical & Lighting	Power	\Locations\Evanston Campus\1800 Sherman\02\00955B	MW tests Priority - Emergency	mark.wheeler@northwestern.edu	Wheeler, Mark	mark.wheeler@northwestern.edu	Wheeler, Mark
SR-100820	WT-1028644	Completed	Estimate Request	Estimate Request	\Locations\Evanston Campus\Norris University Cel\02\0202A	Please develop an estimate to improve lighting, replace carpet, and add new window blinds.	matthew.ridge@northwestern.edu	StewardRequestor, Training	matthew.ridge@northwestern.edu	StewardRequestor, Tra
SR-100819	WT-1028648	Issued	Furniture Appliances	Furniture & Appliances Other	\Locations\Evanston Campus\555 Clark\03\00310	Per our discussion, please order me a new Herman Miller chair for my office. I have recently moved to a new office location that has not been occupied in some time. Please patch and re-paint the walls.		GeneralRequestor, Training		GeneralRequestor, Tra
SR-1000818	WT-1028643	Issued	General Repairs Maintenance	Painting	\Locations\Evanston Campus\Annembers Hall\07\09021			GeneralRequestor, Training		GeneralRequestor, Tra

**** In this example we're clicking on the Work Task ID to sort in ascending and descending order**

▼ INFORMATION

The list's default sort setting is in descending order (i.e. newest first). Clicking on the **column header** changes sorting to ascending order (i.e. oldest first). Clicking on the **column header** a second time returns to the default setting.



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DIRECTIONS:

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3c Type a keyword into the **search field** to narrow the search results.

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup	Requested For Email	Requested For Lookup
SR-1000820	WT-1028644	Completed	Estimate Request	Estimate Request	\Locations\Evanston Campus\Harris University Ce.02\0202A	Please develop an estimate to improve lighting, replace carpet, and add new window blinds...	matthew.ridge@northwestern.edu	StewardRequestor.Training	matthew.ridge@northwestern.edu	StewardRequestor.Trainin
SR-1000803	WT-1028618	Completed	HouseKeeping	General Cleaning	\Locations\Evanston Campus\2020 Ridge\04\00413	Please clean my office...		ServiceManager.Training		ServiceManager.Training
SR-1000798	WT-1028612	Completed	Plumbing	Leak	\Locations\Evanston Campus\2020 Ridge\02\00218	Messy messy leak from floorboard.		CustomerServiceMgr.Training		CustomerServiceMgr.Train
SR-1000775	WT-1028532	Completed	HouseKeeping	Remove Trash/Recycling	\Locations\Evanston Campus\2020 Ridge\04\00404	Trash cash are overflowing due to training. Please send someone to empty...		GeneralRequestor.Training		Ridge_Matthew
SR-1000771	WT-1028526	Completed	Plumbing	Flood	\Locations\Evanston Campus\2020 Ridge\BT	A flood has been reported in the Basement of 2020 Ridge		CustomerServiceMgr.Training		CustomerServiceMgr.Train



Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup	Requested For Email	Requested For Lookup
SR-1000775	WT-1028532	Completed	HouseKeeping	Remove Trash/Recycling	\Locations\Evanston Campus\2020 Ridge\04\00404	Trash cash are overflowing due to training. Please send someone to empty...		GeneralRequestor.Training		Ridge_Matt
SR-1000771	WT-1028526	Completed	Plumbing	Flood	\Locations\Evanston Campus\2020 Ridge\BT	A flood has been reported in the Basement of 2020 Ridge		CustomerServiceMgr.Training		CustomerSe
SR-1000769	WT-102852	Completed	Furniture Appliances	Fix Window Blinds	\Locations\Evanston Campus\Patten Gym	What happens when central carpenter completes first?	g-renfrow@northwestern.edu	cstTechSupr_CARPENTER.Carpenter Supervisor	g-renfrow@northwestern.edu	cstTechSupr Supervisor
SR-1000763	WT-102851	Completed	Furniture Appliances	Fix Window Blinds	\Locations\Evanston Campus\2349 Sheridan	2nd Crack w/multiple WGs	g-renfrow@northwestern.edu	cstTechSupr_CARPENTER.Carpenter Supervisor	g-renfrow@northwestern.edu	cstTechSupr Supervisor
SR-1000762	WT-102850	Completed	Furniture Appliances	Fix Window Blinds	\Locations\Evanston Campus\2349 Sheridan	I want to see what happens with multiple work groups	g-renfrow@northwestern.edu	cstTechSupr_CARPENTER.Carpenter Supervisor	g-renfrow@northwestern.edu	cstTechSupr Supervisor

** In this example we typed 'Completed' in the Request Status column to find all Completed requests

TIP & TRICKS

Layering filters will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.

4

Once you have located the desired **Service Request**:

4 Click on any field to open the **Service Request**.

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup	Requested For Email	Requested For Lookup
SR-1000820	WT-1028644	Completed	Estimate Request	Estimate Request	\Locations\Evanston Campus\Harris University Ce.02\0202A	Please develop an estimate to improve lighting, replace carpet, and add new window blinds...	matthew.ridge@northwestern.edu	StewardRequestor.Training	matthew.ridge@northwestern.edu	StewardRequestor.Trainin
SR-1000803	WT-1028618	Completed	HouseKeeping	General Cleaning	\Locations\Evanston Campus\2020 Ridge\04\00413	Please clean my office...		ServiceManager.Training		ServiceManager.Training
SR-1000798	WT-1028612	Completed	Plumbing	Leak	\Locations\Evanston Campus\2020 Ridge\02\00218	Messy messy leak from floorboard.		CustomerServiceMgr.Training		CustomerServiceMgr.Train
SR-1000775	WT-1028532	Completed	HouseKeeping	Remove Trash/Recycling	\Locations\Evanston Campus\2020 Ridge\04\00404	Trash cash are overflowing due to training. Please send someone to empty...		GeneralRequestor.Training		Ridge_Matthew
SR-1000771	WT-1028526	Completed	Plumbing	Flood	\Locations\Evanston Campus\2020 Ridge\BT	A flood has been reported in the Basement of 2020 Ridge		CustomerServiceMgr.Training		CustomerServiceMgr.Train



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DIRECTIONS:

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Upon clicking, the **Service Request Detail** will open. In order to access an associated **Work Task** (if applicable):

- 5a Scroll to the bottom of the **Service Request** detail and locate the **Work Task** section.
- 5b Click anywhere on the **Work Task** record to open and review.

Estimate Request: SR-1000820-0

General | Graphic | Notifications | Notes & Documents | Audit Actions

(Instruction): To submit an Estimate Request, complete the form below then click Submit.

General
Request ID SR-1000820 Status Completed
Request is for: Me
Requested For:
Net ID: trainingstreq1
Name: StewardRequestor, Training
Work Phone:
Email: matthew.ridge@northwestern.edu
Requested By:
Net ID: trainingstreq1
Name: StewardRequestor, Training
Work Phone:
Email: matthew.ridge@northwestern.edu
Request Details:
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: Norris University Ce
Floor: 02
Room: 0202A
Organization: Northwestern
Service Requested: Estimate Request
Preferred Access Time: Anytime
I need to be present during your visit?: Yes
Billing Type: No Charge
Describe Your Request (Required):
Please develop an estimate to improve lighting, replace carpet, and add new window blinds.
Other Locations:
Assets:
Comments:
Upload documents, pictures, emails, etc. to help in the completion of your work request
Related Documents:
5a **Work Task**
Task ID: WT-1028644
Task Name: WT-1028644 - Maintenance Project - Norris University Ce, Estimate Request
Created Date Time: 11/12/2019 13:46:37
Description: Please develop an estimate to improve lighting, replace carpet, and add new window blinds.
Status: Completed
Total Time Log Hours: 0
5b