



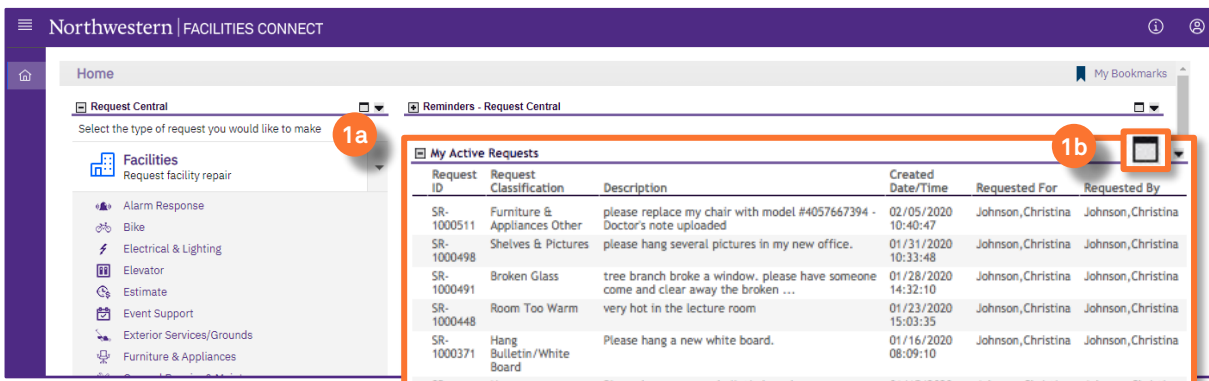
SEARCH FOR A SERVICE REQUEST

Provides guidance for locating Service Requests in Facilities Connect.

DIRECTIONS:

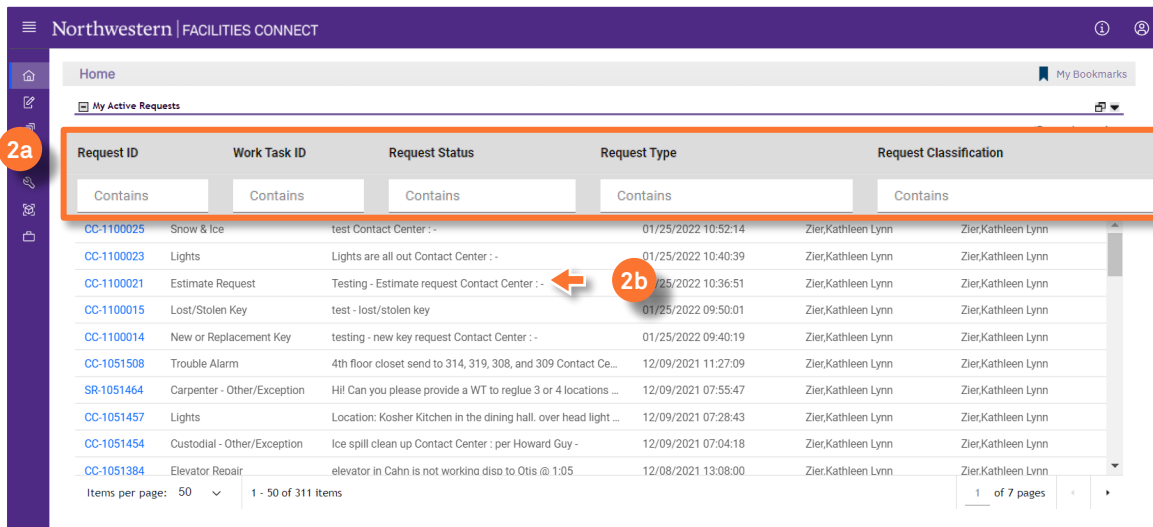
1 If you are looking for an **Active Service Request**:

- 1a** Locate the **My Active Requests** section on the Facilities Connect home screen (most users) or on the Requests screen (users with expanded FM responsibilities).
- 1b** Click on the **Maximize** button to open the full screen list.



2 To search for a specific **Service Request**:

- 2a** 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.
- 2b** Once you locate a Service Request, click anywhere on the **Record** to open.



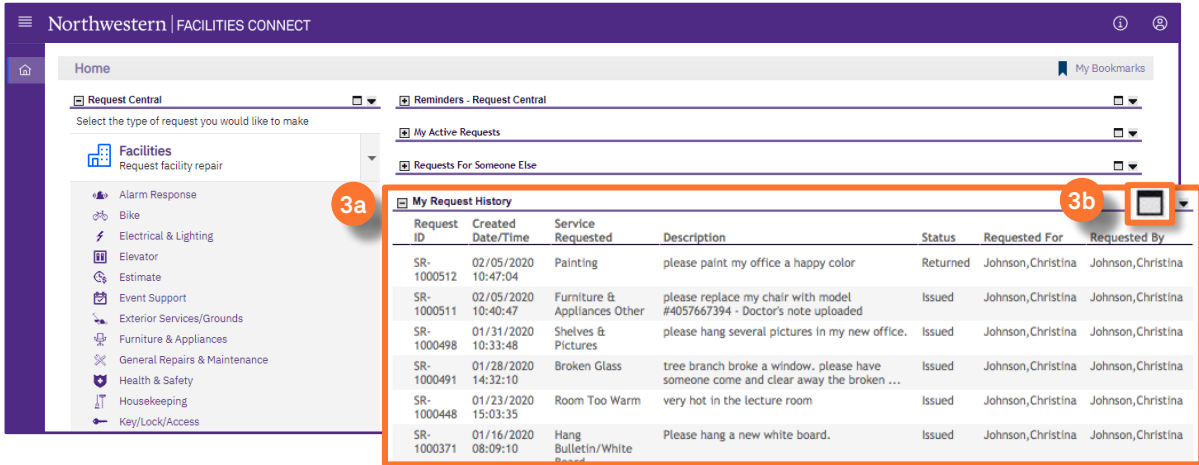


SEARCH FOR A SERVICE REQUEST

DIRECTIONS:

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for a **Service Request**, that is either **Pending Approval** (Review in Progress); **Returned** (Not Approved); or is no longer active;

- 3a** Locate the **My Request History** section.
- 3b** Click on the **Maximize** button to open the full list.



4 To search for a specific **Service Request**:

- 4a** 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.
- 4b** Once you locate a Service Request, click anywhere on the **Record** to open.

