

### O&M TECHNICIANS & SUPERVISORS

# CREATE A SERVICE REQUEST

Provides guidance for creating a Service Request in FC Mobile (OTG)

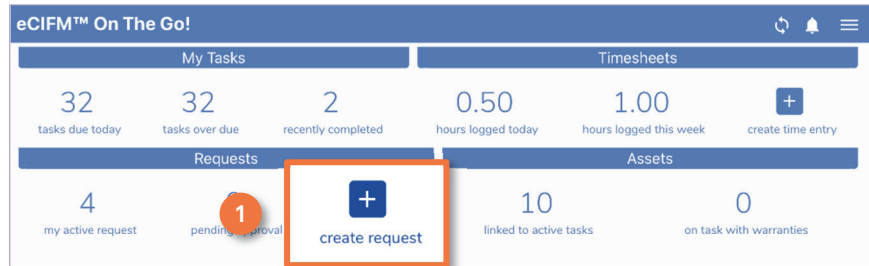
#### ▼ GETTING STARTED

This guide begins from the **My Dashboard** screen. For more information on logging into FC Mobile (OTG) refer to the **Access + Navigation: FC Mobile (OTG)** job aid.

#### DIRECTIONS:

**1** From My Dashboard:

**1** Tap on the **Create Request** button.

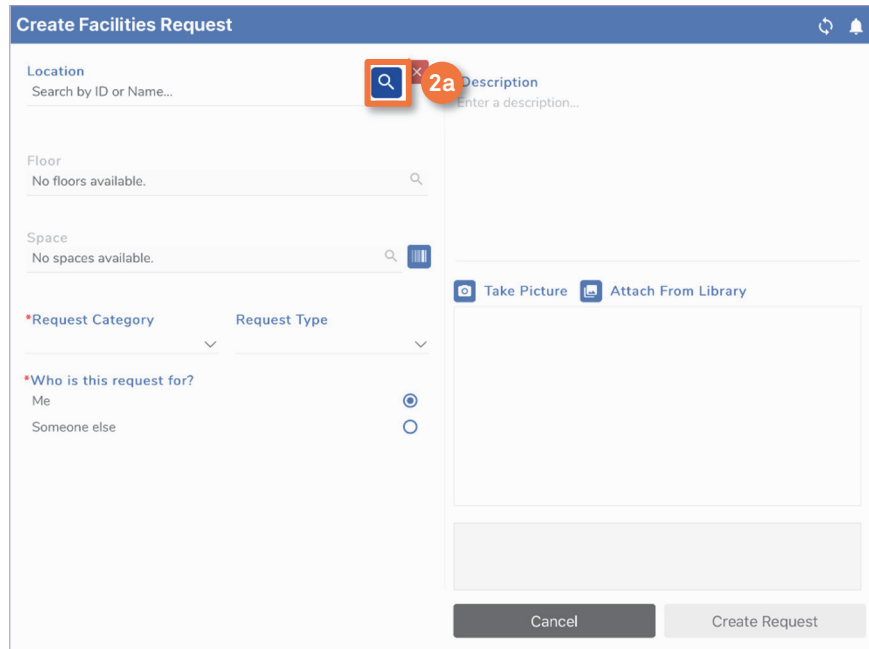


**2** Upon tapping, the **Create Facilities Request** pop-up window will appear.

**2a** In the **Location** section, tap the **Location Magnifying Glass** button.

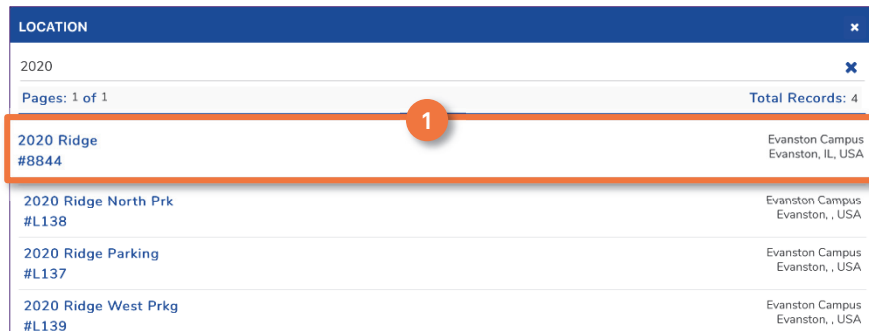
Upon tapping, the **Location** selection pop-up window will appear.

**2b** Tap on the location you wish to select.



#### ▼ TIP & TRICKS

Use the search field to narrow your search. Search by address, building number, building name, etc.



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#### DIRECTIONS:

**2** Upon selecting the building location, you will be returned to the **Create Facilities Request** pop-up window.

**2c** In the **Location** section, tap on the **Floor Magnifying Glass** button.

Upon tapping, the **Floor** selection pop-up window will appear.

**2d** Tap on the floor you wish to select.

Upon selecting the building floor, you will be returned to the **Create Facilities Request** pop-up window.

**2e** In the **Location** section, tap on the **Space Magnifying Glass** button.

Upon tapping, the **Space** selection pop-up window will appear.

**2f** Tap on the space you wish to select.

**\*Location** 🔍

**2020 Ridge**  
#8844

**Floor** **2c** 🔍

Search by building or floor...

---

**Space** 🔍 📄

No spaces available.

FLOOR	
Search by id or name...	
Pages: 1 of 1	Total Records: 8
01 2020 Ridge	#8844-01
02 2020 Ridge	#8844-02
03 2020 Ridge	#8844-03
<b>04 2020 Ridge</b>	<b>#8844-04</b>

**\*Location** 🔍

**2020 Ridge**  
#8844

**Floor** 🔍

#8844-04 04

---

**Space** **2e** 🔍 📄

Search by space, floor or building...

SPACE	
Search by space, floor or building...	
Pages: 2 of 10	Total Records: 100
00403 04	#8844-04-00403 314 - Other Staff Office
<b>00404 04</b>	<b>#8844-04-00404</b> 314 - Other Staff Office
2020 Ridge	

**▼ TIP & TRICKS**

Use the search field to narrow your search. Search by address, building number, building name, etc.

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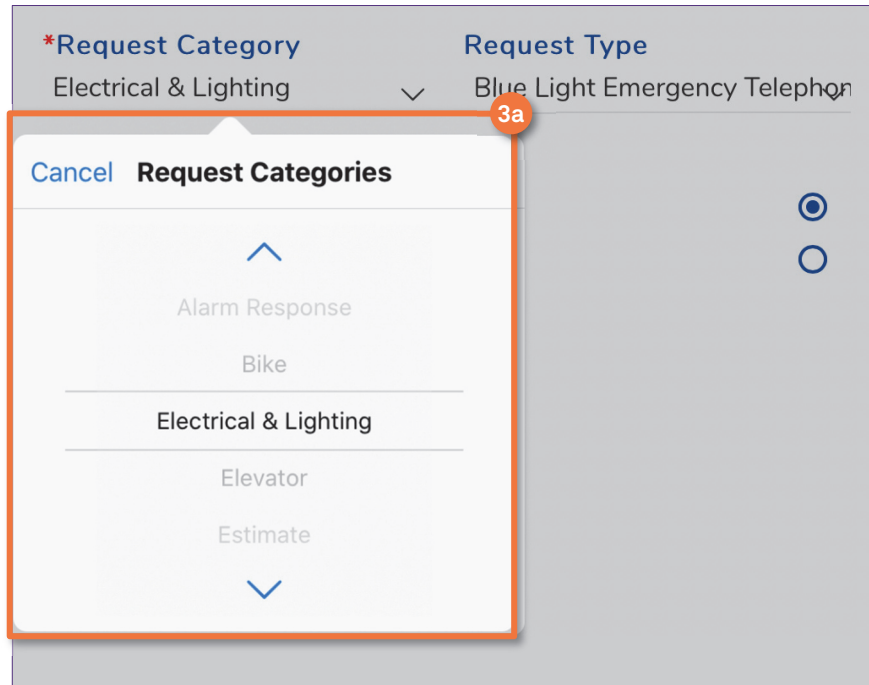
# CREATE A SERVICE REQUEST

#### DIRECTIONS:

**3** Upon selecting the space location, you will be returned to the **Create Facilities Request** pop-up window.

**3a** Tap on the **Request Category** drop-down and Select a **Request Category**.

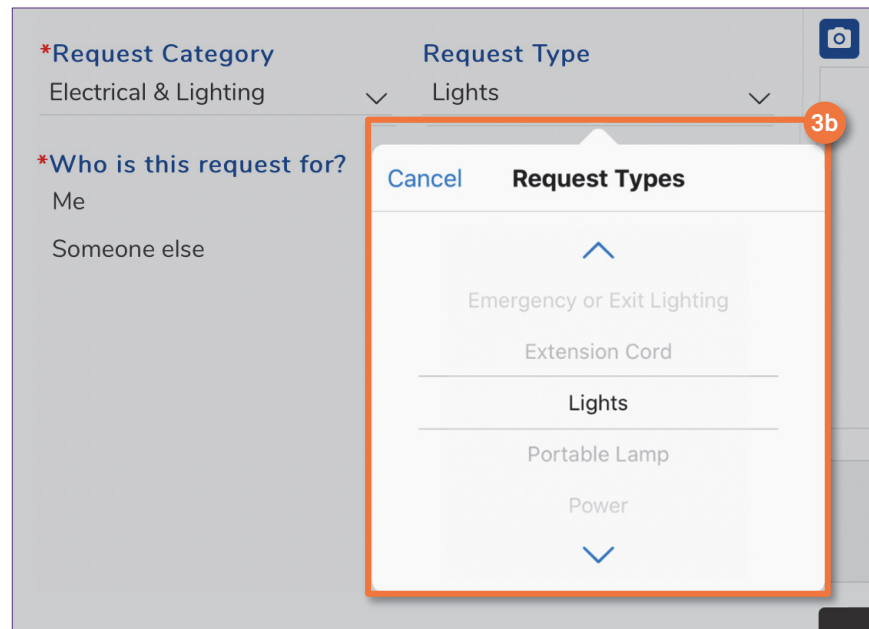
**3b** Tap on the **Request Type** drop-down and select a **Request Type**.



#### ▼ INFORMATION

For more detailed information on **Request Categories** and **Request Types** refer to the **Service Request Categories and Types List** found on the Facilities Management website ([https://www.northwestern.edu/fm/connect/training/pdfs/fc-om\\_1.pdf](https://www.northwestern.edu/fm/connect/training/pdfs/fc-om_1.pdf)).

Here you will find: the **Request Category** descriptions and whether a chartstring is required for the work.



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#### DIRECTIONS:

**4** Upon selecting the space location, you will be returned to the **Create Facilities Request** pop-up window.

**4a** Tap on the **Me** button if you are making the request for yourself.

To create a **Request** on-behalf of someone else:

**4b** Tap on the **Someone else** button.

**4c** Tap on the **Request for Magnifying Glass** button.

Upon tapping the **Request for** pop-up window will appear.

**4d** Enter a name in the search field to locate a **Resource**.

**4e** Tap on the **Resource** you wish to select.

**5** Upon selecting a **Requester**, you will be returned to the **Create Facilities Request** pop-up window.

**5a** Tap on the **Description** field and enter a description for the **Request**.

**\*Who is this request for?**

Me 4a

Someone else

**Request for**

Search by first, last or organization...

**\*Who is this request for?**

Me

Someone else 4b

**Request for**

Search by first, last or organization...

4c

REQUEST FOR	
Ridge	<span style="border: 1px solid orange; border-radius: 50%; padding: 2px;">4d</span>
Pages: 1 of 1 <span style="float: right;">Total Records: 3</span>	
Calendo-Spaeth,Bridget Elizabeth 4002102	Type Employee
Gongol,Bridget Lynn 4002102	Type Employee
Ridge,Matthew	<span style="border: 1px solid orange; border-radius: 50%; padding: 2px;">4e</span> Type Consultant

**\*Description**

Enter a description...

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#### DIRECTIONS:

**6** *Optional:* Add a photo to the **Service Request**.

**6a** Tap on the **Take Picture** button.

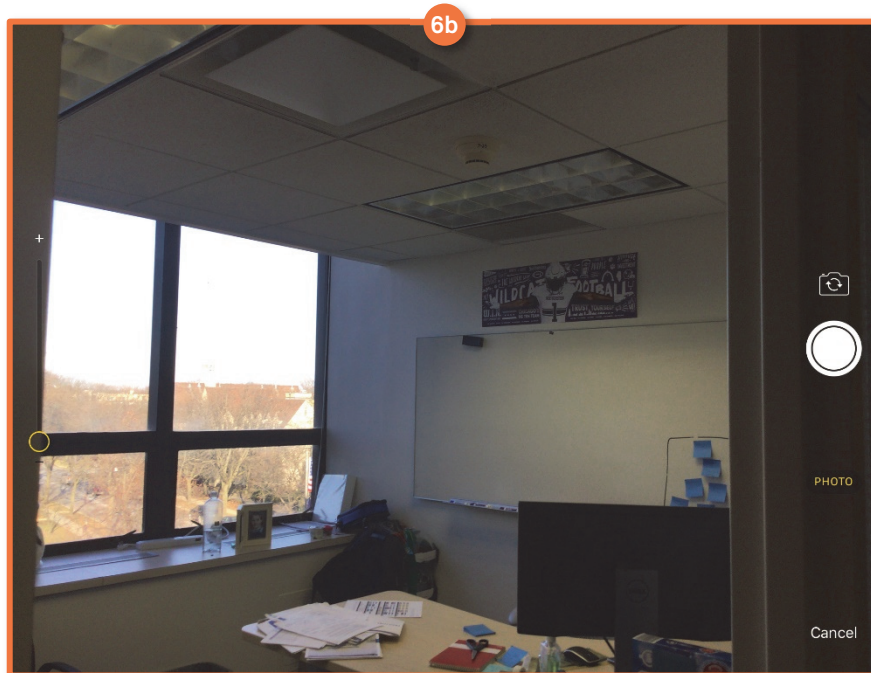
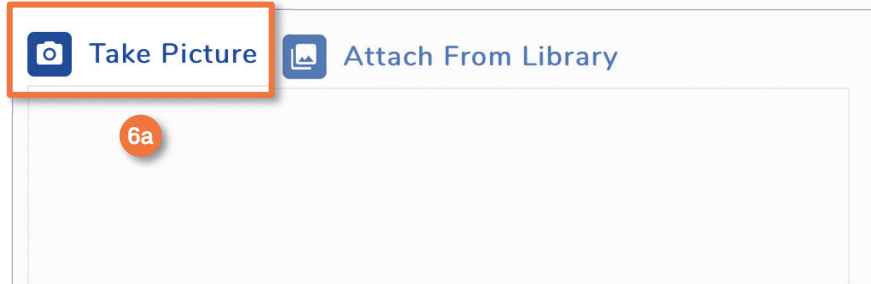
**6b** Use the camera application to take and save the photo.

#### ▼ INFORMATION

Photos are not required to submit a Service Request.

#### ▼ IMPORTANT

Photos taken from inside of **FC Mobile (OTG)** will not save to your camera roll. If you want the photos to be saved on your device, take a photo with the camera application and select the **Attach from Library** option when adding a photo to the **Service Request**.



**7** From the **Create Facilities Request** pop-up window:

**7** Tap on the **Create Request** button.

