

OPERATIONS & MAINTENANCE

VIEW WORK TASK DETAILS

Provides guidance locating and viewing Work Details in Facilities Connect.

DIRECTIONS:

From the Facilities Connect Home Screen.

Click on the **Request** section.

		Northwestern FACILITIES	CONNECT								i	8
1	Ĉ	Requests	Portuests lest Central		Reminder	s - Request Ce	ntral		🕂 Ac	dd to Bookmarks	5 📕 My Bookmarks 🗳	*
	o' Ø	Projects Tasks	Select the type of request you would lik make		 My Active 	Requests						
	Ċ	Portfolio	Request facility repair	×	My Comple My Reque							
			Space Request to move, or update space assignments	×	Request ID	Created Date/Time	Service Requested	Description	Status	Requested For	Requested By	
					SR- 1033904	06/17/2021 09:18:01	Estimate Request	Convert from lab to office. Remove casework, sink,	lssued	Boberg,Eric W	Boberg,Eric W	

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From the Requests screen, locate the My Request History section:

Click on the Maximize button to open the full list.

Requests					🕌 Add to Bookmar	ks 📕 My Boo	okmarks 🔺	
Request Central		+ Reminder	rs - Request Central					
Select the type of request you would like to	make	+ My Active	Requests					
Facilities Request facility repair	×		leted Requests					
Request to move, or update space	Г	My Reques	st History					2a
assignments		Request ID	Created Date/Time	Service Requested	Description	Status	Requested For	Req
		SR- 1100031	01/31/2022 09:03:45	Doorbell	ring	Issued	Berry,Emily a	Berry a
		SR- 1100007	01/24/2022 14:14:17	Hang Bulletin/White Board	Please hang bulletin board	Issued	Berry,Emily a	Berry a
		SR- 1100006	01/24/2022 14:02:21	Electrical & Lighting Other	I would like new light fixtures installed please.	Returned	Berry,Emily a	Berry a
		SR- 1100005	01/24/2022 13:54:27	Estimate Request	Please complete an Estimate for work requested.	Completed	Berry,Emily a	Berry a
		SR- 1100004	01/24/2022	New or Replacement Key	I am requesting a new key	Issued	Berry,Emily a	Berry a



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W0736952 8794, 06523, NEW KEY (NOT ...

Completed

***Parent CHPAINT W0735073 - PAINT ...

Completed

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VIEW WORK TASK DETAILS

To search for a specific Service Request: 3 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 the desired Service Request, click anywhere on the Record to open. Northwestern | FACILITIES CONNECT 🕂 Add to Bookmarks Requests My Bookmarks 67 ▼ My Request History My Request History Apply Filters Clear Filters G 🕁 \pm Request ID Work Task ID Request Status Request Type Request Classification Contains Contains Contains Contains Contains 6/17/2021-09:18:0 SR-1033476 06/11/2021 11:49:08 Estimate Request paint the walls, replace lights and carpet... Completed Rol

New or Replacement Key

Upon clicking, the Service Request Record will open:

SR-1003214

SR-1003445

Scroll down to the Service Request Form and locate the **Work Task** section.

Painting

03/07/2020 14:18:02

03/08/2020 15:26:11

Click on the Work Task Record link to open.

	ations Audit Actions				×
(Instruction): To su	ubmit a Key/Lock/Access request, complete the form	below then click Submit.			<u>_</u>
 General 					
Request ID SR-100	03464		Status Completed		
 Request is for 					
	Someone Else				
 Requested 	d For				
Net ID ewb8					
* <u>Name</u> Bobe	-				
Work Phone 312/	503-2963				
			≫		
	Tack				
- Work				S &	*
Work	TO N				
Work	Task Name	Created Date	Description	Status	
	_	Created Date 03/08/2020 16:01:17	Description W0736952 8794, 06523, NEW KEY (NOT MARLOK)	Status Closed	*



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VIEW WORK TASK DETAILS

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Upon clicking, the Work Task Record will open:

Locate and click on the Work Details tab.

Work Task: WT-1041128-WT-1041128 - Routine, Searle Medical Resea, New Key/Access Request	🕂 Add To Bookmarks 🛛 🔒	Print 🕜 Help
General Work Task In 5 to Work Details		×
(Required): Use this tab to enter, review, or change basic information about the task.		^
B General		
Task ID WT-1041128 Status Closed		
* Task Name WT-1041128 - Routine, Searle Medical Resea, New Key/Access Request Assignment Status Completed		
Description W0736952 8794, 06523, NEW KEY (NOT MARLOK)		
		- 1
Task Reissue Reason		
* Currency US Dollars		

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From the Work Details tab:

Locate and click on the Work Analysis sub-tab.

⁶¹ Click on the Work Analysis Record(s) contained in this section to view the issue resolution details recorded by NU Facilities technicians.

	Work Task:	WT-1051149-WT-10	51149 - Scheduled Work, Technological Inst	it, PM Corrective Maintenance			Add To Bookmarks	🖶 Print	🕐 Help
	General	Work Task Info Jo	b Cost Work Details Resources Proced	ures Notifications Notes & Documents	Audit Actions	Complete Hold S	ave Save & Close	More	×
		Work Details for thi Location Readings	Werk Analysia	Checklists Checklist Items					
ôb	= V	Vork Analysi	s				Add Find	Rem	iove
						Apply Filters	Clear Filters	G	☆
	· .	ID	Failure	Problem	Cause	Remedy	Description		
				No data to displa	у				
	Items pe	er page: 10 🗸	0 of 0 items				1 of 1 pages	4	•
	🗏 Con	nments					Add	Rem	iove
						Apply Filters C	lear Filters 🛛 🕄	☆	\pm
	· •	Comment Ty	pe Created By	Reference I	Date Comment				
		Note	Evans,Aleata M	07/31/202	0 Preferred A	Access Time: Anytime; Does Requester	need to be Present D	Ouring Vie	sit: 🗘
	Items pe	er page: 10 🗸	1 - 1 of 1 items				1 of 1 pages	-	▶

▼ INFORMATION

Work Analysis Records contain information on the Failure(s), Problem(s), Cause(s), and Remedies encountered on the work task, as well as a detailed description of the work completed to resolve the issue.



VIEW WORK TASK DETAILS



Next, click on the Notes & Documents tab:

View **Comments** entered by the technicians assigned to the Work Task.

	📲 Add To Bookmarks 🛛 🔒 Print 🔞 Help
es & Documents	Complete Hold Save Save & Close More x
	Add Remov
	Apply Filters Clear Filters 😋 🏠 👌
Reference Date	Comment
07/31/2020	Preferred Access Time: Anytime; Does Requester need to be Present During Visit:
	1 of 1 pages
	Find Remove Upload
	Apply Filters Clear Filters 😋 🕁
Docume	ent Description
No data to display	й. У
	1 of 1 pages
	Reference Date 07/31/2020

7b View any Related Documents associated to the Work Task.

V	/ork Task:	WT-1051149-WT-	1051149 - 9	Scheduled Wo	ork, Technolo	gical Instit,	PM Corrective Mair	ntenance				Add To	Bookmarks	Prin	t 🕐 Help
	General	Work Task Info	Job Cost	Work Details	Resources	Procedure	Notes & Doc	uments ction	IS		Complete Hold 🗸	Save Sav	e & Close	More	×
	(Optional)	: Reference related	d document	s or review co	omments to t	he record.									1
	= Cor	mments											Add	Re	move
											Apply Filters	Clear Filter	s G	습	\pm
		Comment	Туре	Created I	Ву			Reference Da	ite	Comment					
		Note		Evans,Al	eata M			07/31/2020		Preferred Acces	ss Time: Anytime; Does	Requester ne	ed to be F	resent E	urin 🌲
	4 1														•
	Items p	erpage: 10 🚿	v 1-1	1 of 1 items								of	1 pages	-	
		Related Doc	cument	ts								Find	Remov	e Uj	oload
-											Apply Fi	lters Clea	r Filters	G	☆
1		Document	t Name						Docu	ment Description					
1							No	data to display							*
	4 - F 4) b
	Items p	erpage: 10 🚿	✓ 0 of	0 items								1 of	1 pages	4	
	Complete	Hold Save	Save & C	lose More	×										

▼ INFORMATION

The **Related Documents** section contains attached files (e.g. photos, estimates, procedures, etc.) associated with the work task.

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