

CUSTOMER SERVICE

CUSTOMER SERVICE: FC ACCESS AND HOME SCREEN

Provides guidance for logging into Facilities Connect Desktop and navigating the Home page.

▼ GETTING STARTED

For the easiest access to Facilities Connect, click on the Facilities Connect icon located on the FM portal. You can also access Facilities Connect from the FM website, via the Facilities Connect option at the top of the screen.

DIRECTIONS:

Access Facilities Connect th	rough the Sing	ele Sign Or	portal
		510 01511 01	i poi cac

To login, enter your NetID and Password

	Northwestern	
1	NetID	
	LOG IN	
	Help with login problems Status of Northwestern IT Services © 2019 Northwestern University	



The Customer Service **Home** screen will be your landing page upon log in:

	≣ 1	Northwestern FACILI	TIES CON	NECT							í	8
2	ጨ	Home	Home)						X	My Bookmarks	^
			🖃 Requ	uest Central		Reminders	- Request Central					
			Select make	the type of request you would	like to	1 - Action	Items 🖻					L
			di	Facilities Request facility repair	-	0 - My Pen	ding Surveys 🖻					L
			0 <u>1</u> 0	Alarm Response		My Active Requests						
			ೆಂ	Bike		Request ID	Request Classification	Description	Created Date/Time	Requested For	Requested By	з.
			4 11	Electrical & Lighting Elevator		SR- 1100031	Doorbell	ring	01/31/2022 09:03:45	Berry,Emily a	Berry,Emily a	
			ۍ 12	Estimate Event Support		SR- 1100007	Hang Bulletin/White Board	Please hang bulletin board	01/24/2022 14:14:17	Berry,Emily a	Berry,Emily a	
				Exterior Services/Grounds Furniture & Appliances		SR- 1100004	New or Replacement Key	l am requesting a new key	01/24/2022 13:51:25	Berry,Emily a	Berry,Emily a	
			~	General Repairs & Mainten	ance	SR- 1100003	Lights	Light is out in my office - please fix	01/24/2022 13:22:09	Berry,Emily a	Berry,Emily a	
			U II	Health & Safety Housekeeping		CC- 1045327	Accommodate Special Request	Requesting bookshelves to be moved (more	10/14/2021 14:24:05	Ebels Duggan,Sean	Berry,Emily a	
			a	Key/Lock/Access				details when called) this is for Sean		Christopher		



CUSTOMER SERVICE: FC ACCESS AND HOME SCREEN

DIRECTIONS:

- **3** The **Home** screen contains five (5) major sections:
 - 3a Request Central: Portal for initiating new Service Requests
 - 3b Reminders: Request Central: Action Items or Notifications pertaining to personal Service Requests.
 - **My Active Requests:** All active Service Requests that you have submitted.
 - Requests For Someone Else: All active Services Requests that you have submitted on behalf of someone else.

My Request History: All Service Requests (submitted by you) which are either completed or are pending approval.

Home							Ny Bookma
Request Central	3b 🗉	Reminders -	Request Central				
Select the type of request you would like to make		- Action Ite					
E Encilities		37 - Notifica	tions 🖪				
Request facility repair	*) - My Pendi	ng Surveys 🖬				
Alarm Response		My Active Re	quests				
්ර් Bike	3c	Request	4000		Created		Requested
F Electrical & Lighting	_	ÍD	Request Classification	Description	Date/Time	Requested For	Ву
Elevator	-	SR- 1100031	Doorbell	ring	01/31/2022 09:03:45	Berry, Emily a	Berry,Emily a
Event Support		SR- 1100007	Hang Bulletin/White Board	Please hang bulletin board	01/24/2022	Berry, Emily a	Berry,Emily a
 Exterior Services/Grounds Furniture & Appliances 		SR- 1100004	New or Replacement Key	I am requesting a new key	01/24/2022 13:51:25	Berry, Emily a	Berry,Emily a
🔀 General Repairs & Maintenance		SR- 1100003	Lights	Light is out in my office - please fix	01/24/2022	Berry, Emily a	Berry,Emily a
Health & Safety Housekeeping		CC- 1045327	Accommodate Special Request	Requesting bookshelves to be moved (more details when called) this is for Sean	10/14/2021 14:24:05	Ebels Duggan,Sean Christopher	Berry,Emily a
 Key/Lock/Access 		SR- 1036266	Pest & Animal Control Other	This is from a concerned friend. What can we do? Many thanks, Emily \ldots	07/20/2021 08:17:45	Berry,Emily a	Berry,Emily a
Pest & Animal Control Plumbing & Leaks	3d 🗖	Requests For	Someone Else				
Temperature		Request	Request Classification	Description	Created Date/Time	Requested For	Requested By
I ast Visited	-	CC- 1045327	Accommodate Special Request	Requesting bookshelves to be moved (more details when called) this is for Sean	10/14/2021 14:24:05	Ebels Duggan,Sean Christopher	Berry,Emily a
		CC- 1014340	Door	KEY BROKEN OFF IN Kresge/Crowe Hall 3431: TO 908 AT 11:45 Contact Center : EMI	09/04/2020 11:49:22	Berry,Emily a	Berry,Emily a
		My Request	History				
	3e	Request	Created	nies Benuested Description		Requester	Requested