



CUSTOMER SERVICE

# CUSTOMER SERVICE: FC ACCESS AND HOME SCREEN

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

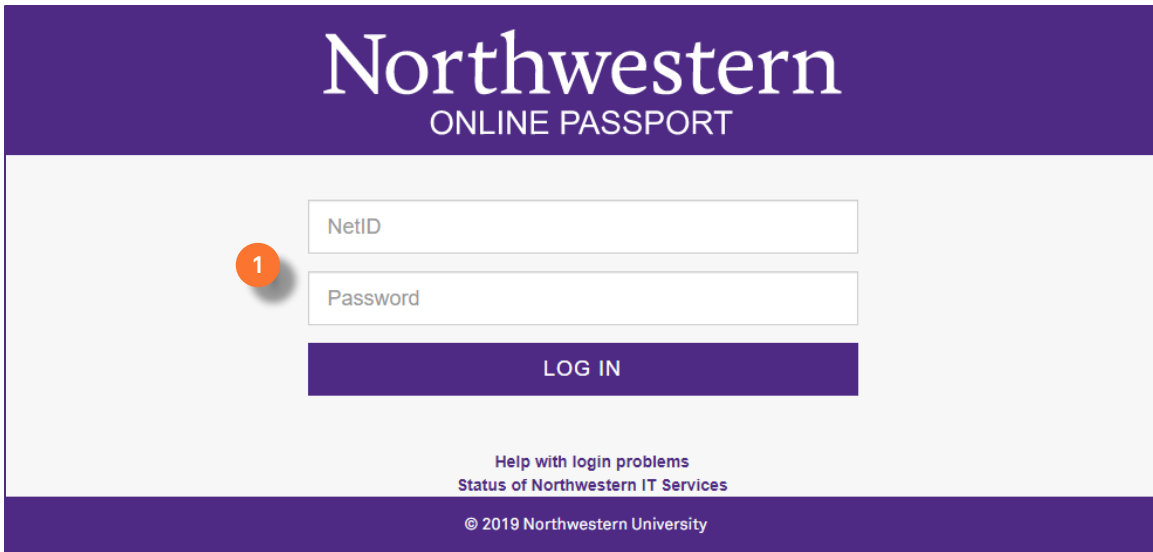
▼ GETTING STARTED

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.

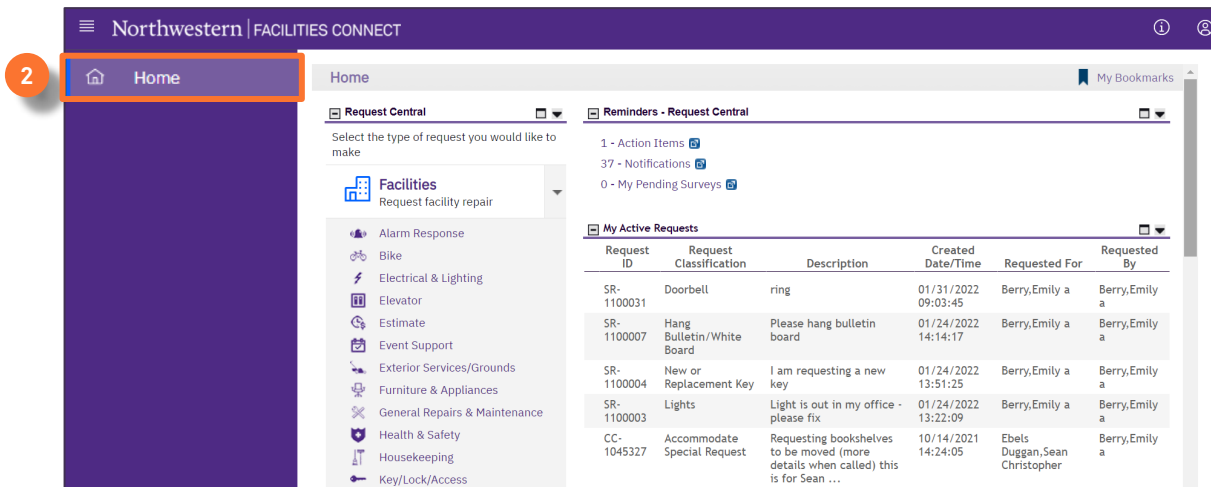
DIRECTIONS:

1 Access Facilities Connect through the Single Sign On portal:

1 To login, enter your NetID and Password



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





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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.
- 3c My Active Requests:** All active Service Requests that you have submitted.
- 3d Requests For Someone Else:** All active Services Requests that you have submitted on behalf of someone else.
- 3e My Request History:** All Service Requests (submitted by you) which are either completed or are pending approval.

