

FIND THE STATUS OF AN ACTIVE SERVICE REQUEST

Provides guidance for locating the status of an existing Service Requests in Facilities Connect.

DIRECTIONS:

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Locate the **My Active Requests** section on the Facilities Connect **Home Screen** (most users) or on the **Requests** screen (users with expanded Facilities Management responsibilities).

Click on the Maximize button to open the full list.



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

Use the **Search Fields** (beneath each of 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 Service Request Record to open.

	Northwestern FACI	LITIES CONNECT					() ®
ක	Home					📕 Му Во	okmarks
	My Active Requests						6 ▼
					Apply Filt	ers Clear Filters 😋 🏠	<u>*</u>
22	Request ID	Request Classification	Description	Created Date/Time	Requested For	Requested By	
	Contains	Equals	Contains	Contains			
	SR-1100031	Doorbell	ring	01/31/2022 09:03:45	Berry,Emily a	Berry,Emily a	^
	SR-1100007	Hang Bulletin/White Board	Hease han 2b board	01/24/2022 14:14:17	Berry,Emily a	Berry,Emily a	
	SR-1100004	New or Replacement Key	I am requesting a new key	01/24/2022 13:51:25	Berry,Emily a	Berry,Emily a	
	SR-1100003	Lights	Light is out in my office - please fix	01/24/2022 13:22:09	Berry,Emily a	Berry,Emily a	



FIND THE STATUS OF AN ACTIVE SERVICE REQUEST



In the Service Request Record:

In the General section, locate the Status of the Service Request.

Scroll to the bottom of the record and click on the Work Task Record to open it.

					478		0
eneral Repairs Maintenance:	SR-1000787-0				Add To Bookmarks	Print	e He
					e.		×
(Instruction): To submit Gener	ral Repairs Maintenance request, complete the form below then click Submit						
- General							
Request ID SR-1000787			Status Issued				
* Request is for Me Someon	ie Else		Active 3a				
			\approx				
Comments						2011	(77)
Export 1 total found	Created Bu	Deference Date	Comment			Show:	20
Conversation	GeneralRequestor.Training	10/24/2019	reported to on-site tech. See photo of tech				
Upload documents, p Related Document	victures, emails, etc. to help aid in the completion of your w	vork request					
Export 1 total found						Show:	20
1		D	Document Description				
I Document Name							
Work Task							
Work Task 3b						Show:	10
Work Task 3b	Task Name	Created Date Time	Description	Status	Total Time Log	Show: Hours	10



From the **Work Task Record**:

In the General section, locate the **Status** of the Work Task.

General Repairs Maintenance: SR-1000787-0	🕂 Add To Bookmarks 📇 Print 😢 He
	×
(Instruction): To submit General Repairs Maintenance request, complete the form below then click Submit.	
B General	
Request ID SR-1000787 Status Active 4	
Request is for ^{- Me} Someone Etse	
* Requested For	
Requested By	
Net ID traininggenreq1	
Name GeneralRequestor, Training	
Work Phone	
Email	
Request Details	
If this is an emergency please call 911.	
For urgent Facilities issues such as a leak, drastic change in temperature, or power outage, please call Facilities Customer Service at 847-491-5201 (Evanston), or 312-503-8000 (Chicago).
 Building 2020 Ridge 	
Floor 02	
Room 00200	
Organization	
Service Requested Ceiling Tile	
Preferred Access Time Anytime	
I need to be present during your visit ?	

▼ INFORMATION

If you need assistance in creating a Service Request, please contact Facilities Customer Service at 847-491-5201 (Evanston) or 312-503-8000 (Chicago).