



REQUEST CENTRAL – ACCESS AND NAVIGATION

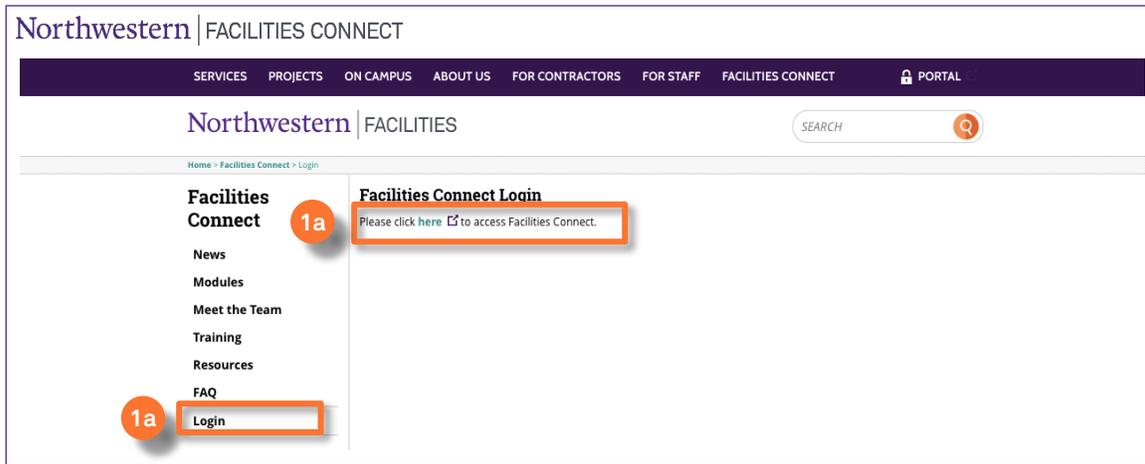
This job aid is intended to assist NU Facilities Service Requesters with access Facilities Connect Request Central through Facilities website and provide an overview of the Request Central Homepage.

DIRECTIONS:

1

Access Facilities Connect via the NU Facilities website: <https://www.northwestern.edu/fm/connect/>

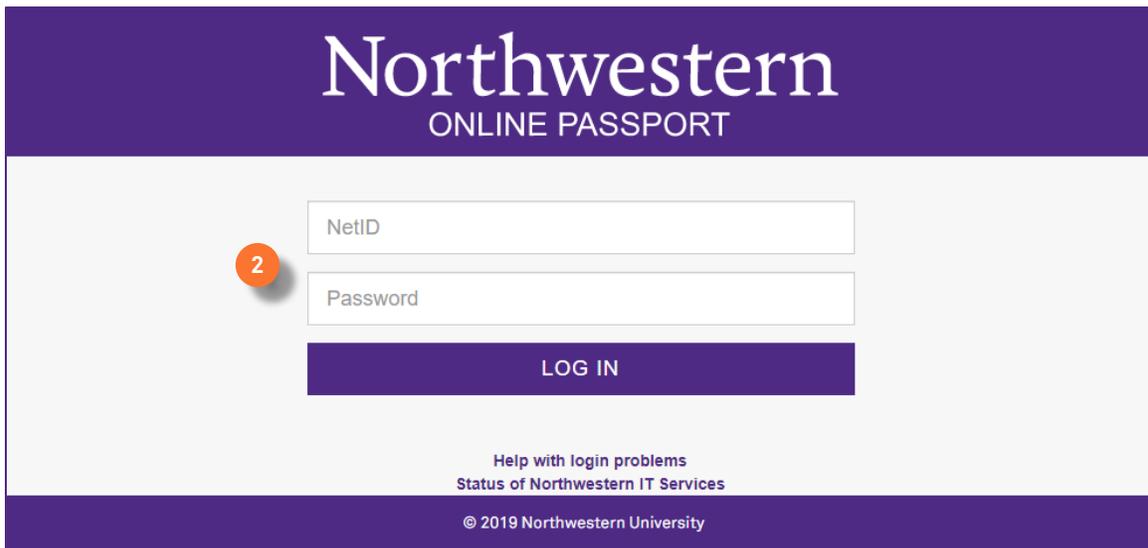
1a Locate the **Login** option



2

Access **Facilities Connect** through the Single Sign On portal:

2 To login, enter your **NetID** and **Password**





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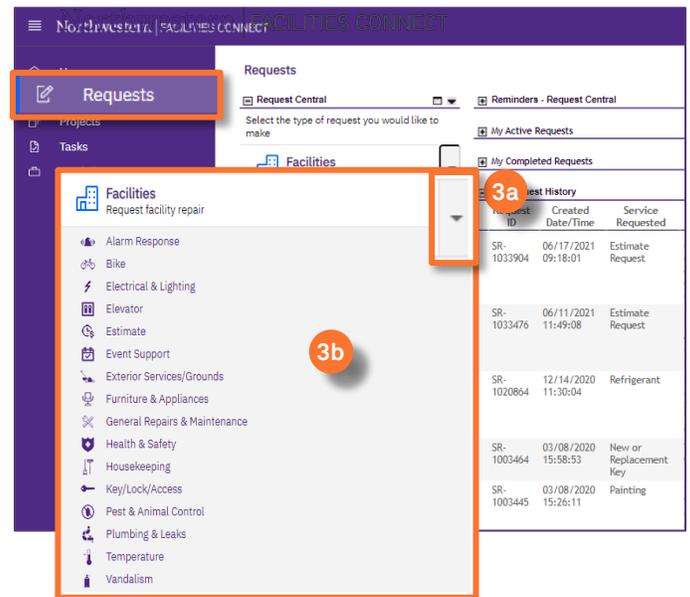
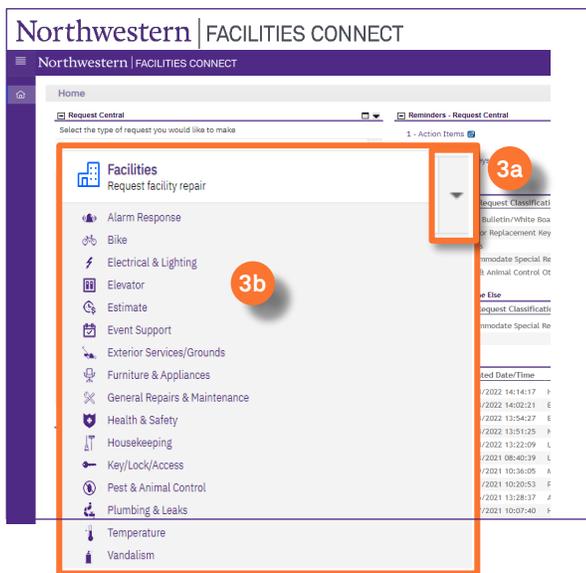
▼ INFORMATION

In Facilities Connect, NU Facilities Service Requests are entered through an easily accessible menu called **Request Central**. The placement of **Request Central** will depend on your Facilities Connect user type.

DIRECTIONS:

3 For most Facilities Connect Users, **Request Central** will appear on the **Facilities Connect Home Screen**.

For Facilities Connect users with expanded Facilities Management responsibilities, **Request Central** will appear within the **Requests Tab**.



3a Ensure the toggle arrow is pointing down to reveal the available **Request Categories**.

3b **Request Central**: Select from the menu of request categories to begin your Service Request.

▼ IMPORTANT

For a detailed walkthrough on how to submit a Service Request, please refer to the **Create a New Service Request** job aid, available on the Facilities Connect website.

For a complete list of the Request Categories and their definitions, please refer to the job aid **Request Class/ Service Class Listing**



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DIRECTIONS:

4 Facilities Connect Home Screen / Requests tab (as applicable)

4a Reminders: Locate information about your Service Requests.

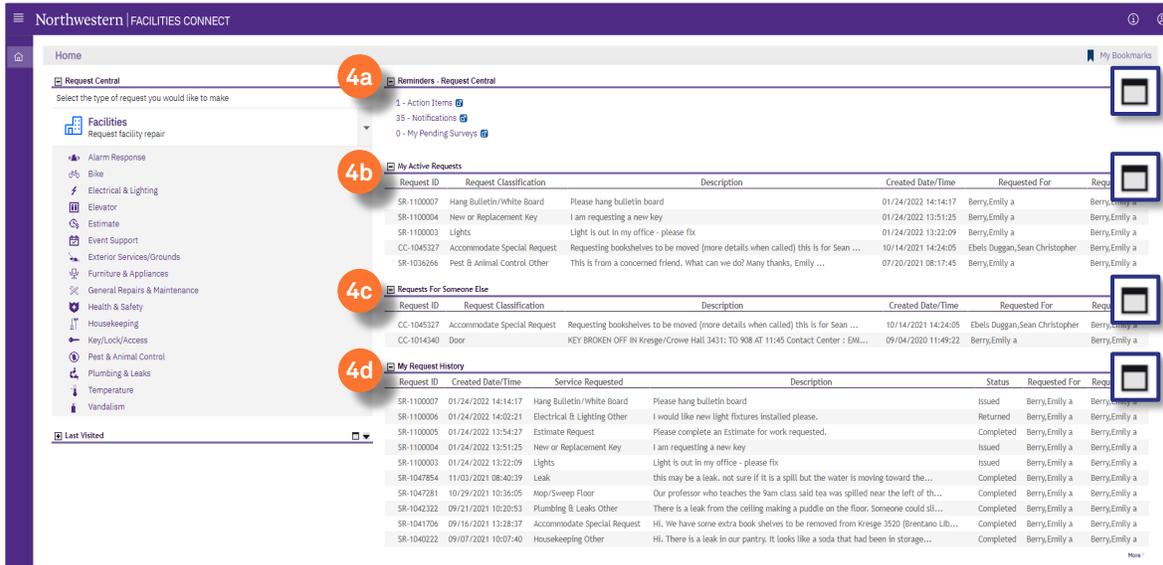
Action Items include any Service Requests that require your approval or attention.

Notifications include updates or alerts regarding active Service Requests.

4b My Active Requests: All presently active service requests that you have submitted.

4c Requests for Someone Else: All presently active requests that you have made on behalf of others.

4d My Request History: All services requests which are either pending approval or have been completed.



▼ TIP & TRICKS

Use the Maximize button to enlarge each section to full screen.



▼ INFORMATION

NU Facilities Customer Service Contact Information:

- Evanston Campus: 847-491-5201
- Chicago Campus: 312-503-8000
- Email: facilities@northwestern.edu