



# CREATE A NEW SERVICE REQUEST

Provides guidance for creating a new Service Request in Facilities Connect.

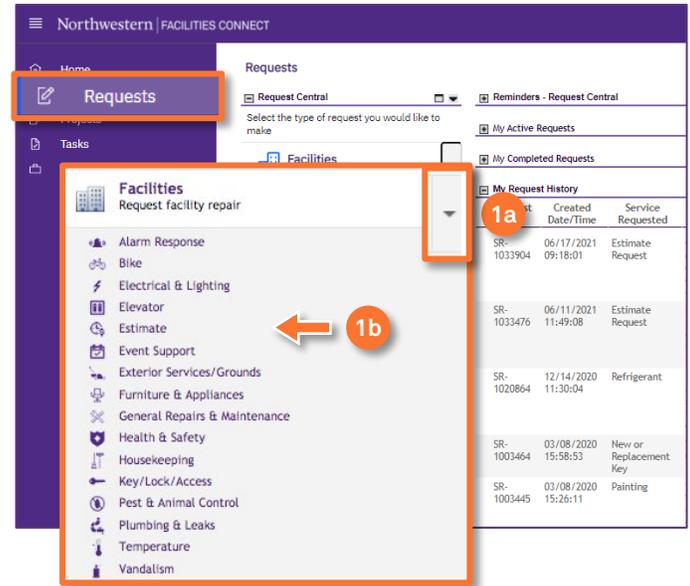
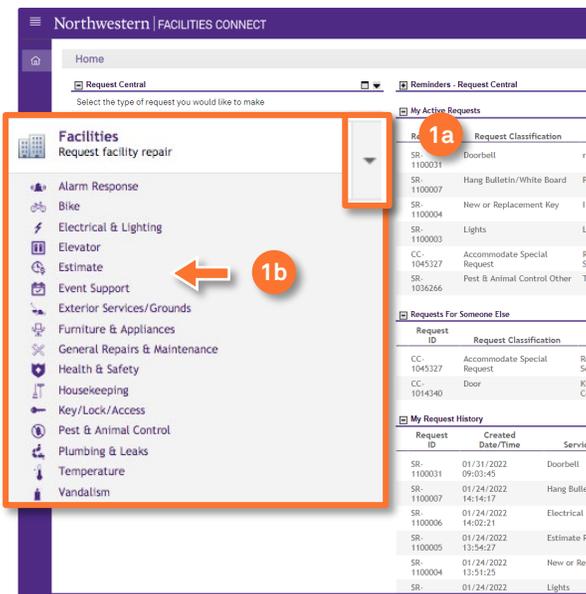
### GETTING STARTED

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:

**1** 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 Section**.



**1a** Ensure the toggle arrow is pointing down to reveal the available **Request Categories**.

**1b** Click on the **Request Category** that best reflects your request need.

### INFORMATION

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



# CREATE A NEW SERVICE REQUEST

## DIRECTIONS:

2

Upon clicking the **Service Request Form** will appear. To complete the form, fill in the required fields.

Northwestern | FACILITIES CONNECT

Electrical & Lighting

(Instruction): To submit an Electrical & Lighting request, complete the form below then click Submit.

Request is for:  Me  Someone Else

**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: Kresge/Crowe Hall  
Floor: 03  
Room: 03512  
Organization: Northwestern  
Preferred Access Time: [Dropdown]  
I need to be present during your visit?:  Yes  No

**Billing Type**

Service Request

Describe Your Request (Required)

Other Locations

Comments

Related Documents

Document Name	Document Description
No data to display	

Items per page: 10 | 0 of 0 items | 1 of 1 pages

Work Task

Submit

3

In the **Request is for** field:

3a

If the **Service Request** is for you click on the **Me** radio button.

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Electrical & Lighting

(Instruction): To submit an Electrical & Lighting request, complete the form below then click Submit.

Request is for:  Me  Someone Else



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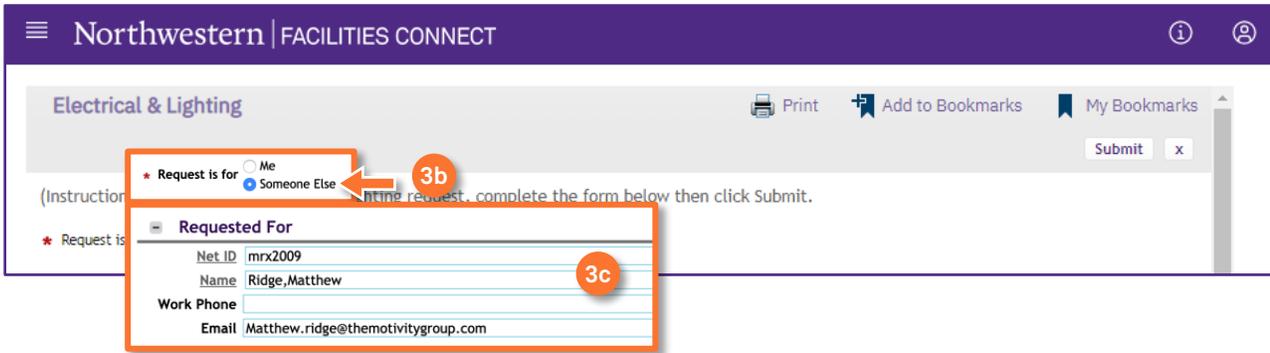
## DIRECTIONS:

**3** *Optional:* if the **Service Request** is for **Someone Else**:

**3b** Click on the **Someone Else** radio button.

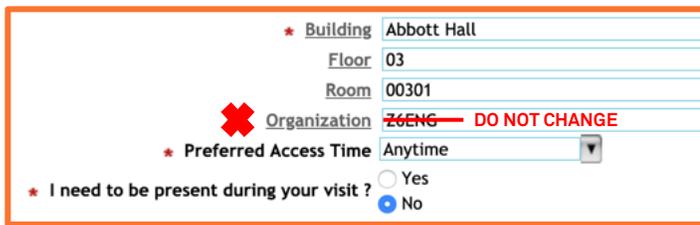
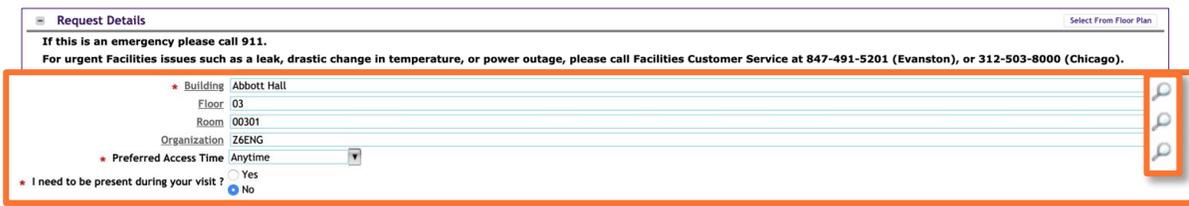
Upon clicking, the **Requested For** section will appear.

**3c** Fill in the details of the person you are creating the **Service Request** for.



**4** In the **Request Details** section:

**4a** Click on the **Search** buttons and select a **Building**, **Floor**, and **Room**.



### ▼ IMPORTANT

In the **Request Details** section, **Organization** will be pre-filled with the **Requestors Workgroup**. **DO NOT CHANGE IT!!!** Changing the **Organization** will cause routing and costing issues.

### ▼ INFORMATION

**Building** is the only required field for location. To ensure the **Service Request** is routed quickly add a **Floor** and **Room**. Be as specific as possible when entering to assist those completing the work.



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## DIRECTIONS:

**4** Request Details continued.

**4b** Click on the Preferred Access Time drop-down menu and select a timeframe.

**4c** Click on the Yes or No radio button to decide whether the Requestor needs to be present during the work.

\* Building Abbott Hall  
 Floor 03  
 Room 00301  
 \* Organization ~~ZoENG~~ DO NOT CHANGE  
 \* Preferred Access Time 

- Morning (00:00-11:59)
- Afternoon (12:00-16:59)
- Evening (17:00-23:59)
- Anytime

 \* I need to be present during your visit ?

\* Building Abbott Hall  
 Floor 03  
 Room 00301  
 \* Organization ~~ZoENG~~ DO NOT CHANGE  
 \* Preferred Access Time Anytime  
 \* I need to be present during your visit ?  Yes  No

**5** In the Service Request section:

**5** Click on the radio button for the Request Type that best reflects your specific issue.

Service Request

Name	Description
<input type="radio"/> Blue Light Emergency...	Report the light is out.
<input type="radio"/> Doorbell	Report doorbell issues or outages.
<input type="radio"/> Electrical & Lighting ...	Report any other electrical issues. Please be specific in the request. (Department Charge)
<input type="radio"/> Electrical Outlet	Report an electrical outlet that is not working.
<input type="radio"/> Emergency or Exit Lig...	Report inadequate or missing emergency or exit lighting.
<input type="radio"/> Extension Cord	Report a damaged/malfunctioning extension cord. Request a new extension cord.
<input type="radio"/> Lights	Report broken or malfunctioning lights.
<input type="radio"/> Power	Report power issues or outages.

### IMPORTANT

If the selected Request Category has a Billing Type of Non-Building, a Chartstring will be required to submit your request. Please see the Add a Chartstring to a Service Request job aid for more details.

### INFORMATION

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



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## DIRECTIONS:

**6** In the **Describe Your Request (Required)** section:

**6** Enter a detailed description of your request.

Describe Your Request (Required)

Ceiling lights are burned out.

**7** In the **Related Documents** section:

**7a** Click on the **Upload** button to add a photo or document to the **Service Request**.

Related Documents

0 total found

Document Name	Document Description
No data to display	

Upload

Upon clicking, the **Object Attachment Upload** pop-up will appear.

**7b** Drag a drop the file you wish to attach.

**7c** Click on the **Submit** button.

Object Attachment Upload

Document Management

Upload Multiple Files Single Upload

Number	Type	File Name	Size
1	PNG	Lights Out.png	542.8 kb

Drop Files Here

Select Multiple Files for Upload | **Submit**



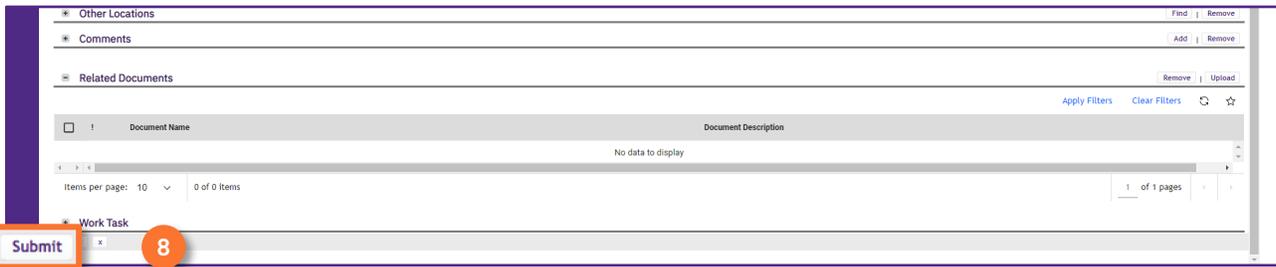
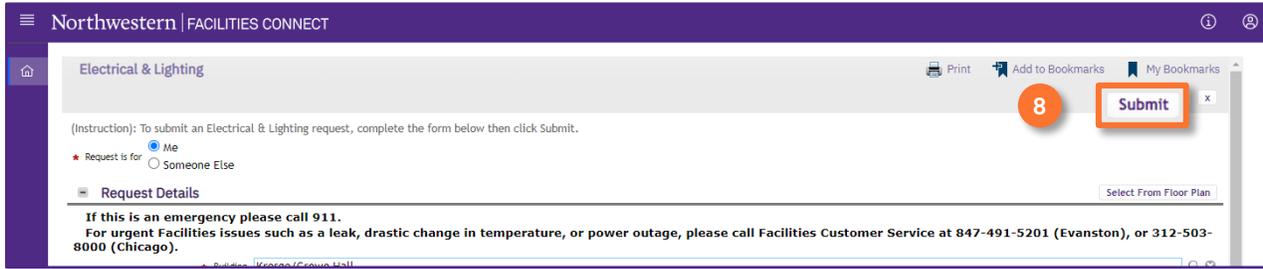
# CREATE A NEW SERVICE REQUEST

## DIRECTIONS:

8

Upon clicking, you will be returned to the **Service Request**. The added file will appear in the **Related Documents** section. Once all the required information is entered:

8 Click the **Submit** button (at either the top or bottom of the page).



### ▼ 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).