



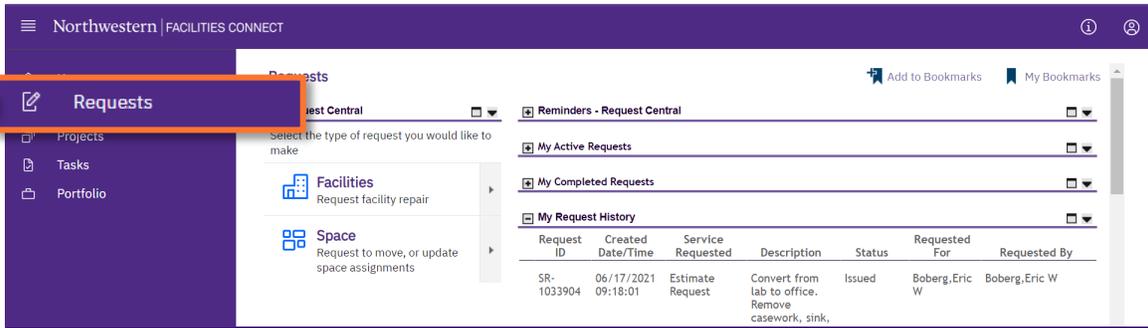
# VIEW WORK TASK DETAILS

Provides guidance locating and viewing Work Details in Facilities Connect.

## DIRECTIONS:

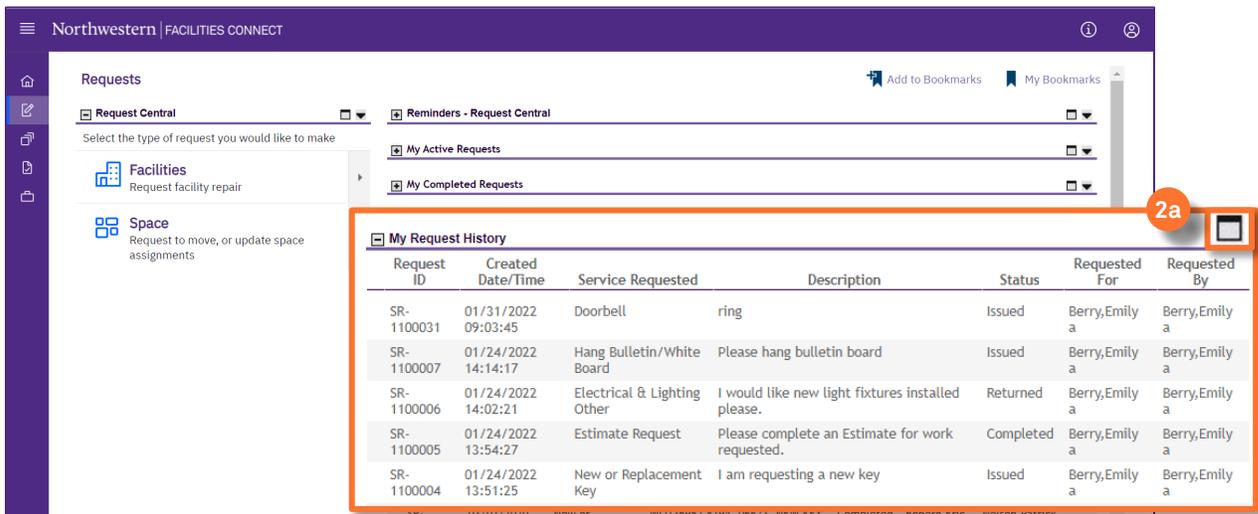
1 From the **Facilities Connect Home Screen**.

1 Click on the **Request** section.



2 From the Requests screen, locate the **My Request History** section:

2 Click on the **Maximize** button to open the full list.





# VIEW WORK TASK DETAILS

3 To search for a specific Service Request:

- 3a Use the **Search Fields** beneath the column headers to narrow down your search. Enter keywords into the white search fields and press the **Enter** key to search.
- 3b Once you locate the desired Service Request, click anywhere on the **Record** to open.

Request ID	Work Task ID	Request Status	Request Type	Request Classification
SR-1033904	06/17/2021 09:18:01	Estimate Request	Convert from lab to office, remove case...	Issued
SR-1033476	06/11/2021 11:49:08	Estimate Request	paint the walls, replace lights and carpet...	Completed
SR-1003214	03/07/2020 14:18:02	New or Replacement Key	WO736952 8794, 06523, NEW KEY (NOT...	Completed
SR-1003445	03/08/2020 15:26:11	Painting	***Parent CHPAINT WO735073 - PAINT ...	Completed

4 Upon clicking, the **Service Request Record** will open:

- 4a Scroll down to the Service Request Form and locate the **Work Task** section.
- 4a Click on **the Work Task Record** link to open.

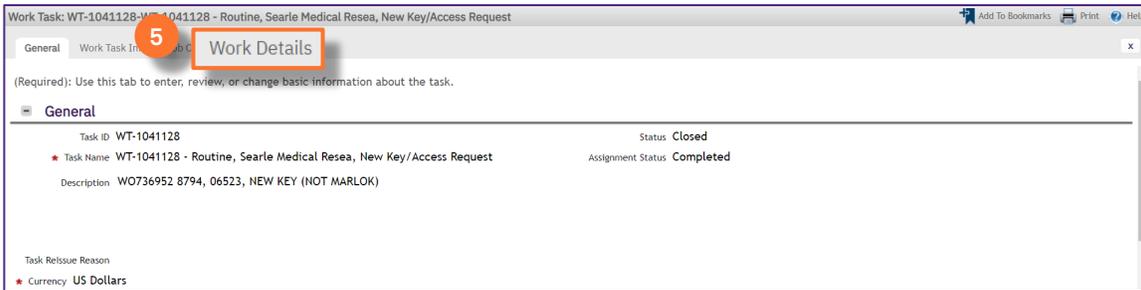
Task ID	Task Name	Created Date	Description	Status
WT-1041128	WT-1041128 - Routine, Searle Medical Resea, Ne...	03/08/2020 16:01:17	WO736952 8794, 06523, NEW KEY (NOT MARLOK)	Closed
WT-1041128	WT-1041128 - Routine, Searle Medical Resea, Ne...	03/08/2020 16:01:17	WO736952 8794, 06523, NEW KEY (NOT MARLOK)	Closed



## VIEW WORK TASK DETAILS

5 Upon clicking, the **Work Task Record** will open:

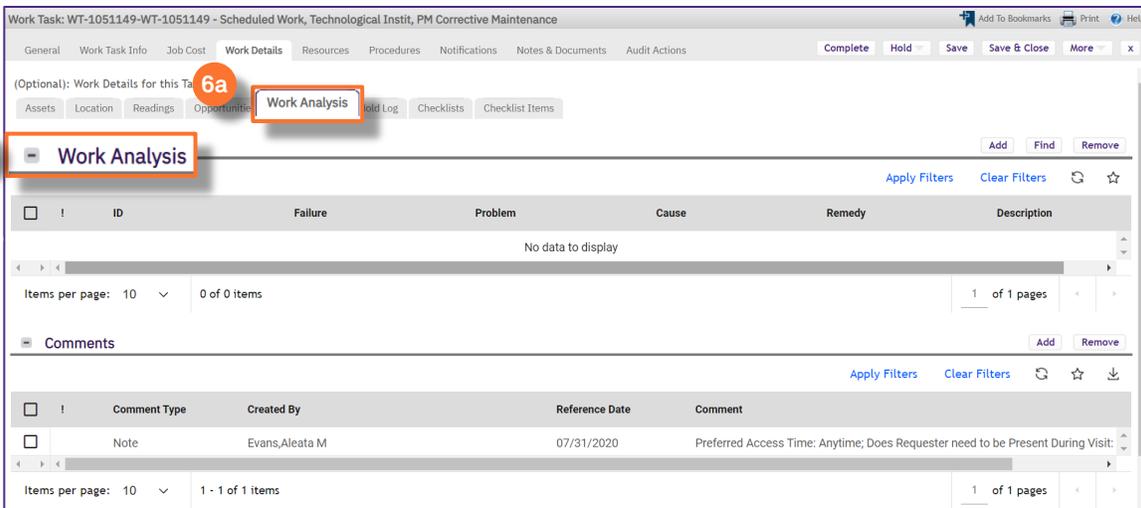
5 Locate and click on the **Work Details** tab.



6 From the Work Details tab:

6a Locate and click on the Work Analysis sub-tab.

6b Click on the Work Analysis Record(s) contained in this section to view the issue resolution details recorded by NU Facilities technicians.



### ▼ INFORMATION

**Work Analysis Records** contain information on the **Failure(s)**, **Problem(s)**, **Cause(s)**, and **Remedies** encountered on the work task, as well as a detailed description of the work completed to resolve the issue.



## VIEW WORK TASK DETAILS

7 Next, click on the **Notes & Documents** tab:

7a View **Comments** entered by the technicians assigned to the Work Task.

Comment Type	Created By	Reference Date	Comment
Note	Evans, Aleata M	07/31/2020	Preferred Access Time: Anytime; Does Requester need to be Present During Visit...

**INFORMATION**  
The **Comments** section contains details and notations recorded by NU Facilities technicians while performing the work task.

7b View any Related Documents associated to the Work Task.

Document Name	Document Description
No data to display	

**INFORMATION**  
The **Related Documents** section contains attached files (e.g. photos, estimates, procedures, etc.) associated with the work task.