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.
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.

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

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

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

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

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

**INFORMATION**

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

**INFORMATION**

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