VIEW WORK DETAILS
Provides guidance for locating and viewing Work Details in Facilities Connect.

▼ GETTING STARTED
This job guide begins on the Facilities Connect Requests tab (in the My Request History section).

DIRECTIONS:

1. From the Facilities Connect Home screen:
   1. Click on the Requests tab.

2. From the Requests tab, locate the My Request History section:
   2. Click on the Maximize button to open the full list.
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DIRECTIONS:

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 a Service Request, click anywhere on the Record to open.

4. Upon clicking, the Service Request will appear.
   4a. Scroll down the Service Request Form and locate the Work Task section.
   4b. Click on the Work Task Record link to open.
DIRECTIONS:

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 Next, the **Work Analysis** section will appear. Click on the **Work Analysis Record(s)** contained in this section to view 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.
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DIRECTIONS:

Continued. In the **Comment** section:

6c View **Comments** entered by the technicians assigned to the work task.

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

Next, in the **Related Documents** section:

6d View any **Related Documents** associated with the work task.

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