CUSTOMER SERVICE REQUESTS > MANAGE REQUESTS

Provides guidance for locating and navigating the Requests > Manage Requests sub-tab in Facilities Connect.

### GETTING STARTED

`Manage Requests` is accessible from within the `Requests` tab – for instructions on accessing the Requests tab, please refer to Customer Service: Requests Tab job aid.

### DIRECTIONS:

1. **From the Requests tab:**
   - Locate and click on the `Manage Requests` sub-tab appearing in the menu bar immediately below.

2. **In addition to sections also contained on the Requests tab, you may also access the following additional sections:**
   - **Performance Metrics – Manage Requests:** Provides access to performance reporting (not currently used).
   - **Requests Pending Approval:** Provides a list of any Service Requests that you have submitted which are currently pending chartstring approval.
DIRECTIONS:

To quickly search Service Requests based on **Request Class**, select the drop-down arrow under the **Manage Requests** sub-tab:

Select the **Request Class** you which to view. A filtered report for the selected **Request Class** (below) will then appear for your review and additional filtering.

▶ **TIP & TRICKS**

Use the column search and filter options to narrow your search for specific Service Requests.