SEARCH ALL SERVICE REQUESTS

Provides guidance on locating and searching all Service Requests in Facilities Connect Desktop.

▼ INFORMATION

There are other routes to locate the All Service Requests section. The below route demonstrates the most optimal path to locate and search for current and past Service Requests. The reverse side of this job aid demos the best practice sorting and searching features for locating and searching All Service Requests. It is recommended to follow these steps for more consistent results.

DIRECTIONS:

1. From the Facilities Connect Main Menu:
   1. Click on the Request tab.

   ![Screenshot of the Request tab in Facilities Connect]

2. From the Facilities Connect Main Menu:
   2a. Scroll to the bottom of the page and locate the All Service Requests section.
   2b. Click the Maximize button.

   ![Screenshot of the All Service Requests section in Facilities Connect]
DIRECTIONS:

3 From the maximized All Service Requests section:

3a Utilize the sorting and search features to locate a Service Request.

3b Click on any column header label to toggle sort order (ascending and descending).

** In this example we’re clicking on the Work Task ID to sort in ascending and descending order

INFORMATION

The list’s default sort setting is in descending order (i.e. newest first). Clicking on the column header changes sorting to ascending order (i.e. oldest first). Clicking the column header a second time returns to the default setting.
**DIRECTIONS:**

3 Type a keyword into the search field to narrow the search results.

**TIP & TRICKS**

Layering filters will only search within the parameters of the previous results. Use the Clear Filters button before conducting new searches.

4 Once you have located the desired Service Request:

4 Click on any field to open the Service Request.
Upon clicking, the Service Request Detail will open. In order to access an associated Work Task (if applicable):

5a Scroll to the bottom of the Service Request detail and locate the Work Task section.

5b Click anywhere on the Work Task record to open and review.