CREATE A NEW SERVICE REQUEST

Provides guidance for creating a new Service Request in Facilities Connect.

▼ GETTING STARTED

In Facilities Connect, NU Facilities Service Requests are entered through an easily accessible menu called Request Central. The placement of Request Central will depend on your Facilities Connect user type.

DIRECTIONS:

1 For most Facilities Connect Users, Request Central will appear on the Facilities Connect Home Screen.

   Ensure the toggle arrow is pointing down to reveal the available Request Categories.

   Click on the Request Category that best reflects your request need.

For Facilities Connect users with expanded Facilities Management responsibilities, Request Central will appear within the Requests Section.

   For a complete list of the Request Categories and their definitions, please refer to the job aid Service Request Category / Type Class Listing.
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DIRECTIONS:

2 Upon clicking the Service Request Form will appear. To complete the form, fill in the required fields.

3 In the Request is for field:

3a If the Service Request is for you click on the Me radio button.
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DIRECTIONS:

1. **Optional:** if the Service Request is for Someone Else:

3b. Click on the Someone Else radio button.

Upon clicking, the Requested For section will appear.

3c. Fill in the details of the person you are creating the Service Request for.

4. In the Request Details section:

4a. Click on the Search buttons and select a Building, Floor, and Room.

**IMPORTANT**

In the Request Details section, Organization will be pre-filled with the Requestors Workgroup. DO NOT CHANGE IT!!! Changing the Organization will cause routing and costing issues.

**INFORMATION**

Building is the only required field for location. To ensure the Service Request is routed quickly add a Floor and Room. Be as specific as possible when entering to assist those completing the work.
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DIRECTIONS:

4 Request Details continued.

4b Click on the Preferred Access Time drop-down menu and select a timeframe.

4c Click on the Yes or No radio button to decide whether the Requestor needs to be present during the work.

In the Service Request section:

5 Click on the radio button for the Request Type that best reflects your specific issue.

IMPORTANT

If the selected Request Category has a Billing Type of Non-Building, a Chartstring will be required to submit your request. Please see the Add a Chartstring to a Service Request job aid for more details.

INFORMATION

For a complete list of the Request Categories and their definitions, please refer to the job aid Service Request Category / Type Class Listing.
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DIRECTIONS:

6 In the Describe Your Request (Required) section:

6 Enter a detailed description of your request.

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Ceiling lights are burned out.
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7 In the Related Documents section:

7a Click on the Upload button to add a photo or document to the Service Request.

Upon clicking, the Object Attachment Upload pop-up will appear.

7b Drag a drop the file you wish to attach.

7c Click on the Submit button.
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**DIRECTIONS:**

1. Upon clicking, you will be returned to the Service Request. The added file will appear in the Related Documents section. Once all the required information is entered:

2. Click the Submit button (at either the top or bottom of the page).

*INFORMATION*

If you need assistance in creating a Service Request, please contact Facilities Customer Service at 847-491-5201 (Evanston) or 312-503-8000 (Chicago).