FIND THE STATUS OF AN ACTIVE SERVICE REQUEST

Provides guidance for locating the status of an existing Service Requests in Facilities Connect.

DIRECTIONS:

1 Locate the My Active Requests section on the Facilities Connect Home Screen (most users) or on the Requests screen (users with expanded Facilities Management responsibilities).

   1 Click on the Maximize button to open the full list.

2 To search for a specific Service Request:

   2a Use the Search Fields (beneath each of the column headers) to narrow down your search. Enter keywords into the white search fields and press the Enter key to search.

   2b Once you locate the desired Service Request, click anywhere on the Service Request Record to open.
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3 In the **Service Request Record**:
   - 3a In the General section, locate the **Status** of the Service Request.
   - 3b Scroll to the bottom of the record and click on the **Work Task Record** to open it.

4 From the **Work Task Record**:
   - 4 In the General section, locate the **Status** of the Work Task.

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**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).