SEARCH FOR A SERVICE REQUEST

Provides guidance for locating Service Requests in Facilities Connect.

DIRECTIONS:

1. If you are looking for an Active Service Request:
   1a. Locate the My Active Requests section on the Facilities Connect home screen (most users) or on the Requests Tab (users with expanded FM responsibilities).
   1b. Click on the Maximize button to open the full screen list.

2. To search for a specific Service Request:
   2a. 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.
   2b. Once you locate a Service Request, click anywhere on the Record to open.
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DIRECTIONS:

3 If you are looking for a Service Request, that is either Pending Approval (Review in Progress); Returned (Not Approved); or is no longer active;
   3a Locate the My Request History section.
   3b Click on the Maximize button to open the full list.

To search for a specific Service Request:
4a 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.
4b Once you locate a Service Request, click anywhere on the Record to open.