MODIFY OR CANCEL A SERVICE REQUEST

Provides guidance for initiating Service Request modification(s) or cancelation.

DIRECTIONS:

1. Locate the **My Active Requests** section on the Facilities Connect **Home Screen** (most users) or on the **Requests** tab (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 On the new Record window, locate the Request ID number.

4 Contact Customer Service and provide the Request ID - they will be able to modify or cancel the active Service Request on your behalf.

Evanston Campus: 847-491-5201  
Chicago Campus: 312-503-8000  
Email: facilities@northwestern.edu