



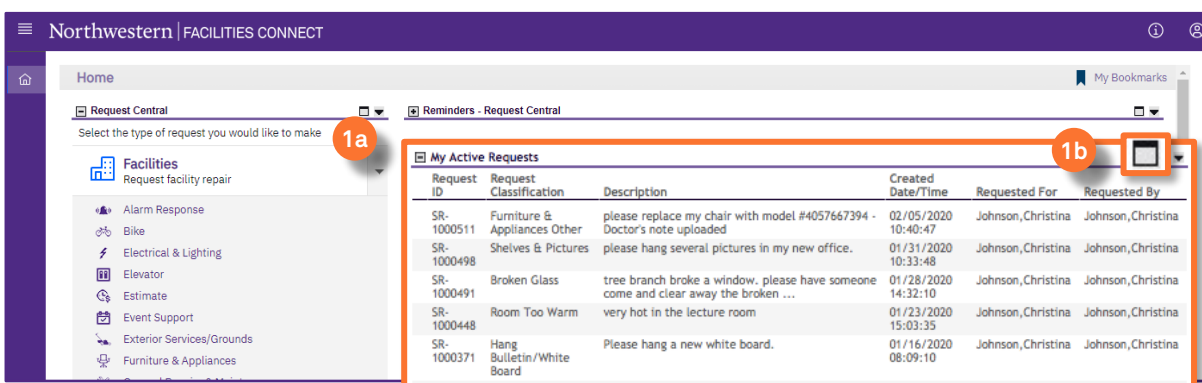
SEARCH FOR A SERVICE REQUEST

Provides guidance for locating Service Requests in Facilities Connect.

DIRECTIONS:

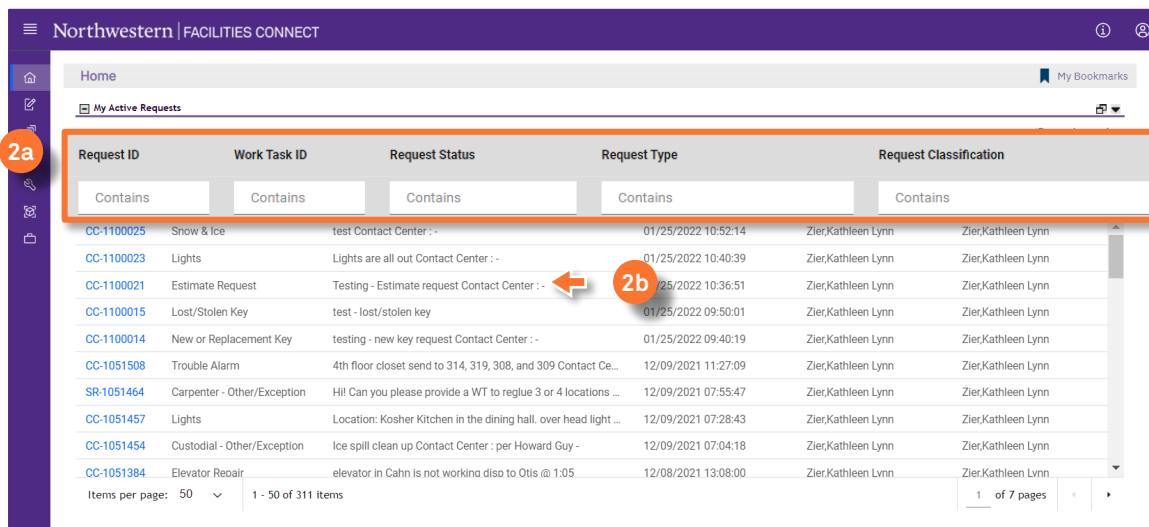
1 If you are looking for an **Active Service Request**:

- 1a** Locate the **My Active Requests** section on the Facilities Connect home screen (most users) or on the Requests screen (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.





SEARCH FOR A SERVICE REQUEST

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for a **Service Request**, that is either **Pending Approval** (Review in Progress); **Returned** (Not Approved); or is no longer active;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.

Request ID	Created Date/Time	Service Requested	Description	Status	Requested For	Requested By
SR-1000512	02/05/2020 10:47:04	Painting	please paint my office a happy color	Returned	Johnson, Christina	Johnson, Christina
SR-1000511	02/05/2020 10:40:47	Furniture & Appliances Other	please replace my chair with model #4057667394 - Doctor's note uploaded	Issued	Johnson, Christina	Johnson, Christina
SR-1000498	01/31/2020 10:33:48	Shelves & Pictures	please hang several pictures in my new office.	Issued	Johnson, Christina	Johnson, Christina
SR-1000491	01/28/2020 14:32:10	Broken Glass	tree branch broke a window. please have someone come and clear away the broken ...	Issued	Johnson, Christina	Johnson, Christina
SR-1000448	01/23/2020 15:03:35	Room Too Warm	very hot in the lecture room	Issued	Johnson, Christina	Johnson, Christina
SR-1000371	01/16/2020 08:09:10	Hang Bulletin/White Board	Please hang a new white board.	Issued	Johnson, Christina	Johnson, Christina

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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.

Request ID	Work Task ID	Request Status	Request Type	Request Classification
SR-1046288	10/22/2021 13:32:32	Engineer - Other/Exception	Can you please create a WT for Paul? 624 Coffa...	Completed
SR-1044259	10/05/2021 14:20:28	Risk/Facilities Other	Hi! Can you please provide a monthly reoccurin...	Issued
SR-1043752	09/30/2021 15:27:30	Locksmith - Other/Exception	This Ticket is for B... Shop and Paint Lo...	Issued
SR-1043730	09/30/2021 14:17:08	Carpenter - Other/Exception	shutdown exterior kitchen/grill for service Wed...	Issued
SR-1043683	09/30/2021 11:19:33	Carpenter - Other/Exception	Per 357, in the fire pump room, Fill conduit w/ c...	Issued
SR-1043643	09/30/2021 09:26:05	DDC - Other/Exception	Hello 333 in Frances Searle on Tuesday/Saturda...	Completed
SR-1043250	09/27/2021 15:35:24	Custodial - Other/Exception	We will need two large trash cans to be placed ...	Issued
SR-1041458	09/15/2021 11:06:31	DDC - Other/Exception	per 728 - pressure issue send to 783	Completed
SR-1040437	09/08/2021 12:07:08	Lights	Outside lights facing the sign, (left side) lights a...	Completed
SR-1039055	08/24/2021 14:14:43	Risk/Facilities Other	Hi! Can you please provide a monthly reoccurin...	Completed