



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** tab (users with expanded Facilities Management responsibilities).

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

The screenshot shows the Northwestern Facilities Connect Home screen. On the left is a sidebar with various request categories. The main area displays the 'My Active Requests' section, which is highlighted with a red box. A red circle with the number 1 points to the maximize button in the top right corner of the 'My Active Requests' section.

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

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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.

The screenshot shows the Northwestern Facilities Connect Home screen with the 'My Active Requests' table. A red box highlights the search fields under the 'Request ID', 'Request Classification', and 'Description' columns. A red circle with the number 2a points to the search fields. A red circle with the number 2b points to a row in the table, indicating the Service Request Record to click.

Request ID	Request Classification	Description	Created Date/Time	Requested For	Requested By
SR-1000788	Floor Repair	Floor tiles are damaged and some are missing.	10/24/2019 10:13:59	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000787	Ceiling Tile	Ceiling tile is broken.	10/24/2019 09:49:01	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000785	Estimate Request	Please estimate	10/23/2019 14:42:50	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000770	Broken Glass	mnhbbjbbn	10/20/2019 22:47:27	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000766	Estimate Request	I need an estimate for a new heating unit.	10/17/2019 10:03:48	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000765	Estimate Request	I need an estimate for a new heating unit.	10/17/2019 09:51:58	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000748	Room Too Cold	Now that it is cold out side... please crank up the heat.	10/16/2019 09:25:20	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000674	Ceiling Tile	Ceiling and tiles are damaged. There is exposed wiring.	10/08/2019 09:01:13	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000673	Electrical Outlet	Electrical outlet is dead.	10/08/2019 08:56:06	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000632	Hang Bulletin/White Board	I would like a new whiteboard to be mounted on the wall.	09/27/2019 10:52:18	GeneralRequestor.Training	GeneralRequestor.Training
SR-1000631	Room Too Cold	This room is too cold...please fix.	09/27/2019 10:41:15	GeneralRequestor.Training	GeneralRequestor.Training



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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.

General Repairs Maintenance: SR-1000787-0

(Instruction): To submit General Repairs Maintenance request, complete the form below then click Submit.

General

Request ID SR-1000787

Status **Active** 3a

Request is for: Me Someone Else

Comments

1 total found

Comment Type	Created By	Reference Date	Comment
Conversation	GeneralRequestor, Training	10/24/2019	reported to on-site tech. See photo of tech

Upload documents, pictures, emails, etc. to help aid in the completion of your work request

Related Documents

1 total found

Document Name	Document Description
BHS_2002.jpg	

Work Task 3b

1 total found

Task ID	Task Name	Created Date Time	Description	Status	Total Time Log Hours
WT-1028553	Work Task Template - Corrective Maintenance - Routine-Ceiling Tile	10/24/2019 15:05:11	Ceiling tile is broken.	Active	0

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From the **Work Task Record**:

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

General Repairs Maintenance: SR-1000787-0

(Instruction): To submit General Repairs Maintenance request, complete the form below then click Submit.

General

Request ID SR-1000787

Status **Active** 4

Request is for: Me Someone Else

Requested For

Requested By

Net ID traininggenreq1

Name GeneralRequestor, Training

Work Phone

Email

Request Details

If this is an emergency please call 911.

For urgent Facilities issues such as a leak, drastic change in temperature, or power outage, please call Facilities Customer Service at 847-491-5201 (Evanston), or 312-503-8000 (Chicago).

Building 2020 Ridge

Floor 02

Room 00200

Organization

Service Requested Ceiling Tile

Preferred Access Time Anytime

I need to be present during your visit? Yes No

▼ 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).