



SUPERVISOR

ACCESS & NAVIGATION: REQUESTS SCREEN

Provides guidance for locating and navigating the Request Screen in Facilities Connect.

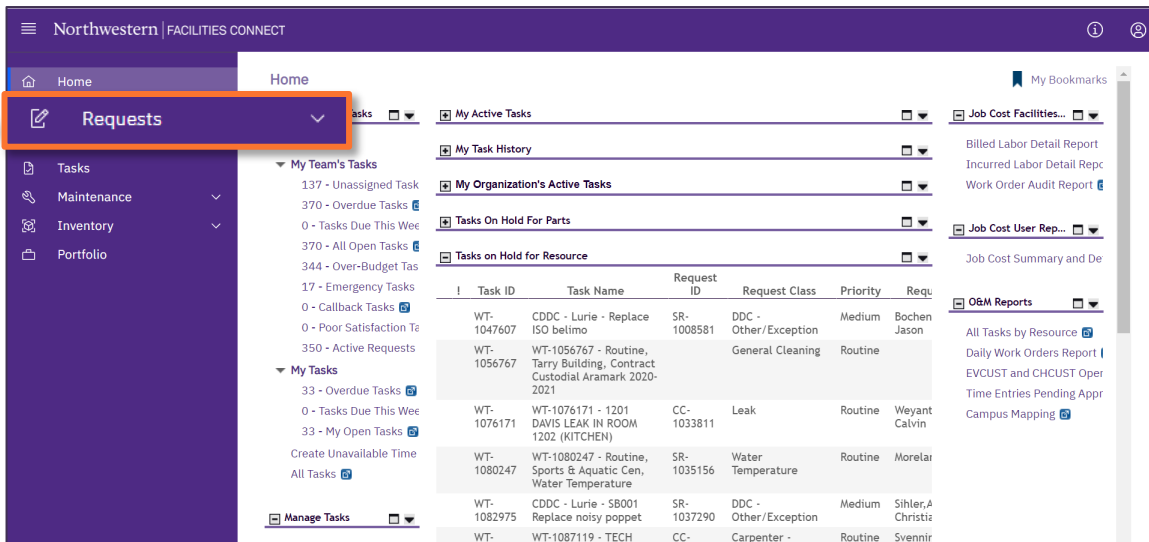
▼ GETTING STARTED

The **Request** screen is located on the **Home** Screen. For instructions on logging into Facilities Connect, please refer to **Supervisor: FC Access and Home Screen**.

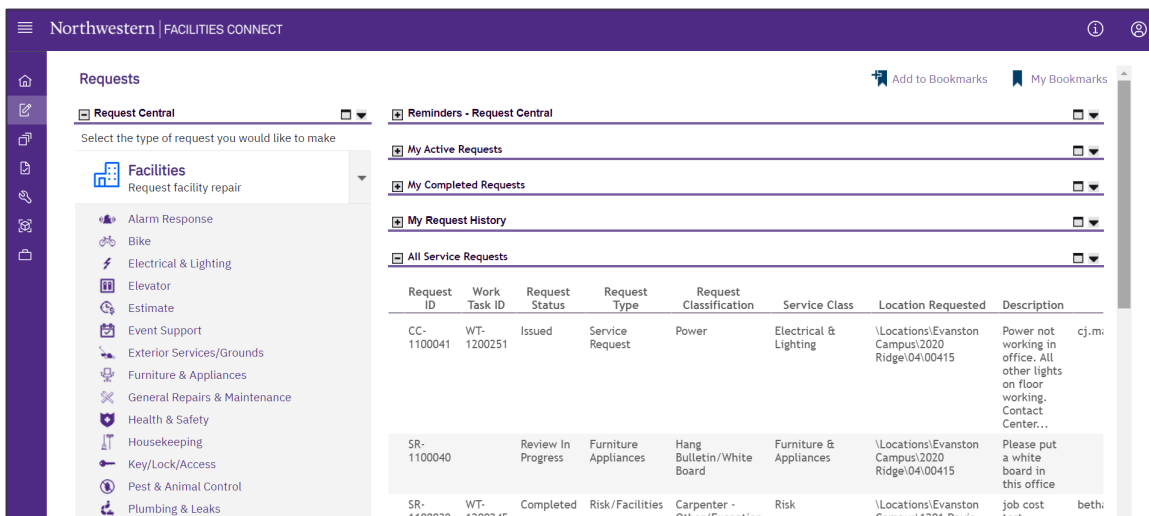
DIRECTIONS:

1 From the **Facilities Connect** home screen:

1 Click on the **Requests** tab.



2 The **Requests** screen includes the similar sections as the **Home** screen, with two additional sections.





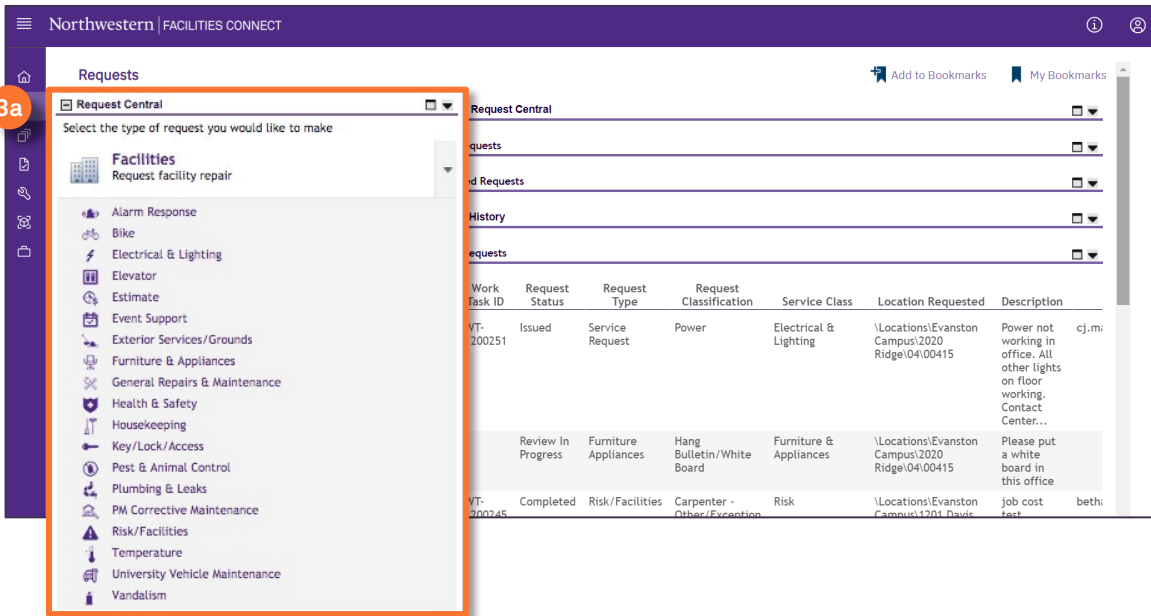
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DIRECTIONS:

3 The Requests screen includes the following major sections:

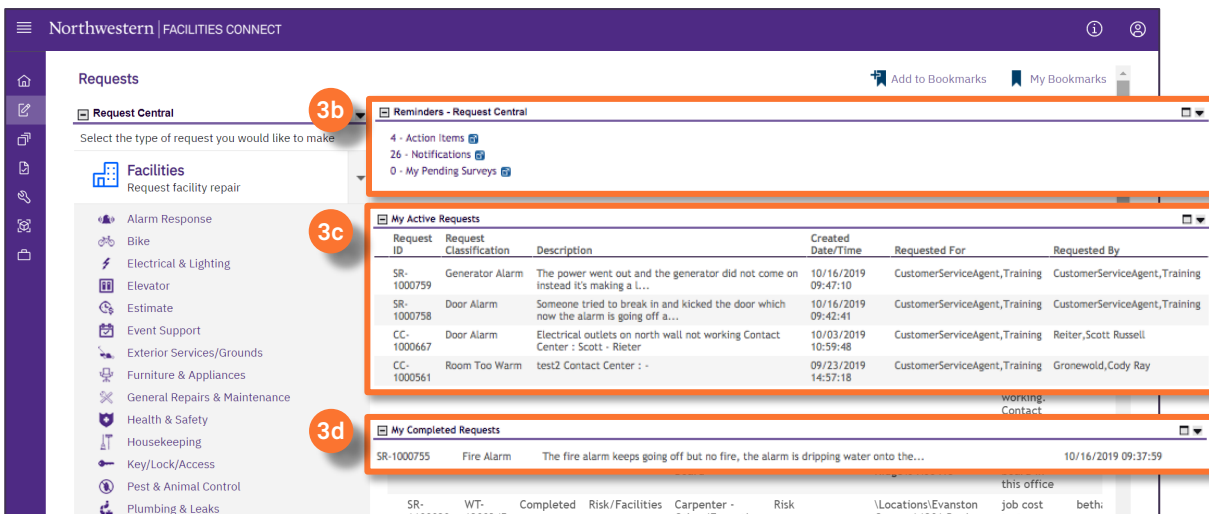
3a Request Central: Portal for initiating new Service Requests



3b Reminders: Request Central: Action Items or Notifications pertaining to personal Service Requests.

3c My Active Requests: All active Service Requests that you have submitted.

3d My Completed Requests: All personal Service Requests that have been completed.





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DIRECTIONS:

3

CONTINUED:

- 3e My Request History:** All Service Requests (submitted by you) which are either completed or are pending approval.
- 3f All Service Requests:** Full list of all Service Requests no matter who submitted them.

3e My Request History

Request ID	Created Date/Time	Service Requested	Description	Status	Requested For	Requested By
CC-1000561	09/23/2019 14:57:18	Room Too Warm	test2 Contact Center : -	Issued	CustomerServiceAgent, Training	Gronewold, Cody Ray
CC-1000667	10/03/2019 10:59:48	Door Alarm	Electrical outlets on north wall not working Contact Center : Scott - Rieter	Issued	CustomerServiceAgent, Training	Reiter, Scott Russell
SR-1000755	10/16/2019 09:37:59	Fire Alarm	The fire alarm keeps going off but no fire, the alarm is dripping water onto the...	Completed	CustomerServiceAgent, Training	CustomerServiceAgent, Training
SR-1000758	10/16/2019 09:42:41	Door Alarm	Someone tried to break in and kicked the door which now the alarm is going off a...	Issued	CustomerServiceAgent, Training	CustomerServiceAgent, Training
SR-1000759	10/16/2019 09:47:10	Generator Alarm	The power went out and the generator did not come on instead it's making a l...	Issued	CustomerServiceAgent, Training	CustomerServiceAgent, Training

3f All Service Requests

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Location Requested	Description	Requested By Email	Requested By Lookup
SR-1000838	WT-1028691	Issued	Service Request	Appliances (Lab)	\Locations\Evanston Campus\Cresap Lab.	OPS.SYS.CC.ADD.066 Contact Center : -	s-trackman@northwestern.edu	Trackman, Scott C
SR-1000837	WT-1028690	Issued	Alarm Response	Fire Alarm	\Locations\Evanston Campus\Ryan Center	test	anthony.ndungu@northwestern.edu	Ndungu, Anthony
SR-1000836	WT-1028689	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\2020 Ridge\04\00404	Hanging chad .. please fix		GeneralRequestor, Trai
SR-1000835	WT-1028688	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\Swift Hall\Annex	This time I'll attach the photo	s-trackman@northwestern.edu	cstGeneralRequestor1,
SR-1000834	WT-1028687	Issued	General Repairs Maintenance	Ceiling Tile	\Locations\Evanston Campus\Technological Instit	Can I see the photo	s-trackman@northwestern.edu	cstGeneralRequestor1,
SR-1000834	WT-1028687	Issued	Bike	Bike Other	\Locations\Evanston Campus\University Hall	Can I see the Photo.	g-renfrow@northwestern.edu	cstServTech_C_CARPE Carpenter