CREATE A NEW SERVICE REQUEST

Provides guidance on how to create a new Service Request in Facilities Connect.

GETTING STARTED

In Facilities Connect, NU Facilities Service Requests are entered through an easily accessible menu called Request Central. The placement of Request Central will depend on your Facilities Connect user type.

DIRECTIONS:

1 For most Facilities Connect Users, Request Central will appear on the Facilities Connect Home Screen.

   1a Ensure the toggle arrow is pointing down to reveal the available Request Categories.

   1b Click on the Request Category that best reflects your request need, this will launch the Request Form.

   For Facilities Connect users with expanded Facilities Management responsibilities, Request Central will appear within the Requests Tab.

   1a Ensure the toggle arrow is pointing down to reveal the available Request Categories.

   1b Click on the Request Category that best reflects your request need, this will launch the Request Form.

INFORMATION

For a complete list of the Request Categories and their definitions, please refer to the job aid Service Request Category / Type Class Listing.
Complete the Service Request Form by populating the following fields:

2a Requested For – Indicate if the request is for you or for someone else. If it is for Someone Else, an additional section will appear to enter their information.

2b Location Details – Provide building (required), floor, and/or room location of your request. Use the individual Search Buttons (to the right of the fields) or the Select from Floor Plan option to help find the desired location. As applicable to your request, please be as specific as possible.

2c Preferred Access Time – Indicate your preferred time period for a Technician to work on the issue. If you do not have a preference, please select the Anytime option.

2d Presence – Indicate whether or not you need to be present when a Technician arrives at the location.

2e Service Request Type – Select the request type that best reflects your specific issue.

2f Describe Your Request – Provide a full and detailed description of your issue. Make sure to include all the specific details that will help the Technician solve the issue.

2g Related Documents – If you have any photos and/or supporting documents to include with your request, click on the Upload button.

▼ IMPORTANT ▼
If the selected Request Category has a Billing Type of ‘Non-Building’, a Chartstring will be required to submit your request. Please see the Add a Chartstring to a Service Request job aid for more details.
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When all the required information is entered and complete:

- Click the **Submit** button (at either the top or bottom of the page).

**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).