



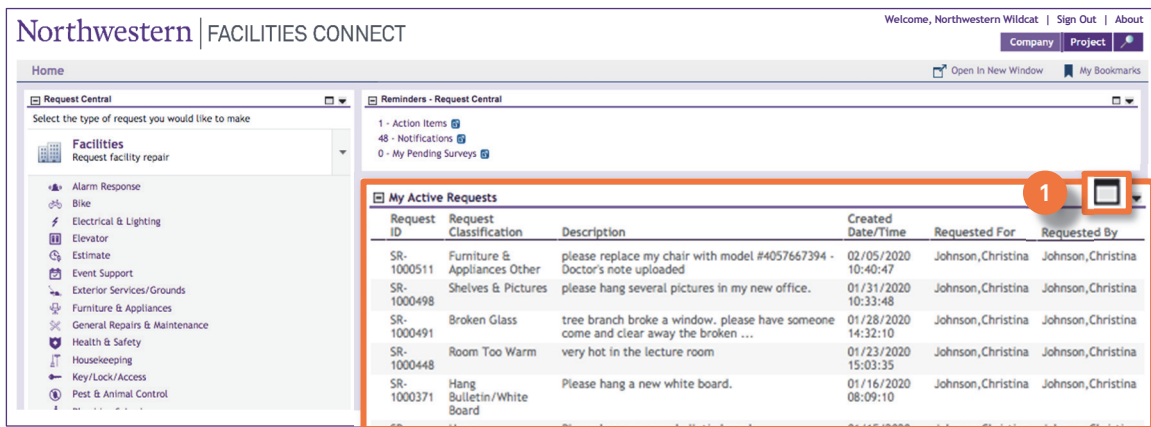
# FIND THE STATUS OF AN ACTIVE SERVICE REQUEST

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).

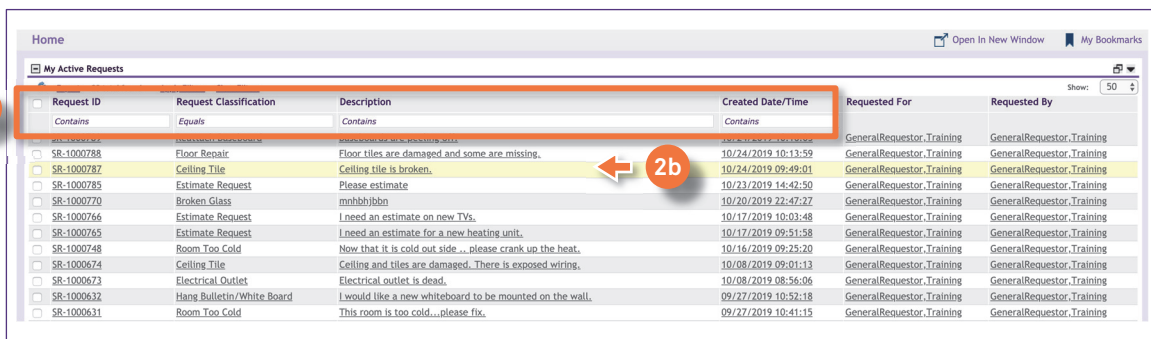
**1** Click on the **Maximize** button to open the full list.



**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.

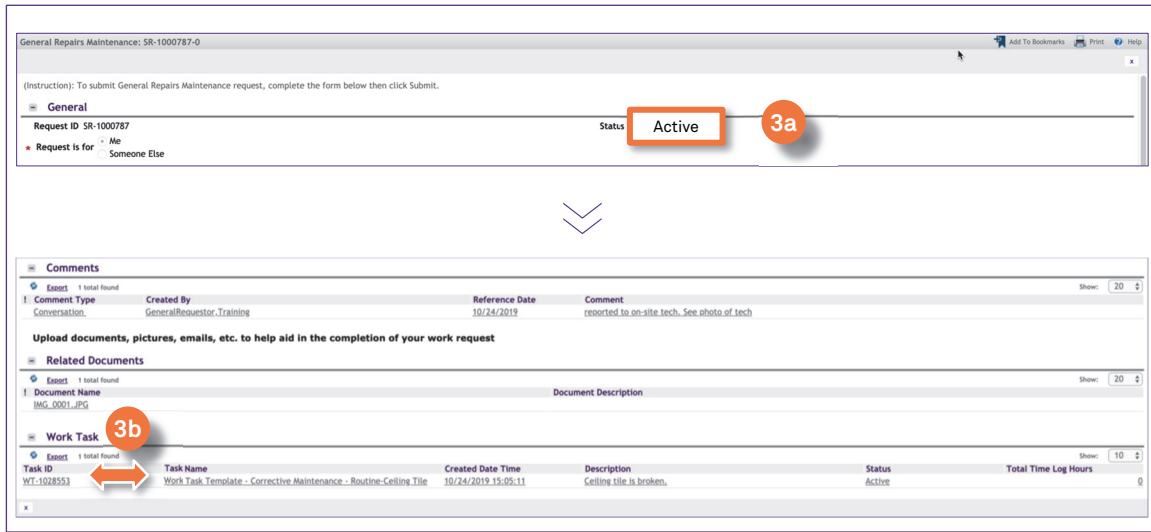




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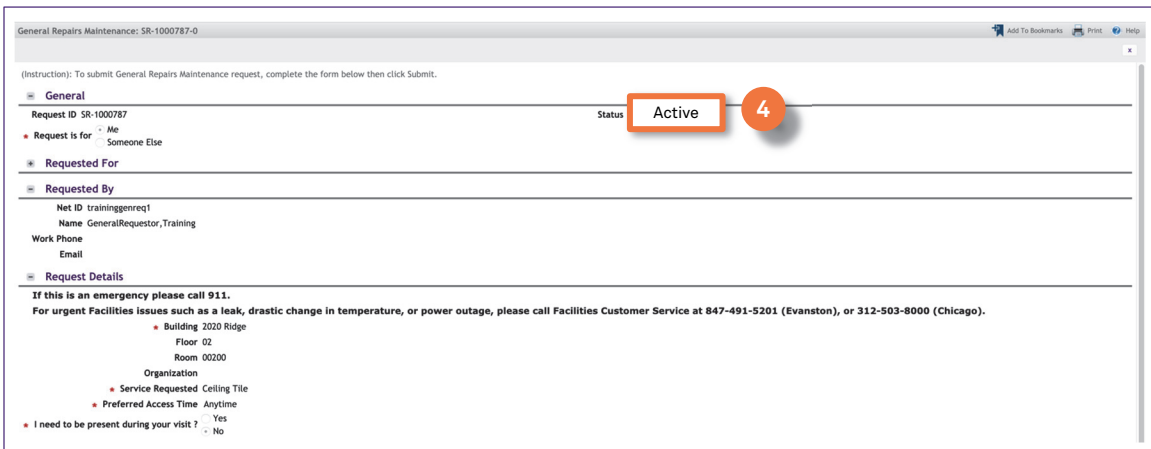
## 3 In the Service Request Record:

- 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.



## 4 From the Work Task Record:

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



### ▼ 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).