Access Facilities Direct via the Main Facilities Direct Launch Page. The page is accessed via the Workplaces Resources Tab, under Real Estate, then click on the **Facilities Direct** link. Click **Launch** under Building Service Requests.
Facilities Direct Home Page

The Facilities Direct home page shows open service requests and their statuses. From this page you can view your open service requests, change the language used on Facilities Direct menus and fields, search for a service request, and view open service requests for the chosen location.

Click **Home** to return to this page

Left pane shows the currently selected location and any bulletins for the location.

Start a **New Request**

Change the **Location** for a Service Request using the drop-down menu

My Service Requests displays your open service requests and their status

Click the blue Service Request number to view request details
Facilities Direct Home Page (continued)

The **Status** column shows at a glance where a service request is in the solution process. Some common statuses are:

- **Solving** = Waiting for the Call Center team to dispatch the request to the service provider.
- **Dispatched to SvcPro** = Request has been sent to the service provider.
- **In Progress** = Request has been responded to by the service provider.
- **Cancelled** = Request has been cancelled. Note that cancelled requests will only appear on the Home Page until they are reviewed by the Call Center. Once the Call Center has reviewed the cancelled request, they will close the service request and it will be removed from the home screen.
- **Closed** = Request has been completed by service provider.
Create a Service Request

If you do not see your issue in the list of All Service Requests, you should create a new service request to report the issue.

1. First make sure the correct location for the service request is selected in the Location drop-down list. The drop-down list displays any locations associated with your user account.

   NOTE: If the correct location does not appear on the drop-down list you can add it to your user account by clicking the Add Location button. (See “Add a Location” in this reference guide.)

2. Click the New Request button or tab.

3. The New Service Request screen displays.
New Service Request

Let’s take a look at the New Service Request fields:

1. **Keep Request Confidential**: Click the Keep Request Confidential check box to keep the service request confidential from other users. This request will not be displayed under **All Service Requests** on the Home Page. * Retail branches do not utilize this option.

2. **Urgent / Emergency Indicator**: Indicate if the service request is of an urgent or emergency nature. If the service request is of an urgent or emergency nature, you must immediately contact the Facilities Call Center by phone. Urgent requests cannot be placed on-line.

3. **Specific Problem Location**: This is the location where the problem is occurring. Example: cubicle 119, men’s restroom, teller station, etc.

4. **Common Problem**: Select the most applicable problem type from the drop-down menu. If you cannot find an appropriate common problem, click the link for the complete list of problem types.

If the work order is of an urgent or emergency nature, you must contact the Facilities Service Center immediately.

[Diagram of Service Request Information]
New Service Request (continued)

5. **Select Floor**: Select the floor where the work is required.

6. **Description**: Enter details of your service request in the Description field. If you need to be contacted at a specific phone number or email, include that information in this field.

7. **Person Receiving Service Indicator**: Indicate if you are the person receiving service. The default is Yes. If you are creating a request on behalf of another person click No and enter their contact information in the fields that appear.

8. **Submit Request**: Click the Submit Request button after the New Service Request fields have been completed.
New Service Request (continued)

Your Service Request Confirmation screen appears.

Click Home to return to Home Page

Service Request number is displayed

Click for Additional Information, such as to add notes and to view response times
Add Notes to a Service Request

If further information is required after you have already submitted the Service Request, you may use the Add Notes functionality.

1. On the Home Page, click the blue service request number that you would like to add the note to. You can also use Search to locate the service request and then click on the blue service request number from the search results screen.

2. The service request details screen displays. Click the Add Notes button.

3. The Add Notes dialog box appears. Type a brief note and click the Update button to save the note.
Add a Location

The Location drop-down list displays any locations associated with your profile. If a location is missing from the list, add it to your profile by clicking the Add Location button.

The Add a Location screen appears.

Select all options for Country, State, City, Building and Location. Select in order from top to bottom.

Check Add as Primary Location if this is the main location for your service requests.

Click the Add Location button to add a new location.

Click Save Changes.
Search for a Service Request

You can search using the Quick Search on the Home Page, or by using the Search tab.

1. Quick Search: If you know the request number, type it into the Quick Search field and click Go.

2. To search by more criteria, click the Search tab.

3. The Find a Service Request screen opens. Enter or select one or more search criteria and click Search.
Print a Service Request

1. Click the blue request number to view service request details.

2. The service request details screen displays. Click the Print Request button on the bottom of the screen to print.
Cancel a Service Request

Requestors can cancel a Service Request in the event the work order was created in error or no longer required.

1. Click the blue request number to view service request details.

2. The service request details screen displays. Click the Cancel Request button.

3. In the Cancel Requests Notes field, add a reason for the cancellation.

4. Click the Cancel Request button.
Cancel a Service Request (continued)

The *Your Request has been cancelled* message displays

![Cancel Requests]

The Status for the Service Request changes to **Cancelled** on the Home Page.
Notifications and Surveys

Users of Facilities Direct receive notifications via e-mail, including links to follow-up surveys. These surveys allow the Facility Management team to assess and improve Service Request delivery.

Open Service Request Notification

Facilities Direct users receive an e-mail confirmation and summary every time they create a work order via on-line or phone call. This e-mail provides a link to a service survey when requests are placed via phone call.

Click the link in the e-mail to provide your valuable feedback on the service you’ve received.
Notifications and Surveys (continued)

Closed Service Request notification

Users of Facilities Direct receive an e-mail after a Service Request has been completed. This e-mail also provides a link to a survey to provide overall service feedback.
Frequently Asked Questions

Q. I don’t see a work order that I created; where did it go?
A. The work order could be closed or cancelled. Cancelled requests are reviewed by the Call Center team and they take any necessary actions in regard to a request. After they take necessary actions and close a service request, it will be removed from the home screen. Try using Search and look for closed and cancelled items. If you still do not see it and you are certain the work order was created, contact the Facilities Service Center.
Support

NA Region
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- Dial 800-278-6221

EMEA Region
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- Dial + 353 1 612 3377
- Dial + 44 207 742 8080

LATAM Region
- Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Venezuela
- Dial Ext. 54321

APAC Region
- Australia, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, Vietnam
- Dial Ext. (based on Country)
  - 15400 - China
  - 30000 - India, Indonesia, Korea, Malaysia, Singapore, Thailand
  - 50000 - Australia, Hong Kong, Japan, Vietnam
  - 50001 - New Zealand
  - 70000 - Philippines
  - 88000 - Taiwan