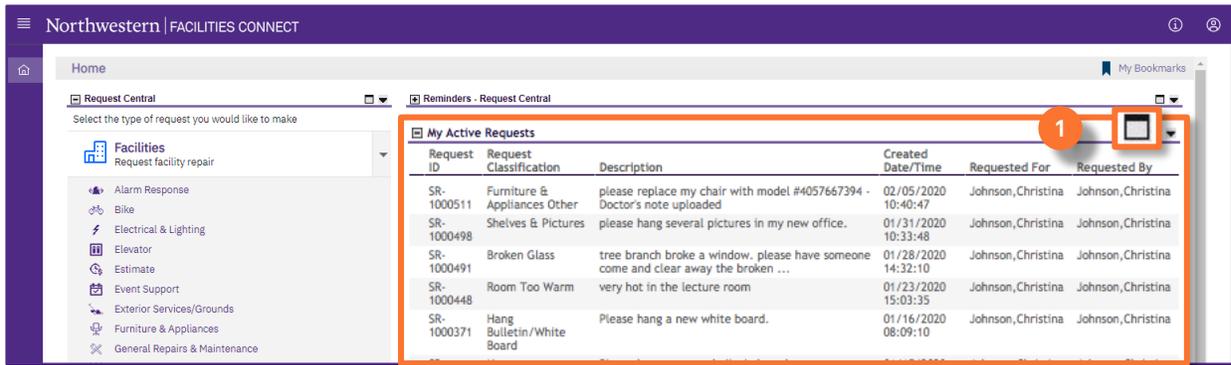# MODIFY OR CANCEL A SERVICE REQUEST

Provides guidance for initiating Service Request modification(s) or cancelation.

DIRECTIONS:

1 Locate the **My Active Requests** section on the Facilities Connect **Home Screen** (most users) or on the **Requests** screen (users with expanded Facilities Management responsibilities).
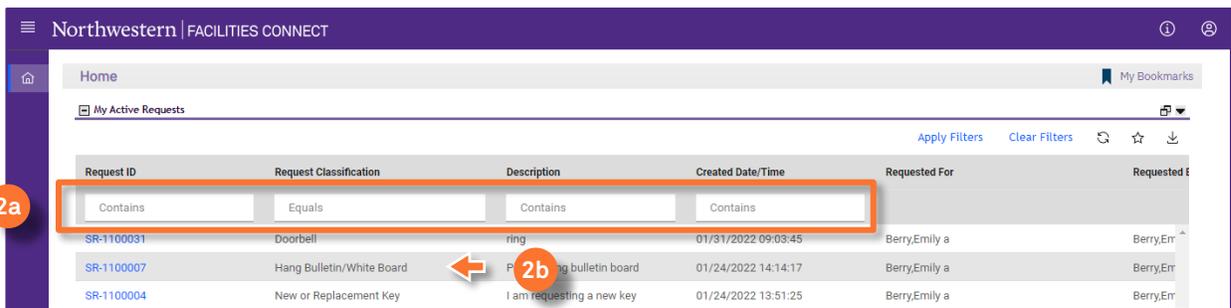
1 Click on the **Maximize** button to open the full list.

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.

MODIFY OR CANCEL A SERVICE REQUEST

3 On the new Record window,

3 Locate the **Request ID** number

3

─ General		
Request ID SR-1000512		Status Issued
★ Request is for	◉ Me	
	○ Someone Else	

4 Contact Customer Service and provide the **Request ID** - they will be able to modify or cancel the active Service Request on your behalf.

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