

Submitting a Service Request

Call 911 for life-threatening emergencies.

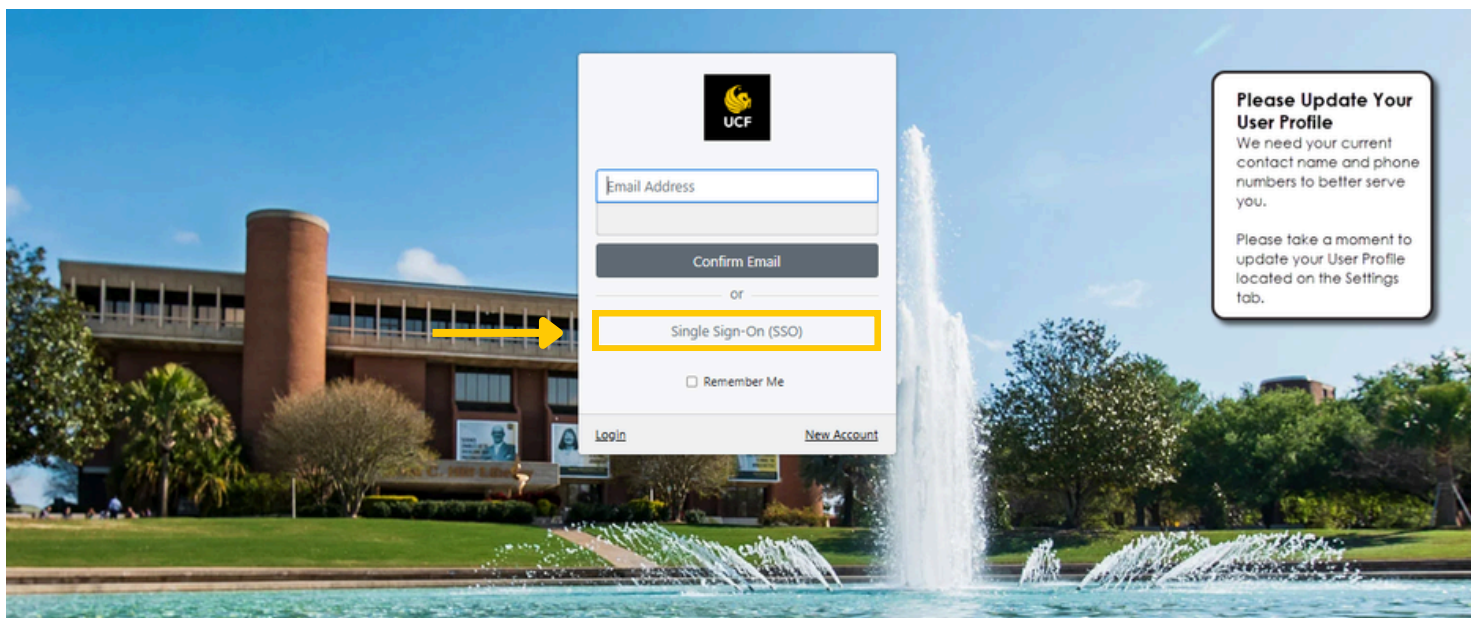
Urgent building-related issues? Please call (407) 823-5223.



Setting Up An Account

You must create an account before you can submit a service request. Here's how:

- 1** Visit fo.ucf.edu.
- 2** Click “Work Request Form” from menu.
- 3** Click the SSO option for Single Sign-On.



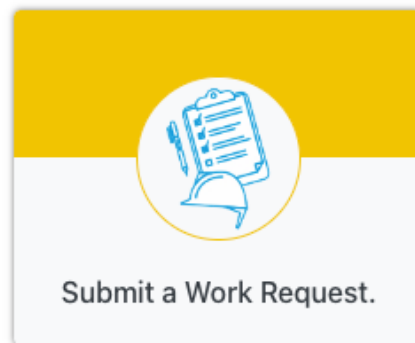
Cont'd

- 4** Enter your UCF email address. A verification link will be sent to this address.
- 5** Once you completed verification, you will be sent to the work request login page. Click “Next.”
- 6** Once logged in, click “Settings” then “User Profile.”
- 7** Add your first and last name and then click “Done.”



Submitting Your Request

- 1** Once you complete your profile, return to the main page to submit your request.
- 2** Click “Submit a Work Request” to get started.

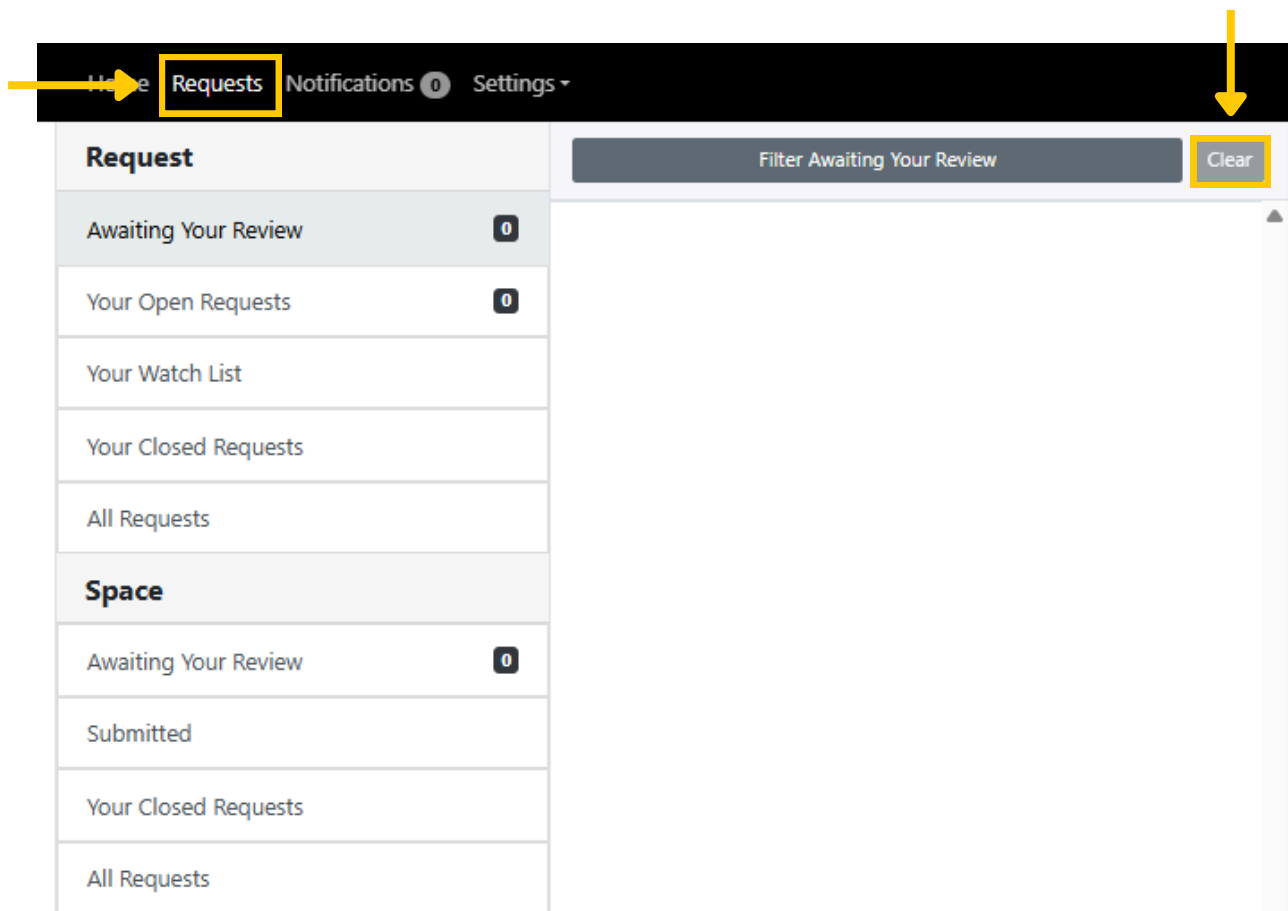


- 3** Fill out the fields in the online form.
- 4** Please provide as much information about your issue as possible. Photos of your issue are welcome, if applicable.



Check Work Progress

- 1 Log into the homepage.
- 2 Click the “Requests” tab at the top of the screen.
- 3 Clear all filters.
- 4 Enter your work request number, which is sent to your email address once you submit the online form.
- 5 This will bring up your request and allow you to see updates.





Receive Updates on Request

- 1 Log into the homepage.
- 2 Click the “Settings” tab at the top of screen.
- 3 Click “User Profile.”
- 4 In the “Notifications” box, click “Edit” and select which notifications you’d like to receive.
- 5 Click “Done.”

Home Requests Notifications Settings

User Profile

General Settings

Deactivate account Change Password

Notifications

I would like to receive email notifications for the following events:

- Task Assignment
- Workflow Activity
- AiM Status Updates
- Comments

Bookmark this URL in case you need to access the service request form in a hurry:

fs.ucf.edu/service-requests