FMS 910 How to Approve/Withdraw a Service Request

This guide will show how to review and approve or withdraw a service request.

Before you begin . . .

Upon completion of this guide you will be able to:
- Sign in to FAMIS Forms
- Open and review service requests
- Approve or withdraw a requests

Who has access?
Housing Office Staff with responsibilities for approving service requests in Undergraduate and Graduate Housing.

What does it affect?
Replaces current approval process.

When is this used/not used?
Approvals are required for all service requests initiated by CAs and graduate students.

How to log in?
Contact Help Desk for security access to FAMIS.

In Case of an Emergency situation, please call Facilities Management at 847-491-5201, Evanston Campus, or 312-503-8000, Chicago campus, or after hours, 911 for University Police!

Additional Resources
http://cafe.northwestern.edu/training/

Where to get help? For assistance, contact NUIT Support Center at 847-491-HELP (4357), or email consultant@northwestern.edu
Getting Started: Navigating to Service Request Workbench

The Service Request workbench lists all the service requests submitted by CAs for approval.

- Double Click
- Select Folder from drop down menu
- Double click in row to open
Review and Approve Service Requests

1. Click Work Plan to add details to Task List box

2. Change Status

3. Click to Save

Status:
- **APPROVED**: Service request is acceptable and is ready to be processed by FM.
- **WITHDRAWN**: Service Request is not acceptable and should be withdrawn. *Recommended: Please add a reason in the Task List box for withdrawal (ex. duplicate, handled by dormitory personnel, etc.)*

**Do Not Delete Requests**

**Note**: You must exit and open a workbench to refresh and view changes you made to records.