

How To Submit A Service Request via iServiceDesk

1. Go to <http://facilities.ucmerced.edu/>
2. Select **Submit a Work Request** then click the **Submit a Request** link. **Fields in red indicate required fields. Information must be entered in these fields before the request can be submitted.**
 - **Facility:** Select a facility from the drop down menu.
 - **Building:** Select a building from the drop down menu.
 - **Area:** Select your room number. If your room number is not listed, you may choose the **BLDG-Entire Building** option. If you choose this option, please be very specific of your room location in the **Request** section to avoid any delays accepting your work request.
 - **Repair Center:** Select a repair center
 - EV- Events Request
 - FM- Moving & Events; Mail & Document Services and Custodial Request
 - FS- Fleet Services Request
 - HD- Housing Request
 - PP- Routine Building Support or special projects/request
 - Be sure to include a contact person's **Name**, correct **Phone #** and correct **Email Address**. Facilities will use this email address as the primary point of contact for communications regarding your request.
 - **Account #:** Enter department **FAU** account number. No **FAU** number is required for routine building support (HVAC, plumbing, electrical, lock & access, pest control). For routine building support, please enter **General**.
 - **Request:** Provide detailed information for the work requested. This will enable Facilities to attend to your request promptly and efficiently. Be sure to include what you need, when it is needed (dates/times), **precise** location, etc.
3. Documents can be attached, click the **Choose File** button located below the Request box.

4. Click the **Submit** button.

Once the request has been submitted, a **Request Number** will appear on the screen. Be sure to retain this number until you have been issued a **Work Order Number**.

The request will be reviewed and either **accepted** or **denied**.

- If your request is **accepted**, an email will be sent to the email address provided notifying you that your request has been accepted and what the new **Work Order Number** is. **Please retain the work order # for future reference.**
- If your request is **denied**, an email will be sent to the email address provided notifying you of the reason why and what is needed in order to proceed with your request.

When the work order has been completed you will receive an email notifying you that the **Work Order** has been closed.

If you have any questions or concerns about your **Work Request** or completed **Work Order**, please have your Work Request or Work Order number available and contact fmhelp@ucmerced.edu or (209)228-2986.

**** If you are having a **Special Event**, an Events Form must be completed. ****