Pratt Institute
Service Request
Facilities Management Online Service Request

1. Go to [http://facilities.pratt.edu/index.php](http://facilities.pratt.edu/index.php) and fill in your Pratt ID & password (As you would log into Pratt webmail)

2. Select **Login**.

3. At this screen, type in **PRATT** for the caller ID and select **Log In**.
4. This screen will display all ‘open’ and ‘assigned’ service requests.

   a. All requests with an ‘Open’ status have not been viewed by the Facilities Management Department

   b. All requests with an ‘Assigned’ status has been reviewed and assigned to the appropriate trade for action. The request(s) will be addressed when time permits.

5. Select the ‘New Service Request’ button at the bottom left corner of the screen.

   The following fields are required, therefore, you must complete them in order to save and submit your request. Your record will not be saved if you do not complete these fields.
6. Enter the ‘Building’ where the problem is occurring.
   *(Click on the Arrow to see the list of options)*

7. Enter the ‘Floor’ that the problem is occurring.
   *(Click the arrow to see the list of options)*

8. Enter the ‘Room’ that the problem is occurring in or near.
   *(Click the arrow to see the list of options)*

9. Enter the specific ‘Area’ of where the problem has occurred, if needed; i.e. front/reception desk.

10. At the drop-down menu where “I’m having trouble with” is indicated, click the arrow to view and select from the list; for example;
   - Cleaning
   - Electrical Problem
   - Exterminate

11. Enter a ‘Brief Description of the Problem’ and provide as much details as possible.

    You can use this space to indicate a specific time that the work can occur or not occur. We will do our best to accommodate this schedule.
12. Enter your name in the contact name field or if there’s another contact person, please enter that name.

13. Enter the phone number the contact person may be reached.

14. Enter the contact-email address of the person that should be notified when the service request(s) has been closed. You are required to enter a Pratt Institute email address in lower case letters, i.e. jdoe@pratt.edu

15. From this point you have the option to do the following;

   a. Select ‘Submit’ to generate the service request.

   b. Select ‘Submit and Add Another’ to generate the service request and create a new request.

   c. Select ‘Reset’ to clear the screen without creating a service request.

   d. Select ‘Back’ to go back and display all “open” and “assigned” service requests.

16. Select ‘LOGOUT’ at the top right-hand corner when you have finished entering your request(s).