

INITIATING A MAINTENANCE REQUEST

There are two ways to initiate a Facility Services maintenance request. Both are described below. Please record and be ready to provide your **work order number** in the future as you will need it to access your work order. The online method is preferred unless the matter is urgent or an emergency.

Online Request

This is the preferred method for initiating a Facility Services maintenance request, although the telephone method described below should be used for urgent or emergency requests. To initiate a Facility Services maintenance request online:

1. Navigate to <https://in.nau.edu/facility-services>.
2. Click the “Submit a Work Request” button located toward the top of the right column on the page.
3. A log-in prompt will appear for <https://fsrequest.nau.edu> (if the log-in window does not appear, you may need to change your browser settings to allow pop-ups).
4. Enter your NAU user ID and password.
5. On the left-side of the new webpage that opens, select the “Submit a Request” link.
6. Follow the prompts to input the required information until the process completes.
7. You will receive an automated email to confirm that your request was submitted successfully.

The Facility Services Work Control Center processes online work requests throughout each workday. You will receive another email when your request has been accepted and a work order generated.

Telephone Request

This is the secondary method for initiating a Facility Services maintenance request. Generally, this method should only be used in an urgent or emergency urgent situation. To initiate a Facility Services maintenance request by telephone:

1. Call the Facility Services Work Control Center at 928-523-4227.
2. Notify the operator that you have an urgent or emergency maintenance request.
3. The operator will ask a series of questions about your urgent or emergency request and will provide a work order number at the end of the call.

Please keep track of your work order number for future reference!