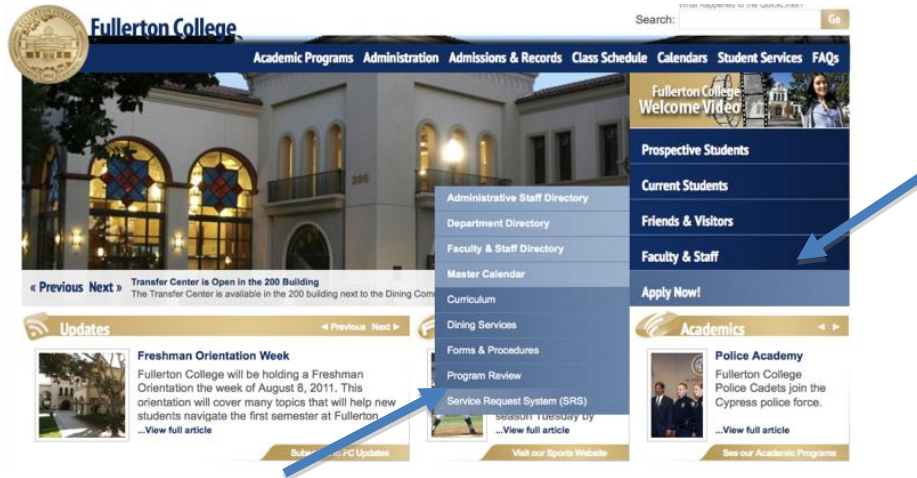


## Accessing the Service Request System (SRS)

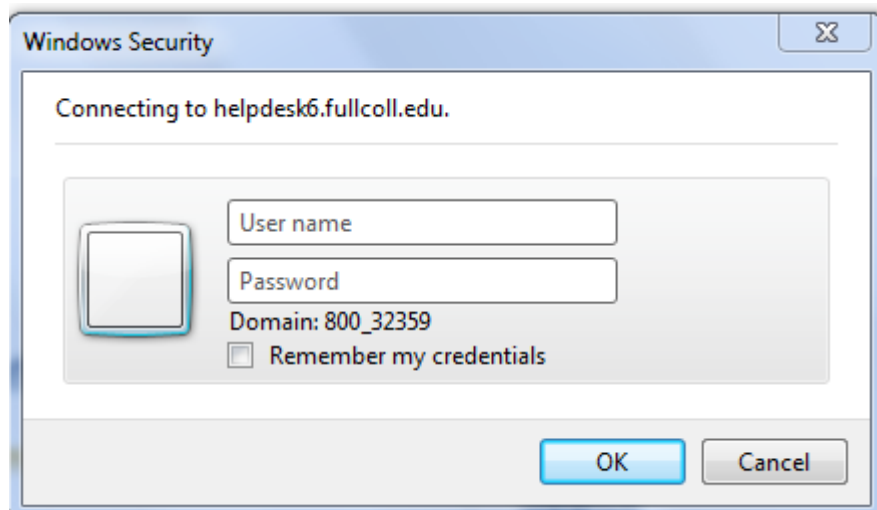
If you have already linked your FCNet account to the SRS system and you are logged in to a campus network PC, you will be automatically taken to the Service Request System after clicking on the link from the FC homepage.



If you are off campus and are having problems accessing the SRS, please call the Help Desk at (714) 992-7111.

### Logging in to SRS:

- If using the SRS from off campus, you may be prompted to login using your current FCNet username and password.



- If using the SRS for the **first** time, at the screen shown on the next page, you will need to enter your full FCNet username ([username@fullcoll.edu](mailto:username@fullcoll.edu)). The initial password has been set to "srs" (lowercase, no quotation marks). Once you have logged in using this password for the first time, the system should automatically reset your SRS password to your FC Net password.

**NOTE:** If you have problems accessing the SRS system you should call the Help Desk at x27111.

http://helpdesk6/scripts/texcel/ServiceWise/CLogin.dll - Windows Internet Explorer

http://helpdesk6/scripts/texcel/ServiceWise/CLogin.dll

SRS Login

DO NOT specify someone else's SRS login and password at this prompt. Doing so will cross-connect your accounts and may result in loss of request information.

Your Email (or Login):

Password:

At this login prompt you must specify your Service Request System (SRS) password. Your campus FC-Net user account will not work at this prompt.

If you do not know your SRS login and password, please contact the ACT HelpDesk at extension x27111

- Once you have logged into the Service Request System, click on **Submit New** to start a Service Request and fill out the rest of the fields. Click on **Submit** at the bottom when you are finished.

HOME INCIDENT LIST **SUBMIT NEW** EMPLOYEE INFO KNOWLEDGE FrontOffice

New incident

Brief Description

Service Org

Service Category

Specific Service  Location / Room

Building  Equipment ID

Description