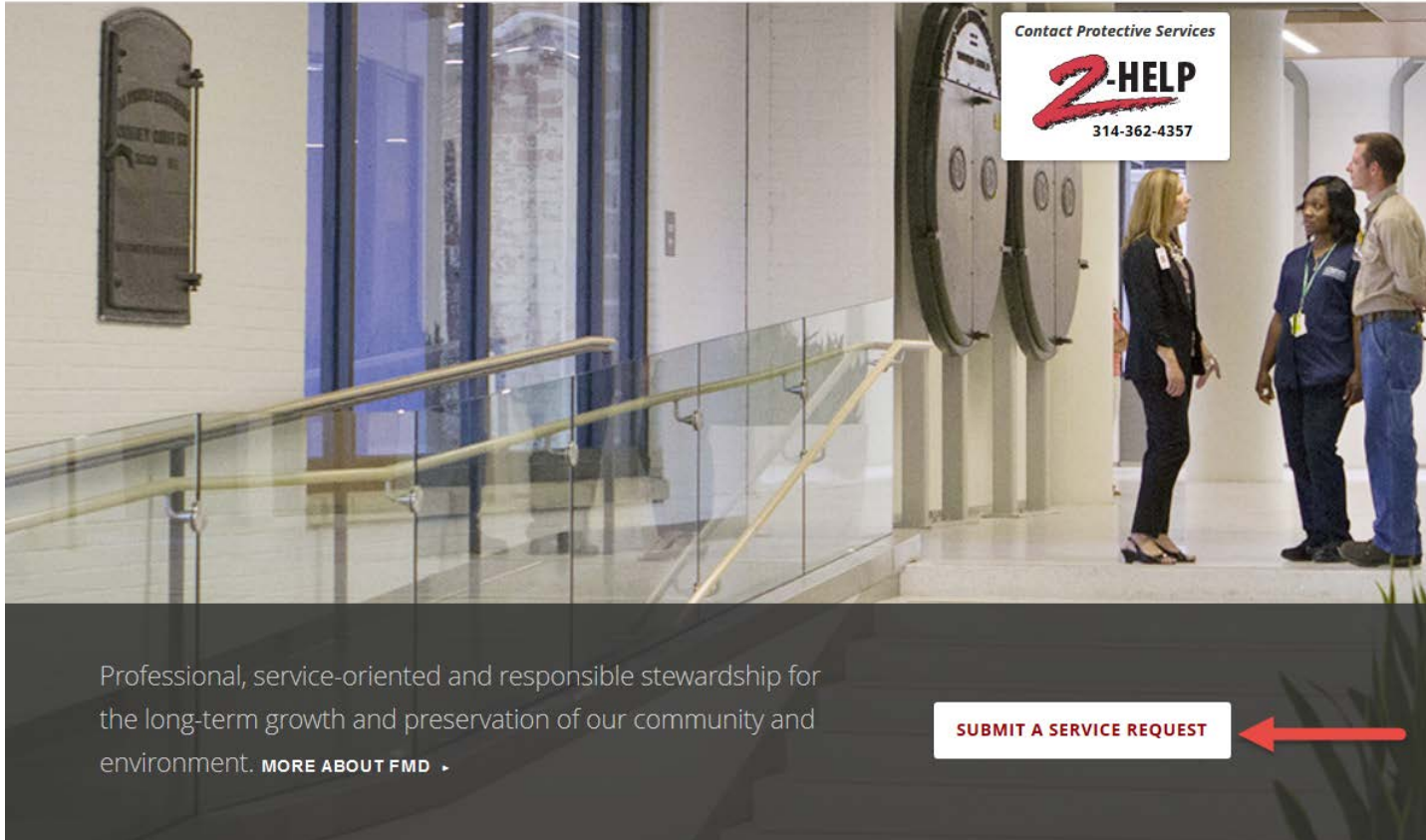


# ServiceNow User Guide

To submit a service work order or to track work order status, please access our ServiceNow work order system at [https://wusm.servicenow.com/nav\\_to.do?uri=fmd/fmd.do](https://wusm.servicenow.com/nav_to.do?uri=fmd/fmd.do).



Professional, service-oriented and responsible stewardship for the long-term growth and preservation of our community and environment. [MORE ABOUT FMD >](#)

[SUBMIT A SERVICE REQUEST](#)

Visit the Facilities Management website at <http://facilities.med.wustl.edu/>. Click on “Submit a Service Request” on the homepage.

**Login**


Domain\User Name:

Password:

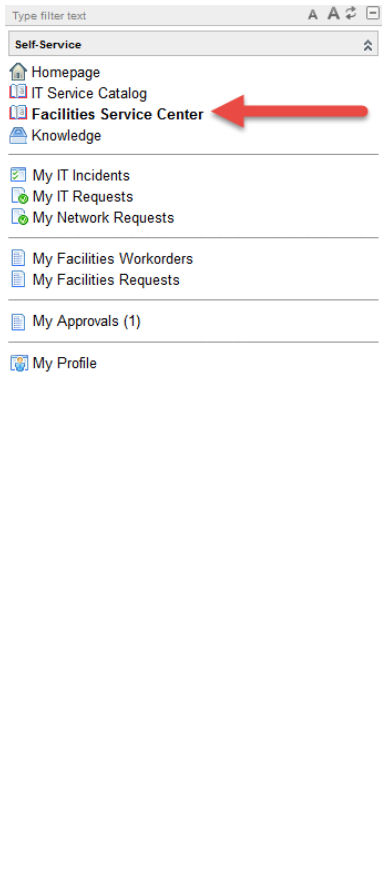
**Login**



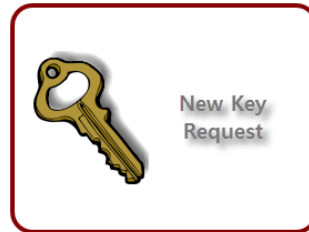
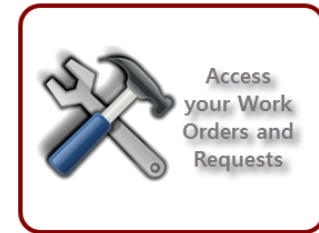
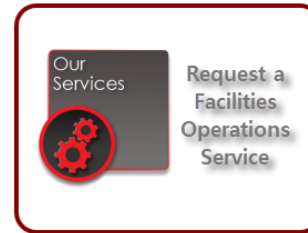
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Click [here](#) to log in using 

Enter your domain\user name and the password you use to login to your computer. If you have issues, please contact your respective IT department.



Facilities Service Center  
Hours 7:00 AM - 7:00 PM, Excluding Sunday & Holidays  
Phone: 314-362-3100  
Email: [WUSMFacilities@wusm.wustl.edu](mailto:WUSMFacilities@wusm.wustl.edu)



If your homepage doesn't automatically bring you to the above screen, please click on "Facilities Service Center" on the top, left-hand side.

From this page, you can submit a work order, request a service, view your existing work orders and view your existing requests. If you have permission, you may see more icons, such as the key request (**for authorized personnel only**).

Submit a work order for maintenance or custodial.



Submit a  
Work  
Order

Request a service (set-ups, moves, floor cleaning, etc.).



Request a  
Facilities  
Operations  
Service

View your submitted work orders and requested items.



Access  
your Work  
Orders and  
Requests

# Questions? Comments?

Please contact the Facilities Integrated Service Center (FISC) at 314-362-3100 or email [wusmfacilities@wusm.wustl.edu](mailto:wusmfacilities@wusm.wustl.edu).

The FISC is open Monday to Saturday, 7am to 7pm and Sundays, 1pm to 7pm.