Thank you for using the MSU Infrastructure Planning and Facilities online service-request form. The following information will assist you through the process.

If you have any additional questions, please email customer@ipf.msu.edu.

You will need to log in with your MSU NetID and password to begin entering a service request. The NetID that was used to sign in will be listed as the Requestor. An additional/alternate requestor can be added later.

Note: if you are not an MSU employee, but are a customer, you may need to purchase an MSU NetID. For more information on MSU NetIDs, go to https://netid.msu.edu/.
Online Service Requests

Choosing a type of service:

1. Click on the type of service you are requesting.

![List of Services]

Notes:

Notice the icons next to each type of request:
- An arrow ⬅️ means you can expand the menu to see specific options.
- A square □ means you will be taken directly to that service request form.

![TELECOM Services Menu]

If you do not see a request type that fits your needs, please choose the **GENERAL service request**.

Each type of request will have specific questions relating to the nature of the work. They will be automatically routed to the correct crews to reduce the time it takes for your service to be performed.

If you are scheduling an event, please expand the **EVENTS menu** and choose either indoor or outdoor.

**More service types will be developed with time in order to better serve our customers’ needs.**
Entering a service request:

Requestor
1. The person who logged in with his/her MSU NetID and password will automatically be the Requestor.
2. Required information is indicated by a red asterisk (*).
3. Enter a short description of the service being requested.

Alternate Requestor
4. If you want to list an Alternate Requestor, check the Yes button.
5. Click Find Requestor.
6. Begin typing the name of the employee.
7. Click the Search button.
8. Click on the correct employee name.
9. Click on the Save Requestor button.

Selections will be shown for confirmation:
Online Service Requests

Location:
10. Click the **Find Location** button.
11. Begin typing the building name.
12. Click the **Search** button.
13. Click on the correct building name.
14. If applicable, click the menu drop down to select a floor.
15. If applicable, click the menu drop down to select a room.
16. Click **Save Location**.

![Location](image)

Detailed Information
This will be specific to the type of request chosen. Please answer all questions that are appropriate for your request type. This will reduce the time it takes to have your work performed. For more direction, see page 7.

Attach files to request
17. Click **Browse** to add an Attachment.
18. Select your attachment. If it attached correctly, you will see it shown below the Browse box.
Online Service Requests

Accounts for payment

19. Click on the Add Account button.
20. Begin typing either the account number or the department of the account you are looking for.
21. Click the Search button.
22. Click on the correct account number.
23. Click Continue.

24. If you want to add a Sub Account - Click on the correct sub account from the list and click Continue.
25. If you do not want to add a Sub Account - Click Skip.

26. If you want to add a Sub-Object code – Click on the correct sub-object code and click Continue.
27. If you don’t want to add a Sub-Object code (if there are no sub-object codes associated with the account number you have selected, you will see no options to choose from) – Click Skip.
28. If you want to add a Project code – Click on the correct sub-object code and click **Continue**.
29. If you don’t want to add a Project code (if there are no project codes associated with the account number you have selected, you will see no options to choose from) – Click **Skip**.

30. If you have a Org Ref ID for your account number, enter it now.
31. Enter the percentage of work to be charged to the account selected. If all of the work request will be charged to this account, enter 100. If only half, enter 50 and then you will have to add another account string to account for the rest of the billing.

32. Click the **Submit Service Request** button.

a. Any errors will be highlighted at this time and an error message will be displayed at the top of the page.
b. If there are no errors, you will see a successful submission page with information about your request.
Online Service Requests

Detailed Information Hints:

Dates:
Depending on the type of service you have chosen, you may be required to fill in a specific date. When you click in a Date field, a calendar will open for you to choose a date from, or you can type in the date with mm/dd/yyyy format.

Times:
Depending on the type of service you have chosen, you may be required to fill in a specific time. You must enter time in the format: HH:MM AM/PM.

Estimate:
Answering “Yes” to Estimate will not request a service; it will only request an estimate.