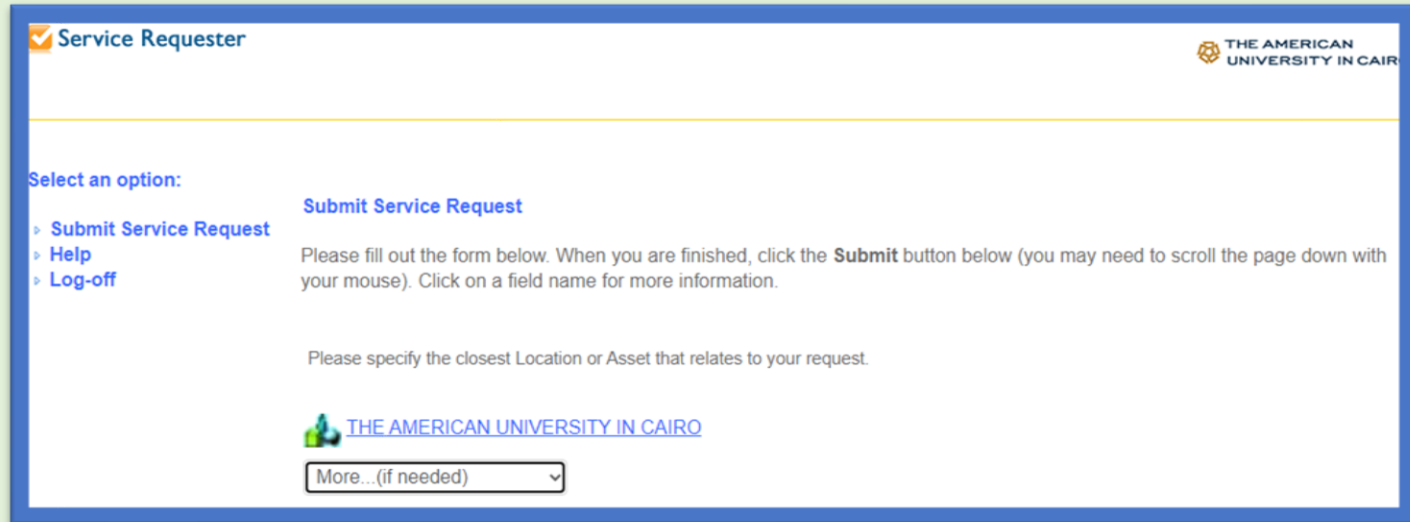


# Steps of Placing an On-line Operations Service Request

1 – Click the following link to get into the website page [Operations Self-Service Portal](#)

(You may bookmark this link for the future or add it to the device Favorite List)

2 – The link will take you to the following page:



3 – Select your location from the dropdown menu that appears under the hyperlink of the American University in Cairo as shown below.

**Make sure to complete this step until you reach the Office / Room number.**


Select an option:

- ▶ [Submit Service Request](#)
- ▶ [Help](#)
- ▶ [Log-off](#)

**Submit Service Request**

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

Please specify the closest Location or Asset that relates to your request.

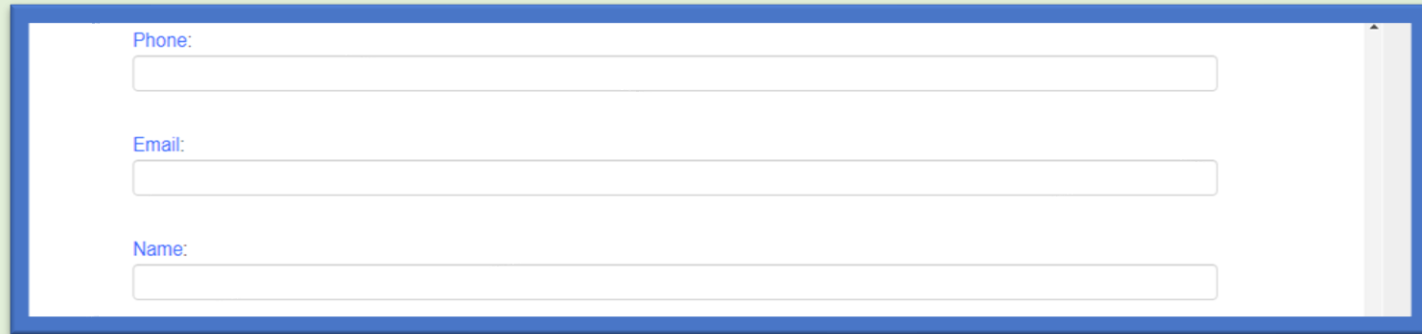
 [THE AMERICAN UNIVERSITY IN CAIRO](#)

More...(if needed) ▼

- More...(if needed)
- + AUC VEHICLES
- + FACULTY HOUSING
- + MAIN CAMPUS
- + TAHRIR CAMPUS

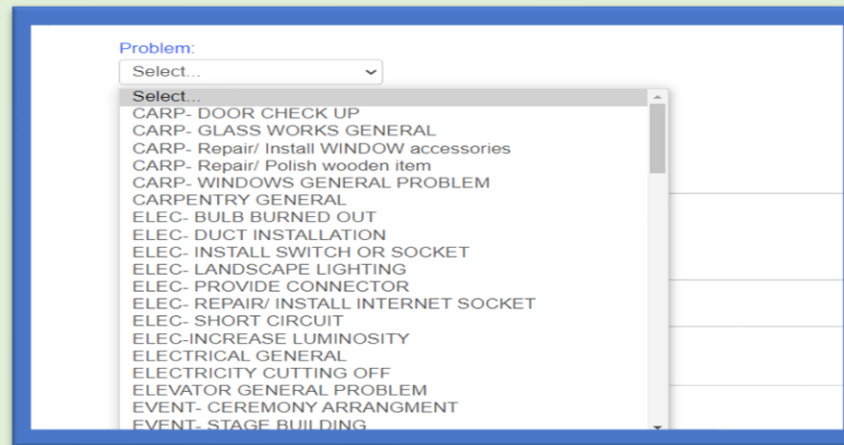
(Required)

#### 4 – Fill out your contact information



A screenshot of a web form with a blue border. It contains three input fields: "Phone:", "Email:", and "Name:". Each label is in blue text and is positioned to the left of its corresponding white input box. The form is set against a white background with a vertical scrollbar on the right side.

#### 5 – Select the problem name from the dropdown menu



A screenshot of a web form with a blue border. The "Problem:" label is in blue text. Below it is a dropdown menu with "Select..." and a downward arrow. The dropdown menu is open, showing a list of problem names. The list includes: "Select...", "CARP- DOOR CHECK UP", "CARP- GLASS WORKS GENERAL", "CARP- Repair/ Install WINDOW accessories", "CARP- Repair/ Polish wooden item", "CARP- WINDOWS GENERAL PROBLEM", "CARPENTRY GENERAL", "ELEC- BULB BURNED OUT", "ELEC- DUCT INSTALLATION", "ELEC- INSTALL SWITCH OR SOCKET", "ELEC- LANDSCAPE LIGHTING", "ELEC- PROVIDE CONNECTOR", "ELEC- REPAIR/ INSTALL INTERNET SOCKET", "ELEC- SHORT CIRCUIT", "ELEC-INCREASE LUMINOSITY", "ELECTRICAL GENERAL", "ELECTRICITY CUTTING OFF", "ELEVATOR GENERAL PROBLEM", "EVENT- CEREMONY ARRANGMENT", and "EVENT- STAGE BUILDING". The list has a vertical scrollbar on the right side.

6 – You can add an image and more details to demonstrate your problem in the two boxes (as shown below) then press the yellow button in the bottom of the page to submit your service request.

P.S: Your available time slots in your schedule have to be mentioned in the description box in order to fulfill your request in the earliest time after coordination with the responsible department.

Images:

Add Remove

Short Description: Clear

(Required)

Submit

7 – A confirmation message will appear after finalizing all the steps mentioned above including the following data:

The screenshot shows a web interface for 'Service Requester' at 'THE AMERICAN UNIVERSITY IN CAIRO'. The page title is 'Service Requester' with a checkmark icon. A navigation menu on the left includes 'Submit Service Request', 'Help', and 'Log-off'. The main content area displays a confirmation message: 'Submit Service Request' followed by 'Your request was submitted successfully.' Below this, the request details are listed: 'Request #: 392152', 'Type: SERVICE REQUEST', 'Priority: NORMAL', 'Location / Asset: 17 ADMIN PLAZA', and 'Short Description: PAINTING'. At the bottom, there are two yellow buttons: 'Log-off' and 'Print'.

**Service Requester**

THE AMERICAN UNIVERSITY IN CAIRO

Select an option:

- **Submit Service Request**
- Help
- Log-off

**Submit Service Request**

Your request was submitted successfully.

Request #:  
392152

Type:  
SERVICE REQUEST

Priority:  
NORMAL

Location / Asset:  
17 ADMIN PLAZA

Short Description:  
PAINTING

**Log-off** **Print**