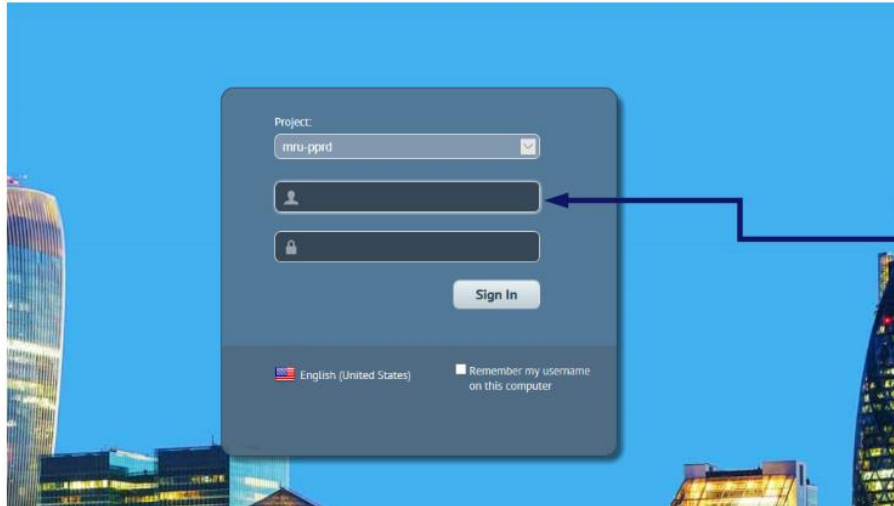MOUNT ROYAL UNIVERSITY 1910 | Facilities Management

MRU FRONTLINE - CREATE SERVICE REQUEST

How to create a service request through MRU Frontline

Access MRU Frontline through mtroyal.ca/FacilitiesManagement and click ℹ️ Submit a Request - Frontline

Or access the link here Submit Frontline Request

STEP 1

Sign in with your MyMRU username and password

STEP 2

Select **Create Service Request** from the task menu

Select the area affected under **General Request** (Maintenance/Repairs if uncertain)
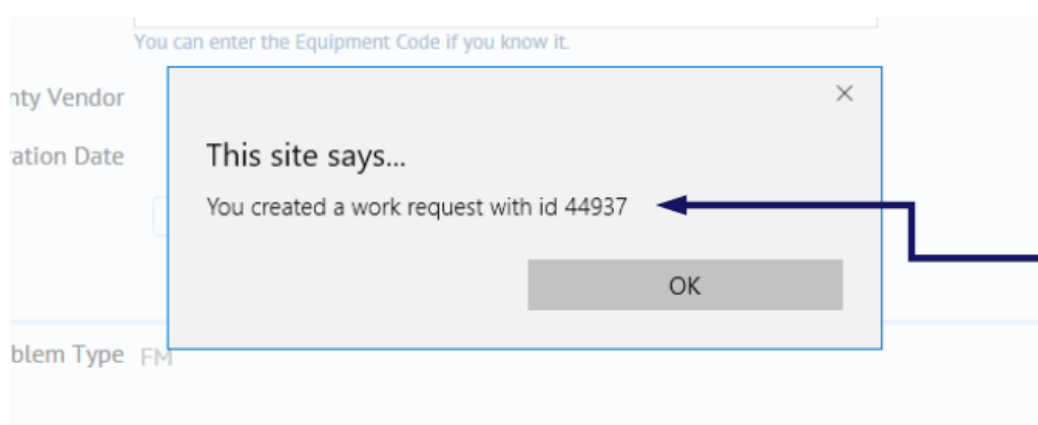
STEP 3

Review requestor username and revise if not correct

Add a reachable phone number

Click **Use Assigned Workspace**, or hover over **Room** until the ellipses (...) appear - click this button, then select the appropriate Room code

Enter the details of the problem in the **Description** field

Click **Submit** to complete the request

STEP 4

This is your **Work Request #** KEEP AS REFERENCE