



What is my responsibility? Is there more I need to do in addition to requesting the outage?

Yes. The person requesting the outage also is responsible for coordinating the outage. This means talking to all relevant stakeholders to obtain feedback and understanding the impact the outage will have on the operations.

How do I submit an outage request?

Visit <https://s2f.osu.edu/outage> and sign in.

What if the location doesn't exist on the request form?

The location likely is not a building that Facilities Operations and Development, the Wexner Medical Center, or Student Life supports. In that case, this form can't be used to request the outage. You will need to find the point of contact for that location and communicate with them directly. There's a slight chance it's a new building that hasn't been added to the system yet. If that's the case, send an email to service2facilities@osu.edu for assistance.

Who can submit an outage request?

Anyone with Ohio State credentials, meaning you must have a lastname.# and password to log in to submit a request online.

Where can I see pending and approved outage requests?

Visit <https://s2f.osu.edu/schedule> and sign in. The calendar tracks requests that have been entered online for Facilities Operations and Development, the Wexner Medical Center, and Student Life. Note that outages called into Service2Facilities will not appear on the calendar. That is why it's important to submit all request online 2 weeks in advance. The calendar will not show any denied requests.

Why does the form force me to pick a date 2 weeks in advance?

The university needs 2 weeks to ensure feedback was collected from stakeholders and building occupants were notified.

What if an emergency repair is needed, and I can't wait 2 weeks?

Call Service2Facilities at 292-HELP ([614-292-4357](tel:614-292-4357)). A request will be submitted on your behalf. Again, note that these requests will not appear on the outage calendar.

The form forces me to choose a floor and room number from a dropdown menu, but multiple areas within the building, or the entire building, will be impacted. Do I have to submit multiple requests?

No. From the floor dropdown menu, select "other." This will change the room options. Now from the room dropdown menu, select the appropriate option. "Multi Loc" = multiple locations. There's now also the option to select building-wide if this shut down will impact the entire building.

If the outage will impact more than one building, do I have to submit multiple requests?

No. On page 2, click on "add location" before going to the next page. This will allow you to enter multiple buildings under the same request. Same request is defined as same utility, date, and time.

What happens after I submit an outage request online?

You will receive a confirmation order with a work order number letting you know your request is pending review.



How can I modify an existing request?

Respond to the confirmation email you received. Provide an explanation of the revision(s) needed. Note there is no guarantee the change will be approved, but every effort will be made to accommodate it.

How will I know if my request is approved or denied?

You will receive an email notification. We will attempt to coordinate with you before denying an outage request. If a request must be denied, we will do our best to provide alternative date(s) and time(s) the outage can be scheduled.

The form is asking for me a requestor name, email address, and phone number. Whose information do I enter here?

The requestor is the person that is going to receive the initial email confirmation and the follow-up email with the approval or denial notification. Enter the information of the person you want responsible for keeping track of that information.

The form is asking for the outage coordinator's name. Who is that?

This is the Ohio State employee you have communicated with before submitting the request online. For example, if you spoke with Chad Keltner with the Wexner Medical Center, you'll type his name here. We recognize that not all outages are verbally planned in advance, and that's okay. If you didn't coordinate with anyone in advance with Facilities Operations and Development, the Wexner Medical Center, or Student Life, you can type N/A in this field.

The form is asking me to enter the area(s) impacted. What if I don't know that information?

You should attempt to determine which areas will be impacted before submitting the outage request online. If you're unsure, that would be a good time to reach out one of the outage coordinators for assistance to talk through the outage request in advance. If you submit the request without this information, it likely will extend the review period, meaning your request will remain pending for longer.

How can I check on the status of a request I submitted?

Respond to the email confirmation you received. Service2Facilities typically replies to emails within 1-2 days. You also can call Service2Facilities at 292-HELP ([614-292-4357](tel:614-292-4357)). Be prepared to provide the work order number when you call.