ReADY Facilities IT Requests

In your desktop or mobile browser, navigate to https://facrequest.auburn.edu. You may also access ReADY directly from the Facilities Employee Portal at the bottom of each page of the Facilities website. Enter your Auburn University email and password to log in. **You must be on AU Wifi or be connected to the VPN to access ReADY.**
Once logged in, scroll down to the heading labeled **Facilities IT Requests**.
Here, there are three options (Order, Support, and Access) from which to select.

Click on the icon that matches the category of your request.

- IT Order is for requesting new hardware or software.
- IT Support is for requesting help when you are having issues with your hardware or software.
- IT Access is for requesting access to hardware or software.

Once you have clicked on the type of request, you will be directed to a page where you may provide as much relevant information as you can. If you have any documents with further information, you may attach them here.

Once you have filled out the request, click **Review** and make sure all of the information is correct. Once satisfied, click **Submit** to submit your request.

If you have further comments that you need to add, or if you need to chat with someone from Facilities IT, click **Process** at the top of the page and find your open request. Click on it and scroll to the section that you need.

In Case of Emergency

If you encounter a problem that prevents you from doing your job or that creates a safety hazard, make your request through ReADY (if possible) as normal, and follow up by calling Facilities IT or stopping by the IT department in Building 1.