Anyone can report maintenance emergencies at any time by calling the CE customer service numbers below:

Base	Phone Number
Fort Sam Houston	210-466-5555
Randolph	210-652-5555
Lackland	210-671-5555

For non-emergencies,

CE asks building occupants and dorm residents to contact their facility manager. Facility managers will then be responsible for submitting a service request in the NexGen IT TRIRIGA work management system. Once a service request is submitted, Facility Managers then receive a service request number and a work task number for tracking purposes and to provide details of the work performed.

How Facility Managers submit a Service Request:

Step 1: Facility Managers will log into NEXGEN IT: https://nexgenit.csd.disa.mil
Step 2: From the "Home" tab, Facility Managers will need to go to the facilities (request facility repair) drop down menu and select the type of repair.
Step 3: Once the type of request is identified, Facility Managers will only populate the following items:
   - Request is for (ME).
   - Go to "Facility Number" and select the correct facility number for base (FSH, RND, or LAK).
   - Under "Customer Organization", click on the magnifying glass (far right) and select the correct organization for your facility.
   - Under "Service Request", select the issue that corresponds with the repair that is being requested.
   - "Describe your Request" by typing a detailed description of the request and include a point of contact's name and phone number.
Step 4:   Click on "Submit". This will take you back to your home screen.
Step 5:   Click on the "Refresh" tab on your address bar. This will give you a Service Request ID number under "My Active Requests" and will also give you a Work Task ID number under "Tasks Associated With My Requests".