FACILITIES MANAGEMENT

- Grounds
- Housekeeping
- Building Maintenance
- Energy and Engineering
- Capital Renewal & Deferred Maintenance
- Administration & Communication
- Central Plant Operations
- Vehicle Maintenance
- Support Services

If something is broken, how do I alert the university?

**2F/X**

**Best Method — INTERNET**
Log onto myau.american.edu and click on “Services” in the upper right tab. Click on the Facilities Related Issues (2Fix) for more information.

**Alternative Methods — EMAIL & PHONE**
You can reach us through email at 2fix@american.edu

Our 2-FIX (202-885-2349) phone line is another option.
The Customer Response Center receives requests, inquiries and facility problems and creates work request for the appropriate responding unit.

HELPFUL TIP: For Phone, Cable TV, or Computer Problems, Please Contact E-Operations at the Help Desk X2550

If I lose my key or lock myself out of my room, who do I talk to?

Talk to your RA.
ALL KEY REQUESTS MUST BE SUBMITTED VIA THE RESIDENT DIRECTOR.