

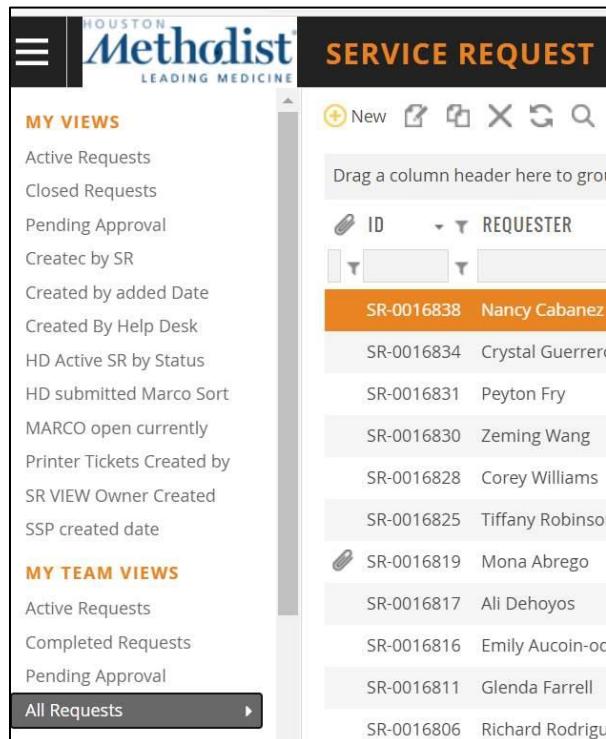
# Change Gear: Using New Service Request Module

Audience: All Change Gear users

Guide staff on how to use the new **Change Gear Service Request** module.

## Using New Service Request Module

When you first go to the new **Service Request** module, you'll see all your team's requests, but in no specific order. You'll need to place them in **Status** order to know which tickets to work on first.



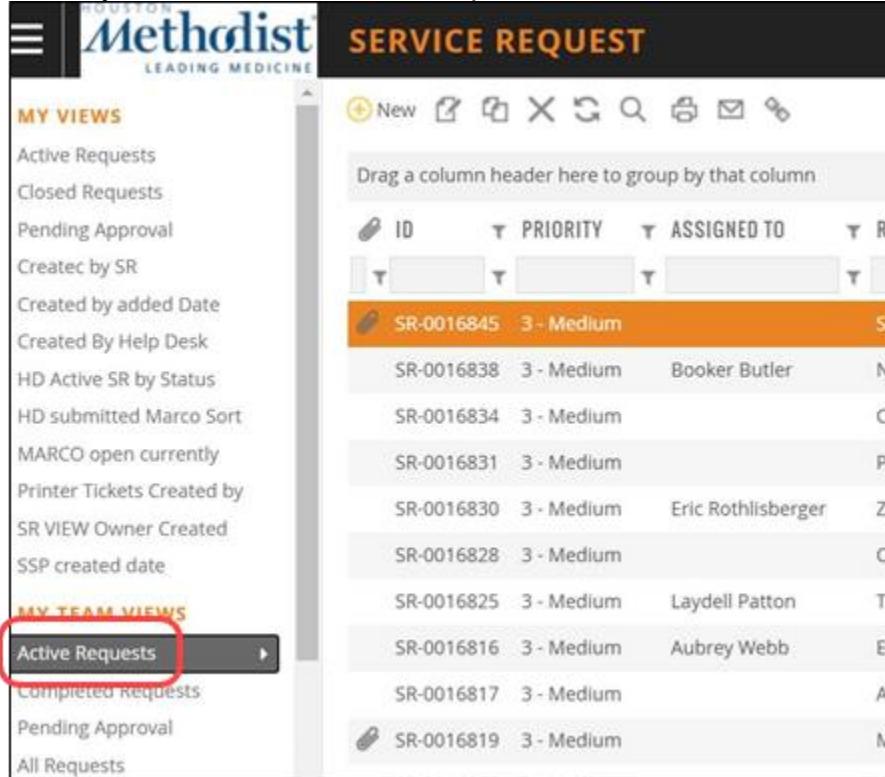
ID	REQUESTER
SR-0016838	Nancy Cabanez
SR-0016834	Crystal Guerrero
SR-0016831	Peyton Fry
SR-0016830	Zeming Wang
SR-0016828	Corey Williams
SR-0016825	Tiffany Robinson
SR-0016819	Mona Abrego
SR-0016817	Ali Dehoyos
SR-0016816	Emily Aucoin-od
SR-0016811	Glenda Farrell
SR-0016806	Richard Rodriguez

# Change Gear: Using New Service Request Module

## How To Place Tickets In Status Order

To get your tickets in **Status** order, create a view showing ticket status.

- Under **My Team Views**, click **Active Requests**.



The screenshot shows the 'Service Request' module interface. On the left, a sidebar titled 'MY VIEWS' lists various request types. The 'Active Requests' link is highlighted with a red box. The main area is titled 'SERVICE REQUEST' and shows a table of tickets. The table has columns for ID, Priority, Assigned To, and Status. The first ticket in the list is highlighted with an orange bar and shows the ID SR-0016845, Priority 3 - Medium, and Status SR.

ID	PRIORITY	ASSIGNED TO	STATUS
SR-0016845	3 - Medium	SR	SR
SR-0016838	3 - Medium	Booker Butler	SR
SR-0016834	3 - Medium	Cr	SR
SR-0016831	3 - Medium	Pe	SR
SR-0016830	3 - Medium	Eric Rothlisberger	Ze
SR-0016828	3 - Medium	Co	SR
SR-0016825	3 - Medium	Laydell Patton	Ti
SR-0016816	3 - Medium	Aubrey Webb	Er
SR-0016817	3 - Medium	Al	SR
SR-0016819	3 - Medium	M	SR

- Look for the **STATUS** column.
- Click and drag the word **STATUS** to the long gray bar.
- This will display all your tickets in **Status** order.



The screenshot shows the 'Service Request' module interface with the 'Active Requests' view. The 'Status' column header is highlighted with a red box. The table structure is identical to the previous screenshot, showing tickets with their respective IDs, priorities, assigned-to names, and status.

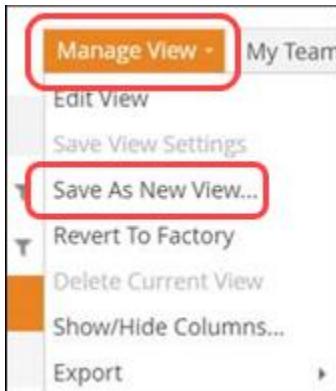
ID	PRIORITY	ASSIGNED TO	REQUESTER	DUUE DATE	STATUS	SUMMARY
SR-0016840	3 - Medium	Booker Butler	Eric Rothlisberger	2021-05-10	SR	SR

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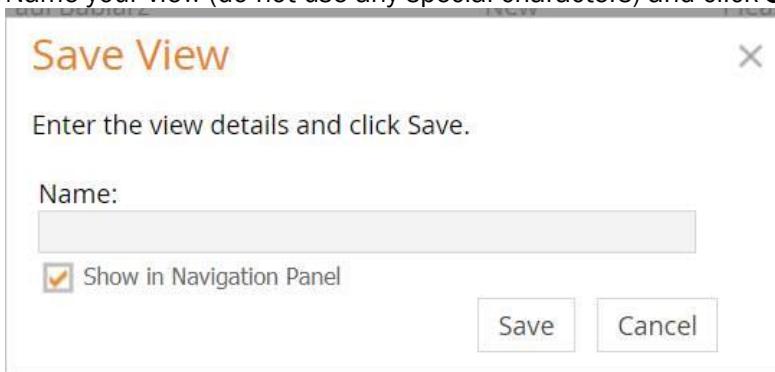
## How To Save This View

Save this view for easy access when you return to the **Service Request** module.

- Click **Manage View**.
- Then click **Save As New View**.



- After you click **Save As New View**, you'll see this pop-up.
- Name your view (do not use any special characters) and click **Save**.



- Your view will now appear under **My Views** every time you use the **Service Request** module.



# Change Gear: Using New Service Request Module

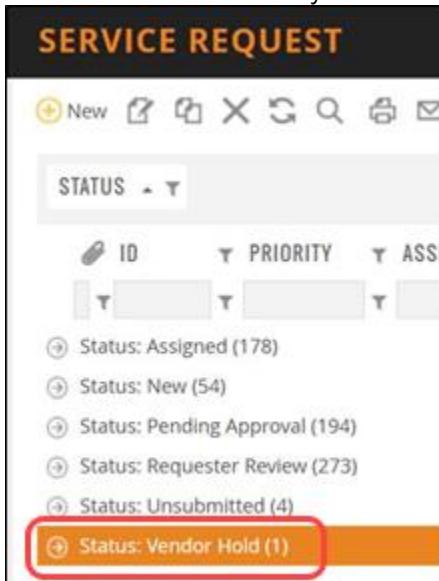
## Which Tickets To Work On

In the **STATUS** view, you only need to look at **Assigned** and **New** tickets. If you don't know how to work on your **Assigned** or **New** tickets, ask your team's [Ticket Queue Manager](#).

### Action Required

#### Category – Vendor Hold/Customer Hold

- These are tickets that are on hold, e.g., waiting for a change freeze to end or waiting for a vendor to deliver an item.
- Review these tickets daily to see if the status changed. If it has, you can work on the ticket.



### No Action – Informational Only

#### Categories – Pending Approval, Requester Review and Unsubmitted

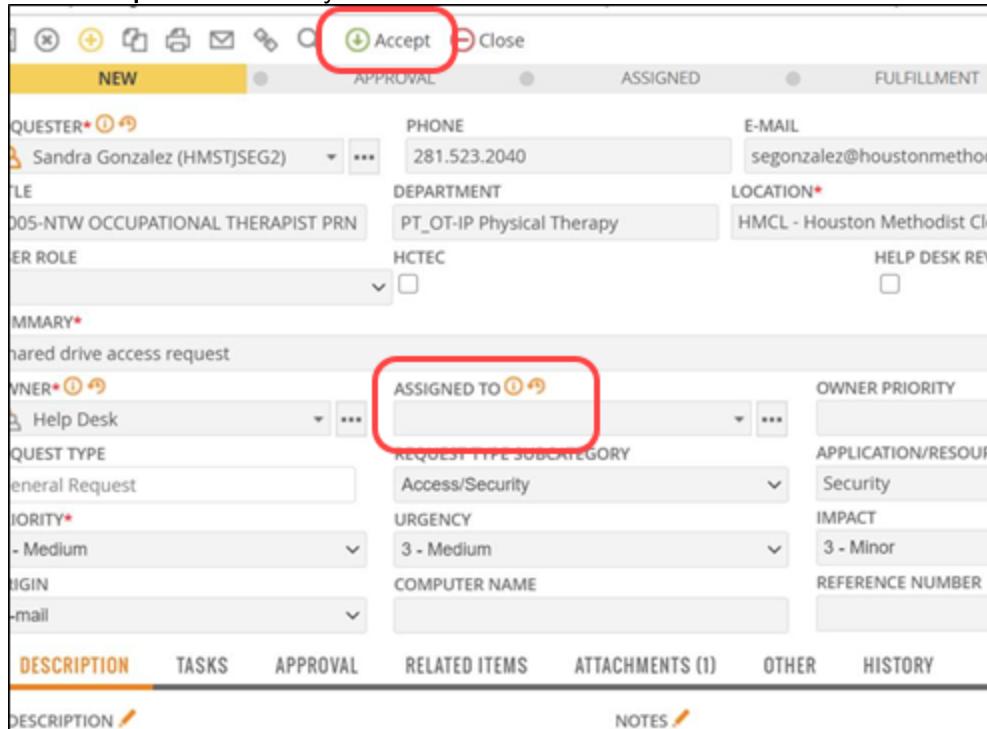
For these categories, no action is required at this time. Here's what these categories mean.

- **Pending Approval**
  - This is outside of IT.
  - Some employees have already requested system access. If they did this through the self-service portal, their manager's approval is required. These tickets are waiting for the manager's approval.
- **Requester Review**
  - This is the same as Pending Close or Resolve in the old Incident Request module.
  - The ticket is complete, and these auto-close after three days.
- **Unsubmitted**
  - Customer filled out a ticket but didn't click **Submit**.
  - Our IT team will clean this up.

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## How To Work On Your Tickets In Service Request

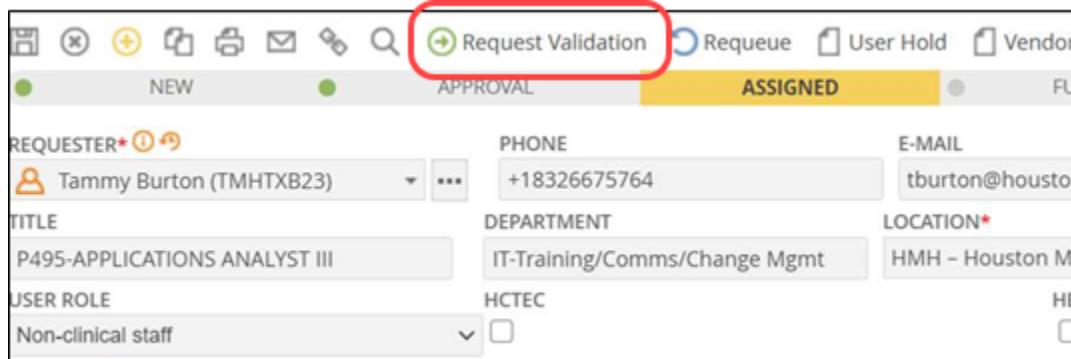
- Enter your name in the **ASSIGNED TO** field.
- Click **Accept** and work on your ticket as usual.



The screenshot shows a service request ticket in the 'ASSIGNED' status. The 'Accept' button in the top navigation bar is highlighted with a red box. The 'ASSIGNED TO' dropdown field, which contains 'Help Desk', is also highlighted with a red box. The ticket details include: Quester: Sandra Gonzalez (HMSTJSEG2), Title: 005-NTW OCCUPATIONAL THERAPIST PRN, Department: PT\_OT-IP Physical Therapy, Location: HMCL - Houston Methodist Cle, and various other fields like Phone, Email, and Request Type.

## How To Close Your Tickets In Service Request

- When you complete your ticket, click **Request Validation**. This notifies the customer that you've completed the work. The ticket will auto-close in three days.
- Your ticket will be in **Requester Review** status until it closes.
- Note:** In Incident Request, this is called **Pending Close**.



The screenshot shows a service request ticket in the 'ASSIGNED' status. The 'Request Validation' button in the top navigation bar is highlighted with a red box. The ticket details include: Requester: Tammy Burton (TMHTXB23), Title: P495-APPLICATIONS ANALYST III, Department: IT-Training/Comms/Change Mgmt, Location: HMH - Houston M, and various other fields like Phone, Email, and Request Type.