

# 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.

The screenshot shows the 'SERVICE REQUEST' module interface. On the left is a sidebar with 'MY VIEWS' and 'MY TEAM VIEWS' sections. The main area displays a table of service requests with columns for ID and REQUESTER. The first row is highlighted in orange.

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-oc
SR-0016811	Glenda Farrell
SR-0016806	Richard Rodrigu

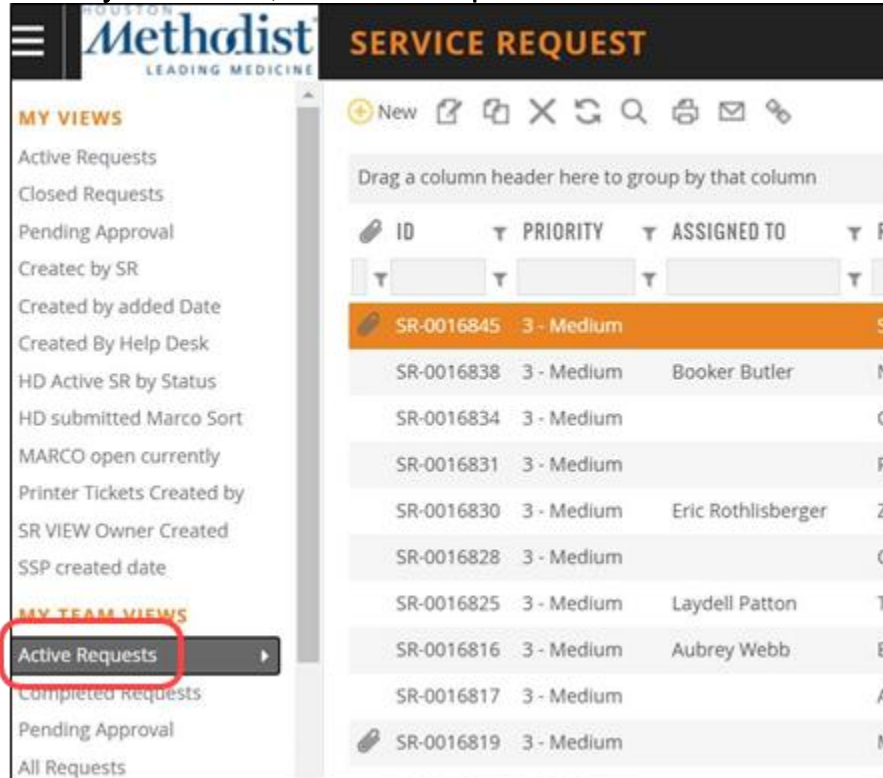
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## How To Place Tickets In Status Order

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

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



- 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.



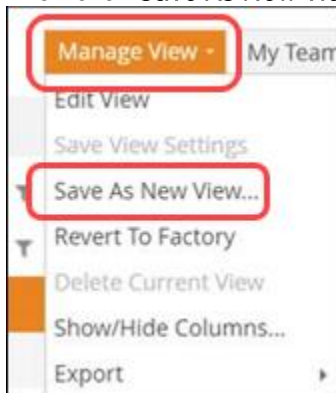
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## How To Save This View

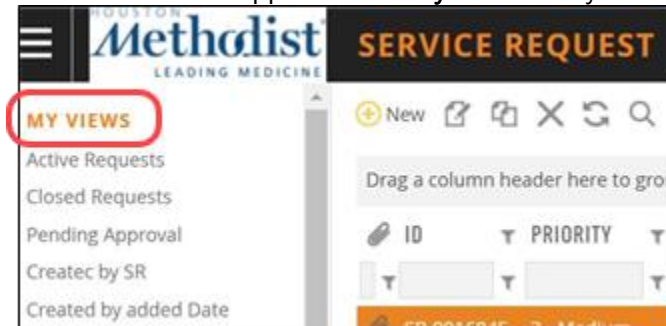
Save this view for easy access when you return to the **Service Request** module.

- 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.



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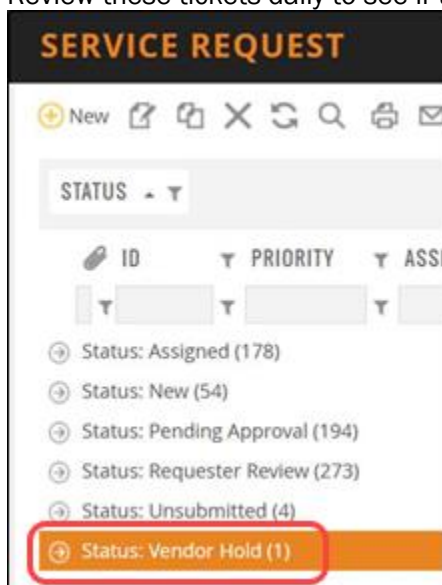
## Which Tickets To Work On

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 the 'NEW' tab of a Service Request form. At the top, there are icons for various actions, with the 'Accept' button (a green circle with a white checkmark) highlighted by a red circle. Below the icons, the form is divided into sections. The 'REQUESTER' section includes fields for Name (Sandra Gonzalez (HMST)SEG2), Phone (281.523.2040), and E-MAIL (segonzalez@houstonmethodist.org). The 'TITLE' field is set to '005-NTW OCCUPATIONAL THERAPIST PRN'. The 'DEPARTMENT' is 'PT\_OT-IP Physical Therapy' and the 'LOCATION' is 'HMCL - Houston Methodist Cle'. The 'ASSIGNED TO' field is highlighted by a red circle. The 'REQUEST TYPE' is 'General Request', 'PRIORITY' is 'Medium', and 'URGENCY' is '3 - Medium'. The 'COMPUTER NAME' and 'REFERENCE NUMBER' fields are empty. The bottom of the form has tabs for 'DESCRIPTION', 'TASKS', 'APPROVAL', 'RELATED ITEMS', 'ATTACHMENTS (1)', 'OTHER', and 'HISTORY'.

## 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 the 'ASSIGNED' tab of a Service Request form. At the top, there are icons for various actions, with the 'Request Validation' button (a green circle with a white checkmark) highlighted by a red circle. Below the icons, the form is divided into sections. The 'REQUESTER' section includes fields for Name (Tammy Burton (TMHTXB23)), Phone (+18326675764), and E-MAIL (tburton@houstonmethodist.org). The 'TITLE' field is set to 'P495-APPLICATIONS ANALYST III'. The 'DEPARTMENT' is 'IT-Training/Comms/Change Mgmt' and the 'LOCATION' is 'HMH - Houston M'. The 'USER ROLE' is 'Non-clinical staff'. The bottom of the form has tabs for 'NEW', 'APPROVAL', 'ASSIGNED', and 'FULFILLMENT'.