

How to Close a Service Request



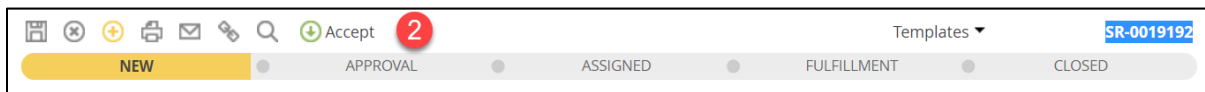
Audience: IT Staff

This is a review of how to close a Service Request in ChangeGear.

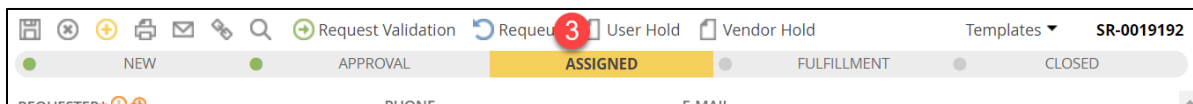
1. The assignee can find the ticket under **Active Requests** in **My Views**.



2. Click **Accept** if you're going to work the ticket.

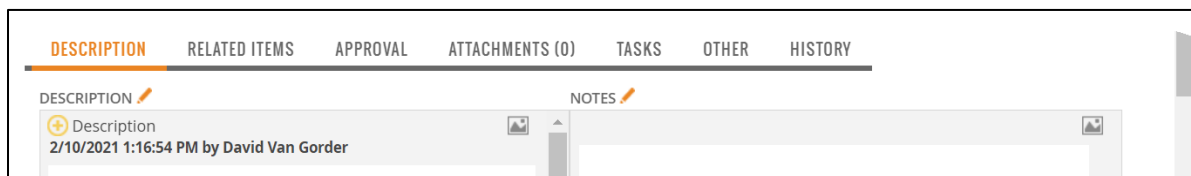


3. You may assign it to another team by selecting that team and clicking **Requeue**. This action emails the new team saying they have a new Service Request in their queue, and it includes the Service Request number.



Note: In this example, you are going to work this ticket.

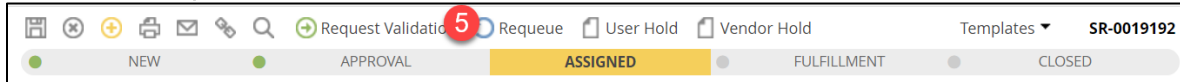
4. After resolving the issue, enter your **Notes** and/or **Description**. The **Requester** can view **Descriptions**, so place PHI and other confidential information in **Notes**, because **Requesters** can't see this area.



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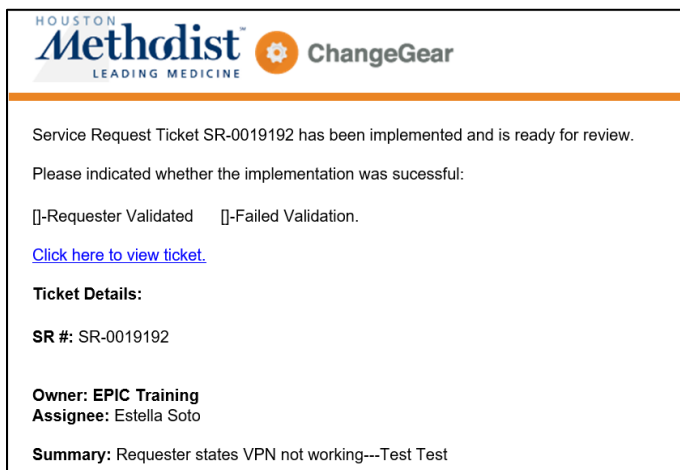


5. Click **Request Validation**, which is same as clicking **Resolve** in **Incident Requests**. This sends the **Requester** a request for validation that your resolution has been successful.



6. When you click **Request Validation**, a pop-up box allows you to enter what you did and that you believe the request has been fulfilled.

7. The **Requester** then receives an email with your resolution message in #6. The request status changes to **Request for Review**.



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8. When the **Requester** gets the email in #7 and says it's resolved, this closes the ticket.
9. If **Requester** ignores the email, the Service Request automatically closes after three days.
10. If the issue isn't resolved, the Requester places an X by **Failed Validation** and may add a comment.
11. If validation fails, the Service Request returns to the previous status and goes back to the assigned queue of the last owner. The last owner reads the comment and works to resolve the request.