

# Workspace in ChangeGear



*Audience: All IT Employees*

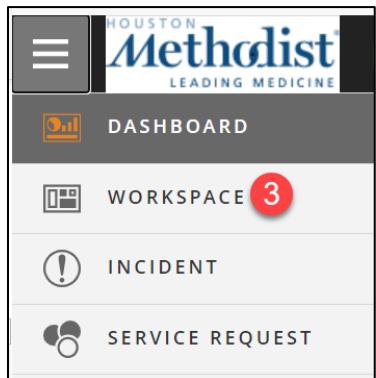
**Workspace** lets you easily create **Incident Requests** and **Service Requests** and toggle between the two. **Workspace** is available on the hamburger icon.

## How to Use Workspace

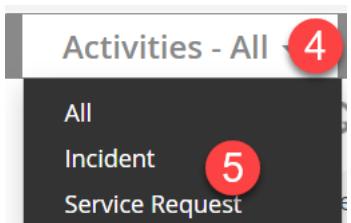
1. Open ChangeGear.
2. Click the **hamburger icon**.



3. Click **Workspace**.



4. Click **Activities – All**.
5. Click **Service Request** or **Incident**.



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## 6. Click New.

A screenshot of the 'Activities - Service Request' list view. At the top, there is a toolbar with icons for New, Edit, Delete, Refresh, Search, Print, and Email. A red circle with the number '6' is placed over the 'New' icon. To the right of the toolbar are buttons for 'My Active Requests' and 'Search My Active Requests'. Below the toolbar is a header row with columns: ID, REQUESTER, SERVICE REQ DUE DATE, STATUS, and SUMMARY. The first row of data in the list is highlighted with an orange background. The data in this row is: SR-0001641, David Van Gorder, Access Requ 6/10/2019, Pending Approval, Java Update.

## 7. Click General Request.

A screenshot of the 'Activities - Service Request' list view. The 'New' button is highlighted with a red circle containing the number '7'. The list shows a single item: 'Epic Cube Access'.

## 8. You may use any of the existing **templates** to pre-fill some of the fields.

A screenshot of a dropdown menu titled 'Templates'. The menu contains three items: 'Business Intelligence Dashboard', 'MyChart Template', and 'PF MyChart HCTEC'. A red circle with the number '8' is placed over the 'Templates' title.

## 9. The **General Request** form is like the **Incident Request** form.

## 10. Enter requester information, including **User Role** and whether the requester is a **Physician**.

A screenshot of the 'General Request' form. The form fields are as follows:

REQUESTER*	PHONE	E-MAIL
David Van Gorder (TMHDEV) <input type="button" value="..."/>	+18326675584	DEVANGORDER@HoustonMethodist.org
TITLE	DEPARTMENT	LOCATION*
Sr IT Training Spclst	IT-Training/Comms/Change Mgmt	<input type="button" value="..."/>
USER ROLE <input type="button" value="..."/>	HCTEC <input type="checkbox"/>	HELP DESK REVIEW <input type="checkbox"/> PHYSICIAN <input type="button" value="..."/>

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**SUMMARY\***

OWNER*  	ASSIGNED TO  	OWNER PRIORITY
REQUEST TYPE General Request	REQUEST TYPE SUBCATEGORY	APPLICATION/RESOURCE/CLASSIFICATION
PRIORITY* 3 - Medium	URGENCY 3 - Medium	IMPACT 3 - Minor
ORIGIN	COMPUTER NAME	REFERENCE NUMBER

11. When the appropriate fields are complete, click **Submit for Approval**.

   Save as Draft  Submit for Approval **11** Templates ▾

**UNSUBMITTED** NEW APPROVAL ASSIGNED FULFILLMENT CLOSED