

Workspace in ChangeGear



Audience: All IT Employees

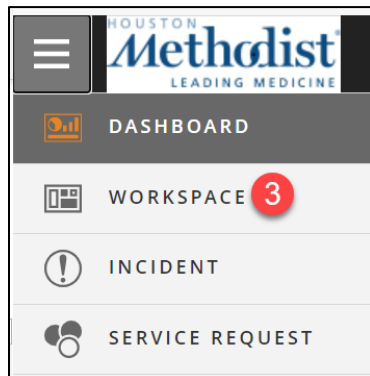
Workspace lets you easily create **Incident Requests** and **Service Requests** and toggle between the two. **Workspace** is available on the hamburger icon.

How to Use Workspace

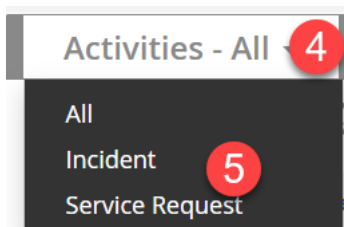
1. Open **ChangeGear**.
2. Click the **hamburger icon**.



3. Click **Workspace**.



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



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6. Click **New**.

The screenshot shows the 'Activities - Service Request' workspace. At the top, there is a toolbar with icons for 'New', 'Edit', 'Refresh', 'Search', 'Print', 'Email', and 'Link'. The 'New' button is highlighted with a red circle and the number 6. Below the toolbar, there is a search bar with the text 'My Active Requests' and a search icon. Below the search bar, there is a table with columns: ID, REQUESTER, SERVICE REQ, DUE DATE, STATUS, and SUMMARY. The first row of the table contains the following data: SR-0001641, David Van Gorder, Access Requ, 6/10/2019, Pending Approval, and Java Update.

7. Click **General Request**.

The screenshot shows the 'Activities - Service Request' workspace. Below the toolbar, there is a dropdown menu with the following options: 'Epic Cube Access' and 'General Request'. The 'General Request' option is highlighted with a red circle and the number 7.

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

The screenshot shows the 'Templates' dropdown menu. The menu is open, showing the following options: 'Business Intelligence Dashboard', 'MyChart Template', and 'PF MyChart HCTEC'. The 'Templates' label is highlighted with a red circle and the number 8.

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**.

The screenshot shows the 'General Request' form. The form has the following fields: REQUESTER* (David Van Gorder (TMHDEV)), PHONE (+18326675584), E-MAIL (DEVANGORDER@HoustonMethodist.org), TITLE (Sr IT Training Spclst), DEPARTMENT (IT-Training/Comms/Change Mgmt), LOCATION* (dropdown), USER ROLE (dropdown), HCTEC (checkbox), HELP DESK REVIEW (checkbox), and PHYSICIAN (checkbox). The 'REQUESTER*' field is highlighted with a red circle and the number 10.

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SUMMARY*		
OWNER* ⓘ ⓘ	ASSIGNED TO ⓘ ⓘ	OWNER PRIORITY
<input type="text"/>	<input type="text"/>	<input type="text"/>
REQUEST TYPE	REQUEST TYPE SUBCATEGORY	APPLICATION/RESOURCE/CLASSIFICATION
<input type="text" value="General Request"/>	<input type="text"/>	<input type="text"/>
PRIORITY*	URGENCY	IMPACT
<input type="text" value="3 - Medium"/>	<input type="text" value="3 - Medium"/>	<input type="text" value="3 - Minor"/>
ORIGIN	COMPUTER NAME	REFERENCE NUMBER
<input type="text"/>	<input type="text"/>	<input type="text"/>

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