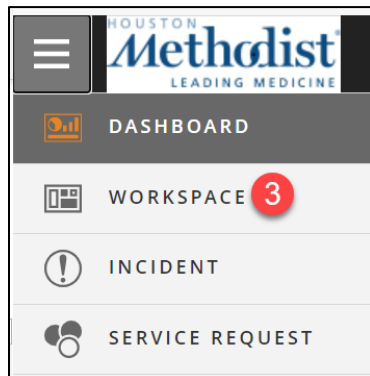# Workspace in ChangeGear

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.
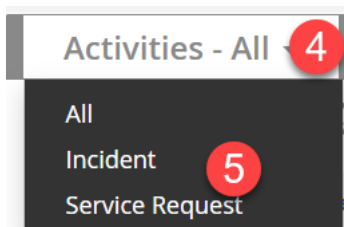
How to Use Workspace

1. Open **ChangeGear.**

2. Click the **hamburger icon.**

3. Click **Workspace.**

4. Click **Activities – All.**

5. Click **Service Request** or **Incident.**

6. Click **New.**

7. Click **General Request.**

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

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.**

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 |

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