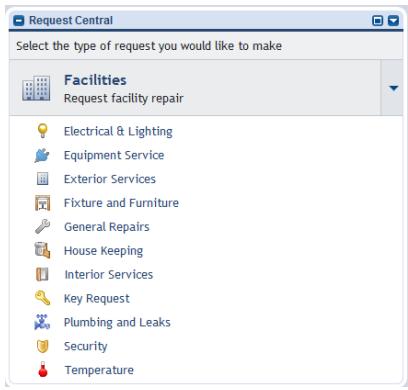
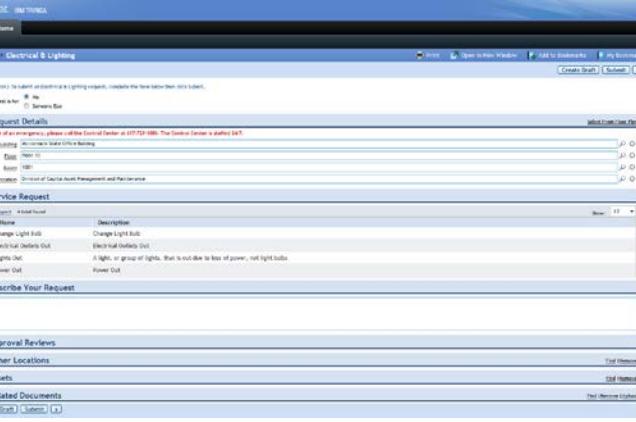
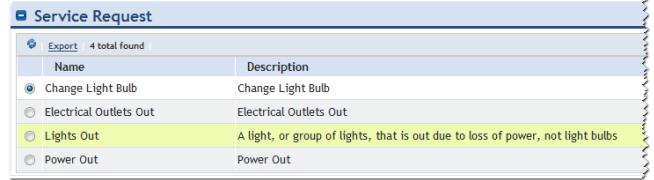
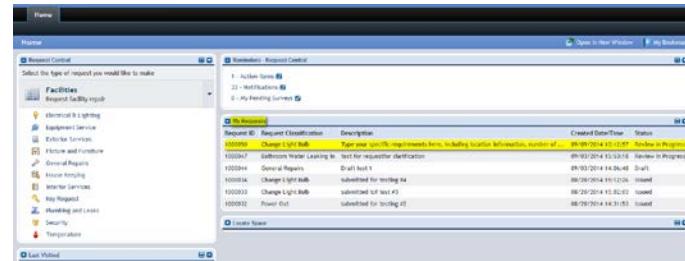


How to Create a Service Request for Yourself

Most work will begin with a Service Request filled out by a CAMIS Liaison.

Step	Action	Result
1.	<p>From the Request Central portlet, click the category of the type of request being submitted</p> 	<p>The home page for the specific category will display:</p> 
	<p>Required fields are marked with a red asterisk: * You must fill in these fields at a minimum in order to save the Service Request</p>	
2.	<p>Leave the radio button selection next to the “Me” option</p>	
		
		
3.	<p>In the Requested Details section, confirm the information in the following fields is correct:</p> <ul style="list-style-type: none"> -Building -Floor -Room -Organization <p>Use the magnifying glass to search for the building/room/floor if you need to change the defaulted information.</p> 	
	<p>The Building, Floor, Room become the Primary Work Location on a work task. The Organization becomes the Customer Organization on the work task.</p>	
4.	<p>Enter the description of the work being requested in the “Describe Your Request” field</p> 	

Step	Action	Result
5.	<p>In the Service Request portlet, click the radio button to the left of the specific reason for which you are submitting the Service Request</p>  <p>The screenshot shows a table titled "Service Request" with four rows. The first row has a checkbox labeled "Export" and the text "4 total found". The second row contains "Name" and "Description" columns. The third row has a radio button next to "Change Light Bulb" and the description "Change Light Bulb". The fourth row has a radio button next to "Lights Out" and the description "A light, or group of lights, that is out due to loss of power, not light bulbs". The fifth row has a radio button next to "Power Out" and the description "Power Out". The "Lights Out" row is highlighted with a yellow background.</p>	
	<p>Additional information can be added by expanding the following portlets:</p> <ul style="list-style-type: none"> -Related Documents. <p>This information may not flow to the work task so make certain to reference it in the description.</p>	

Step	Action	Result
6.	<p>Click the Submit button</p>  <p>Note: the following emails will be generated - to the submitter confirming the Service Request has been received:</p> <div style="border: 1px solid black; padding: 5px;"> <p>Request Electrical & Lighting (1000050-0) has been Received. tririga@itd-dv-cam-lap2.itd.state.ma.us</p> <p>Sent: Tue 9/9/2014 11:02 AM To: Sullivan, Joanne K. (ANP)</p> <p>Your Request for Electrical & Lighting (1000050-0) was received on 09/09/2014 11:01:58 and is being Processed.</p> <p>Your request for Change Light Bulb Was received on 09/09/2014 11:01:59 and is being processed. Your request ID is 1000050</p> <p>Links</p> <ul style="list-style-type: none"> Click To Open the Linked Record </div> <p>- to the building supervisor(s) that the request requires action</p> <div style="border: 1px solid black; padding: 5px;"> <p>TRIRIGA Action Item - Required Review (1054981 - Service Request-1000060-0-1054981) tririga@itd-dv-cam-lap2.itd.state.ma.us</p> <p>Sent: Wed 9/17/2014 8:27 AM To: Sullivan, Joanne K. (ANP)</p> <p>You have been assigned an Action Item in TRIRIGA.</p> <p>Action Item: Required Review Record: 1054981 - Service Request-1000060-0-1054981 (triApproval) Assigned at: 09/17/2014 08:27:07 Assigned By: Keddy, Pat - 1000542</p> <p>Approve Escalate Assign Request Clarification Return</p> <p>Links</p> <ul style="list-style-type: none"> Record for Approval </div>	<p>System will return to your Home page where you can link to your Service Requests:</p>
7.	End of procedure – you have now created a service request on behalf of yourself	