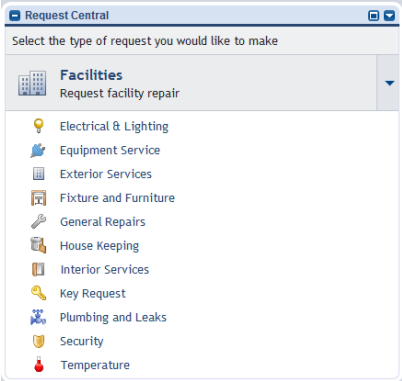
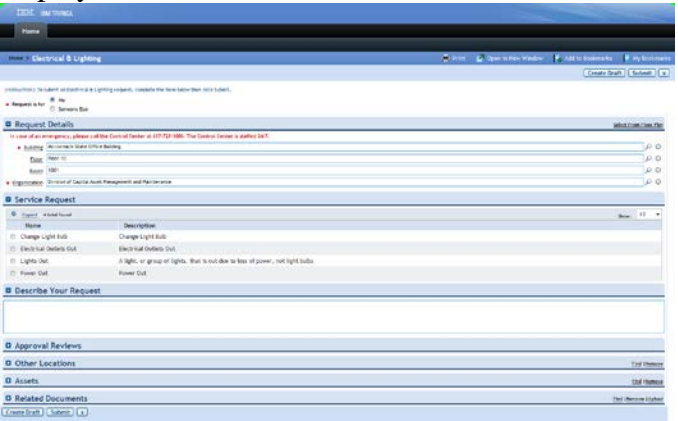

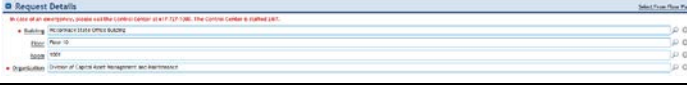


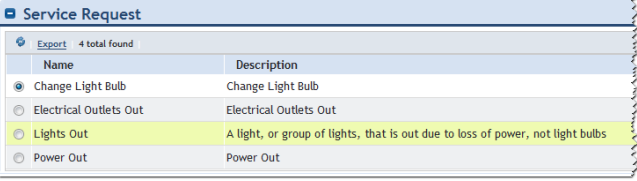

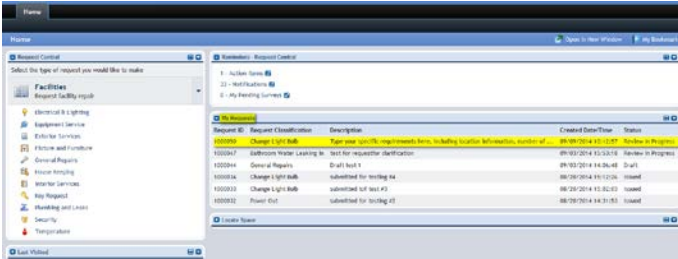


## How to Create a Service Request for Yourself

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> <p>* Request is for <input checked="" type="radio"/> Me <input type="radio"/> Someone Else</p>	
3.	<p>In the Requested Details section, confirm the information in the following fields is correct:                      -Building                      -Floor                      -Room                      -Organization                      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 'Service Request' portlet with a table of reasons. The table has two columns: 'Name' and 'Description'. The 'Lights Out' row is highlighted in yellow. The radio button for 'Lights Out' is selected.</p> <table border="1" data-bbox="164 407 797 548"> <thead> <tr> <th>Name</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="radio"/> Change Light Bulb</td> <td>Change Light Bulb</td> </tr> <tr> <td><input type="radio"/> Electrical Outlets Out</td> <td>Electrical Outlets Out</td> </tr> <tr> <td><input type="radio"/> Lights Out</td> <td>A light, or group of lights, that is out due to loss of power, not light bulbs</td> </tr> <tr> <td><input type="radio"/> Power Out</td> <td>Power Out</td> </tr> </tbody> </table>	Name	Description	<input checked="" type="radio"/> Change Light Bulb	Change Light Bulb	<input type="radio"/> Electrical Outlets Out	Electrical Outlets Out	<input type="radio"/> Lights Out	A light, or group of lights, that is out due to loss of power, not light bulbs	<input type="radio"/> Power Out	Power Out	
Name	Description											
<input checked="" type="radio"/> Change Light Bulb	Change Light Bulb											
<input type="radio"/> Electrical Outlets Out	Electrical Outlets Out											
<input type="radio"/> Lights Out	A light, or group of lights, that is out due to loss of power, not light bulbs											
<input type="radio"/> Power Out	Power Out											
	<p>Additional information can be added by expanding the following portlets:</p> <ul style="list-style-type: none"> <li>-Related Documents.</li> </ul> <p>This information may not flow to the work task so make certain to reference it in the description.</p>											

Step	Action	Result
6.	Click the <a href="#">Submit</a> button	<p>System will return to your Home page where you can link to your Service Requests:</p>  <p><b>Note:</b> the following emails will be generated -to the submitter confirming the Service Request has been received:</p> <div data-bbox="857 730 1469 966" style="border: 1px solid black; padding: 5px;"> <p><b>Request Electrical &amp; Lighting (1000050-0) has been Received.</b> tririga@itd-dv-cam-lap2.itd.state.ma.us</p> <p>Thu 9/9/2014 11:02 AM Sullivan, Joanne K. (ANF)</p> <p>Your Request for Electrical &amp; 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><b>Links</b></p> <ul style="list-style-type: none"> <li><a href="#">Click To Open the Linked Record</a></li> </ul> </div> <p>- to the building supervisor(s) that the request requires action</p> <div data-bbox="857 1060 1425 1375" style="border: 1px solid black; padding: 5px;"> <p><b>TRIRIGA Action Item - Required Review (1054981 - Service Request-1000060-0-1054981)</b> tririga@itd-dv-cam-lap2.itd.state.ma.us</p> <p>Sent: Wed 9/17/2014 8:27 AM To: Sullivan, Joanne K. (ANF)</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><a href="#">Approve</a> <a href="#">Escalate</a> <a href="#">Reassign</a> <a href="#">Request Clarification</a> <a href="#">Return</a></p> <p><b>Links</b></p> <ul style="list-style-type: none"> <li><a href="#">Record for Approval</a></li> </ul> </div>
7.	<b>End of procedure</b> – you have now created a service request on behalf of yourself	