**How to Create a Service Request for Someone Else**

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Request Central portlet, click the category of the type of request being submitted</td>
<td>The home page for the specific category will display:</td>
</tr>
<tr>
<td></td>
<td>Required fields are marked with a red asterisk: * You must fill in these fields at a minimum in order to save the Service Request</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Click the radio button selection next to the “Someone Else” option</td>
<td>The Requested For portlet will display with a Lookup field</td>
</tr>
<tr>
<td></td>
<td>The Search window will display:</td>
<td></td>
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<tr>
<td>3.</td>
<td>Click the magnifying glass at the end of the Lookup field to produce a search page to find the name of the person for whom the request is being submitted</td>
<td>The Search window will display:</td>
</tr>
<tr>
<td>4.</td>
<td>Enter search criteria</td>
<td></td>
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<tr>
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<tr>
<td>5.</td>
<td>Press [Enter] key or click <strong>Apply Filters</strong> link to get search results list.</td>
<td>A list of names that meet the entered criteria will display</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE</strong> Not all employees will be in the database. If the employee for whom the request is being submitted is not listed in the result list: - Leave your name in the Lookup field, and - Populate the Name, Work Phone and email fields with the information for the person on whose behalf the request is being submitted</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Select the radio button to the left of the name being selected</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Click the <strong>OK</strong> link</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>NOTE</strong> The Building, Floor, Room become the Primary Work Location on a work task. The Organization becomes the Customer Organization on the work task.</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Enter the description of the work being requested in the “Describe Your Request” field</td>
<td></td>
</tr>
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</table>
| 10.  | In the Service Request portlet, click the radio button to the left of the specific reason for which you are submitting the Service Request | Additional information can be added by expanding the following portlets:  
- Other Locations  
- Assets  
- Related Documents.  
This information may not flow to the work task so make certain to reference it in the description. |
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| 11.  | Click the [Submit] button | System will return to your Home page where you can link to your Service Requests:  

![](image1.png)  

**Note:** the following emails will be generated  
- to the Reported By person confirming the Service Request has been received:  

![](image2.png)  

- to the building supervisor(s) that the request requires action (approval)  

![](image3.png)  

| 12.  | **End of procedure** – you have now created a service request on behalf of someone else | |