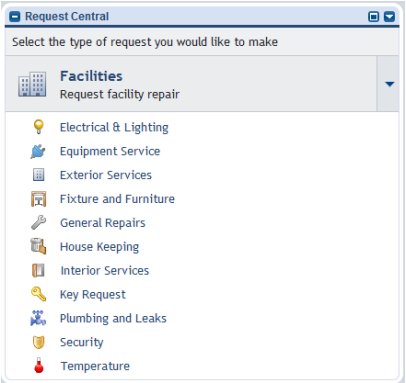
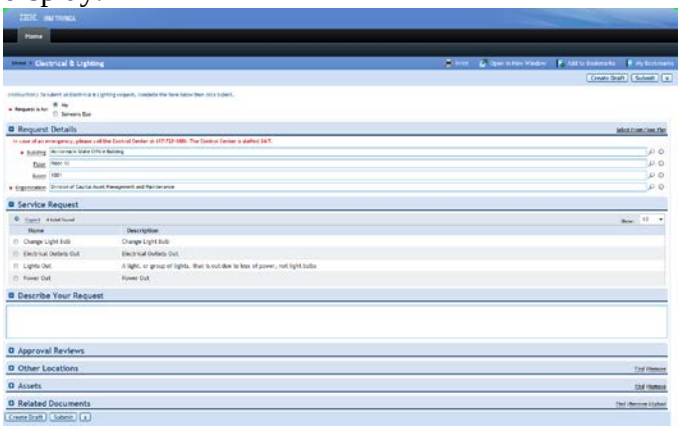
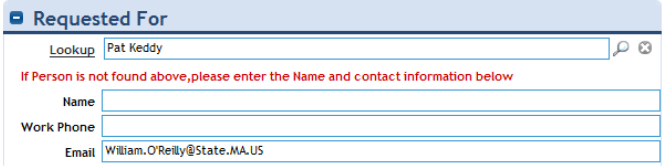
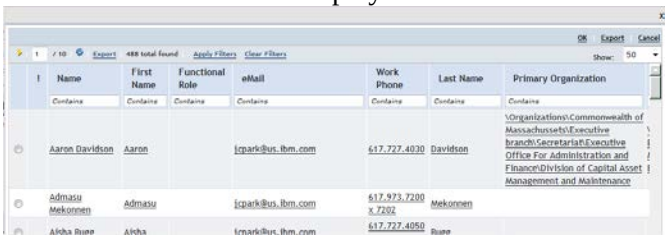
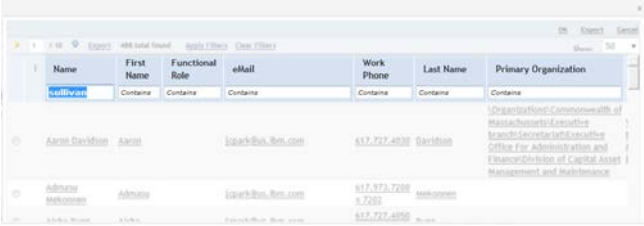
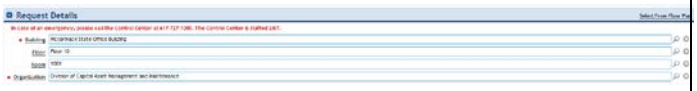
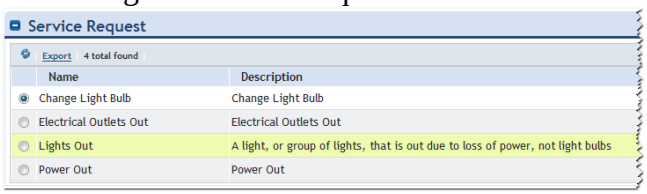
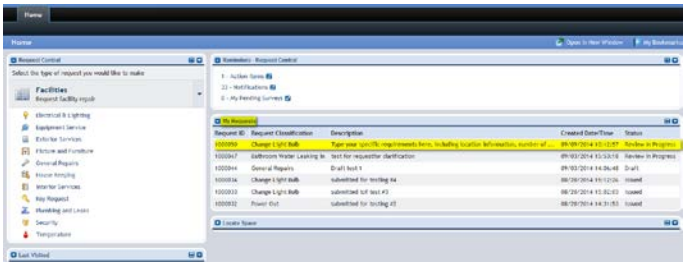
How to Create a Service Request for Someone Else

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

Step	Action	Result
1.	From the Request Central portlet, click the category of the type of request being submitted 	The home page for the specific category will display: 
NOTE	Required fields are marked with a red asterisk: * You must fill in these fields at a minimum in order to save the Service Request	
2.	Click the radio button selection next to the "Someone Else" option 	The Requested For portlet will display with a Lookup field 
3.	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	The Search window will display: 
4.	Enter search criteria 	

Step	Action	Result
5.	Press [Enter] key or click Apply Filters link to get search results list.	A list of names that meet the entered criteria will display  See note below if name does not display
NOTE	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	
6.	Select the radio button to the left of the name being selected	
7.	Click the OK link	
8.	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. 	
NOTE	The Building, Floor, Room become the Primary Work Location on a work task. The Organization becomes the Customer Organization on the work task.	
9.	Enter the description of the work being requested in the "Describe Your Request" field 	

Step	Action	Result
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  Service Request Export 4 total found Name / Description Change Light Bulb / Change Light Bulb Electrical Outlets Out / Electrical Outlets Out Lights Out / A light, or group of lights, that is out due to loss of power, not light bulbs Power Out / Power Out	
NOTE	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.	

Step	Action	Result
11.	Click the Submit button	System will return to your Home page where you can link to your Service Requests:  **Note**: the following emails will be generated -to the Reported By person confirming the Service Request has been received:  **Request Electrical & Lighting (1000050-0) has been Received.** tririga@itd-dv-cam-lap2.itd.state.ma.us Sent: Tue 9/9/2014 11:02 AM To: Sullivan, Joanne K. (ANF) Your Request for Electrical & Lighting (1000050-0) was received on 09/09/2014 11:01:58 and is being Processed. Your request for Change Light Bulb Was received on 09/09/2014 11:01:59 and is being processed. Your request ID is 1000050 **Links** • Click To Open the Linked Record - to the building supervisor(s) that the request requires action (approval)  **TRIRIGA Action Item - Required Review (1054981 - Service Request-1000060-0-1054981)** tririga@itd-dv-cam-lap2.itd.state.ma.us Sent: Wed 9/17/2014 8:27 AM To: Sullivan, Joanne K. (ANF) You have been assigned an Action Item in TRIRIGA. 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 Approve Escalate Reassign Request Clarification Return **Links** • Record for Approval
12.	**End of procedure** – you have now created a service request on behalf of someone else	