



California
DEPARTMENT OF TECHNOLOGY
Office of Technology Services

Service Request Fulfillment Training Overview of My Requests

Module Objectives

- **Lesson 1: Overview of My Requests**

Lesson 1

Overview of My Requests

My Requests

Select a view My Requests All Requests

Show All

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Remedy/ITSM Application Configuration
Request ID: REQ000002087691
Submitted: 9/17/2015 3:38:41 PM
For: Carri Stokes
Status: Closed
[Request Again](#) | [Details](#)

OTech Projects support grp CRQ not...
Request ID: REQ000002082713
Submitted: 8/24/2015 1:08:00 PM
For: Carri Stokes
Status: Closed
[Details](#)

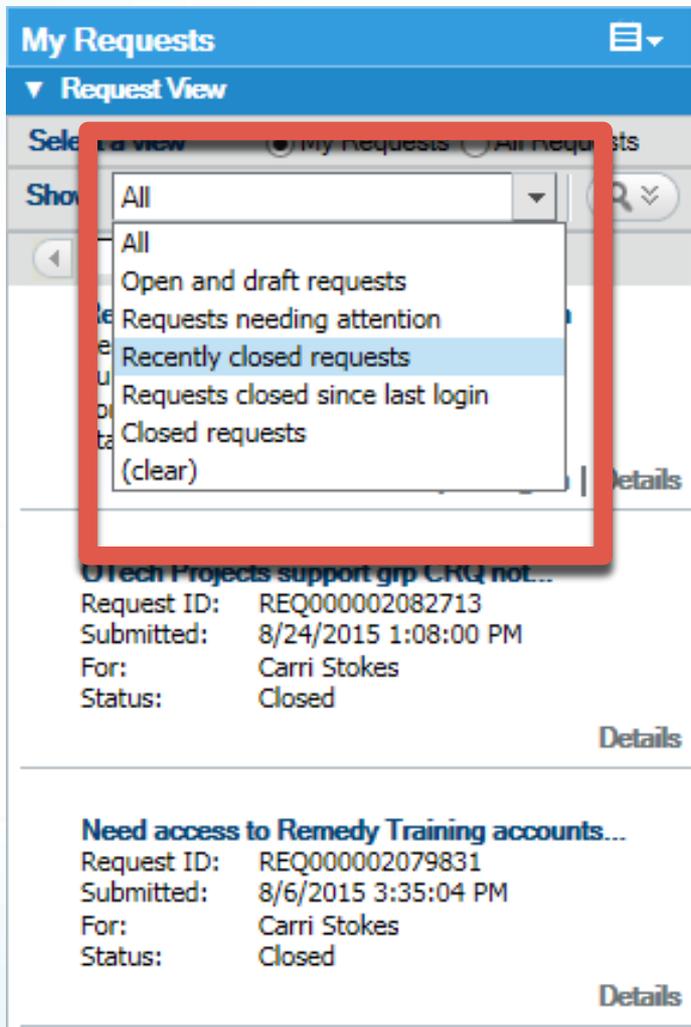
Need access to Remedy Training accounts...
Request ID: REQ000002079831
Submitted: 8/6/2015 3:35:04 PM
For: Carri Stokes
Status: Closed
[Details](#)

Kicked out of Citrix
Request ID: REQ000002073453
Submitted: 7/6/2015 10:43:24 AM
For: Carri Stokes
Status: Closed
[Details](#)

The SRM Application's *My Requests* section displays a list of requests that are submitted by you and, if any, requests that are submitted on your behalf by another user. It can also display all requests for your department by choosing the All Requests view.

Lesson 1

Overview of My Requests



The screenshot shows the 'My Requests' interface. At the top, there is a blue header with the title 'My Requests' and a menu icon. Below the header, there is a 'Request View' section with a dropdown menu. The dropdown menu is open, showing a list of options: 'All', 'Open and draft requests', 'Requests needing attention', 'Recently closed requests', 'Requests closed since last login', 'Closed requests', and '(clear)'. The 'Recently closed requests' option is highlighted. Below the dropdown menu, there are two request cards. Each card displays the request title, Request ID, Submitted date and time, For: (User Name), and Status. The first card is for 'Utech Projects support grp CRQ not...' and the second is for 'Need access to Remedy Training accounts...'. Both requests are in 'Closed' status. A red box highlights the dropdown menu, and a red bracket on the right side of the slide points to the text explaining the menu options.

Your first four most recent requests are visible per page. To view other requests by status type, select one of the options from the *My Requests* Show list. Each option is defined on the next slide.

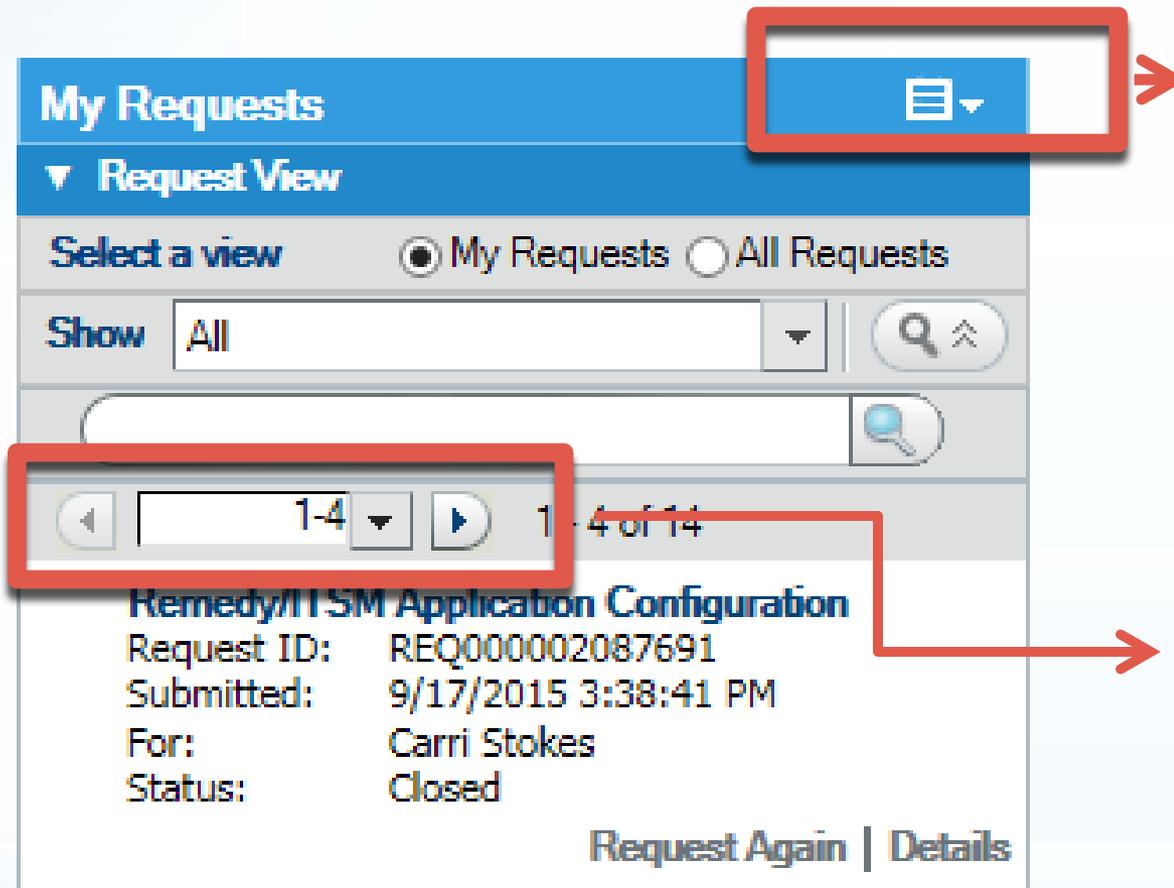
Lesson 1

Overview of My Requests

All	Requests with all status values except 'Closed' and 'In Cart'
Open and draft requests	Requests with all status values except 'Completed', 'Closed', and 'In Cart'
Request needing attention	Requests for which a fulfillment worker has created an entry in the request's Activity Log for you to read
Recently closed requests	Requests closed within the last (7) days, because they were either fulfilled or rejected.
Requests closed since last login	Requests closed since current user last accessed the Service Request Management application
Closed requests	Requests with status of Completed, Rejected, Cancelled, or Closed

Lesson 1

Overview of My Requests



My Requests

▼ Request View

Select a view My Requests All Requests

Show All

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Remedy/ITSM Application Configuration
Request ID: REQ000002087691
Submitted: 9/17/2015 3:38:41 PM
For: Carri Stokes
Status: Closed

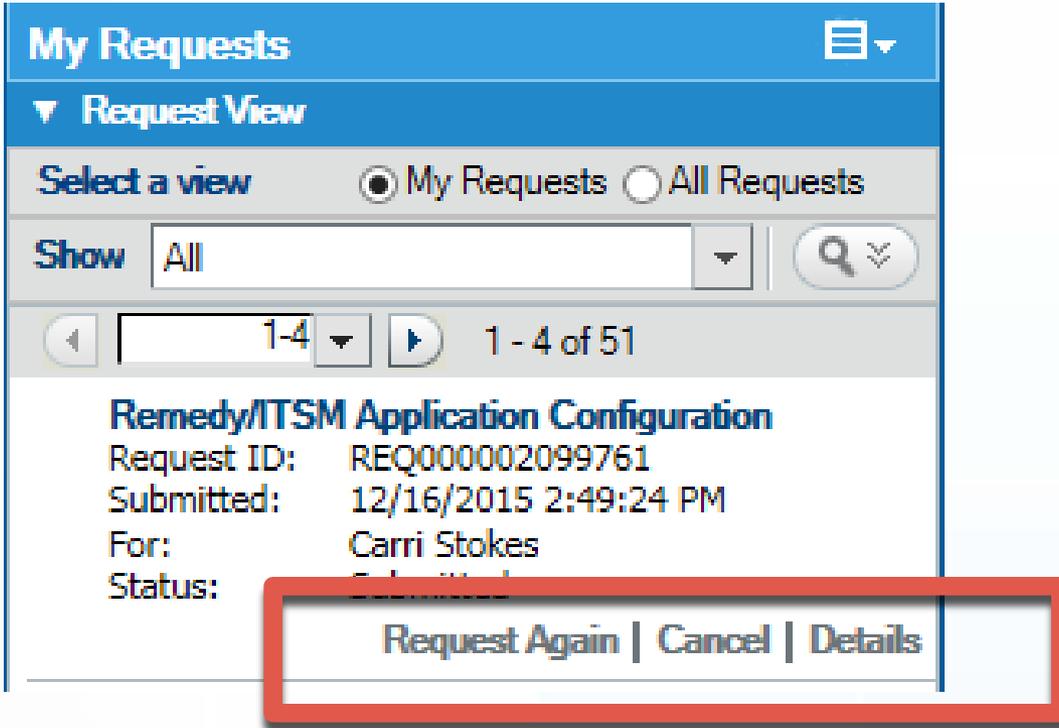
[Request Again](#) | [Details](#)

The Print button takes you to the My Reports Console.

To view other requests, you may click the down arrow showing the number list or click the Next/Previous arrow.

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Overview of My Requests



My Requests 

▼ **Request View**

Select a view My Requests All Requests

Show All 

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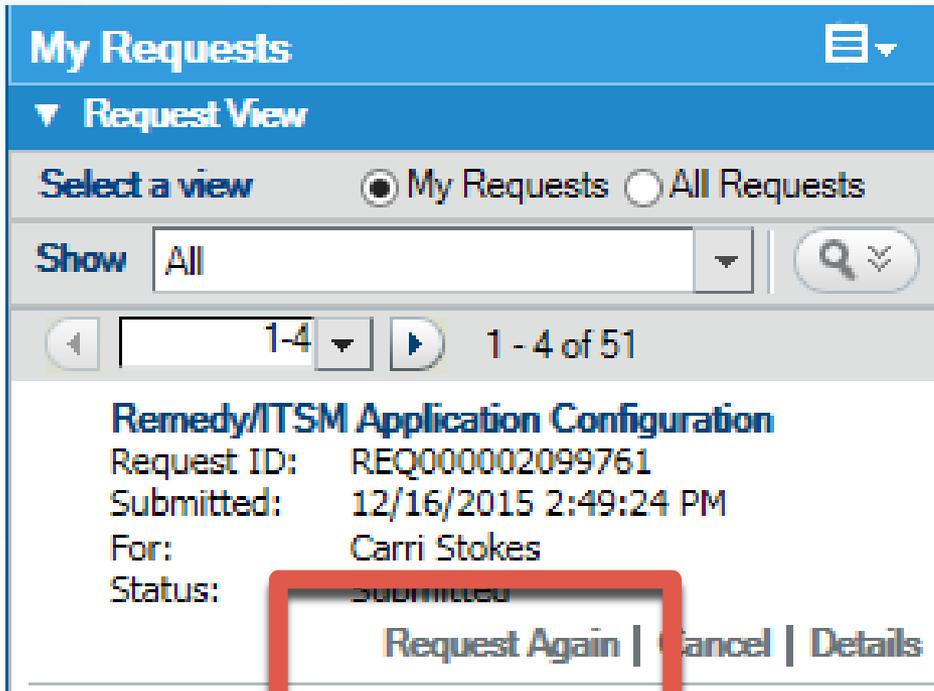
Remedy/ITSM Application Configuration
Request ID: REQ000002099761
Submitted: 12/16/2015 2:49:24 PM
For: Carri Stokes
Status: Submitted

[Request Again](#) | [Cancel](#) | [Details](#)

You can perform various actions on a service request directly from the My Requests section, including Request Again, Cancel and Details.

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Overview of My Requests



My Requests [Menu Icon]

▼ Request View

Select a view My Requests All Requests

Show All [Search Icon]

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Remedy/ITSM Application Configuration

Request ID: REQ000002099761

Submitted: 12/16/2015 2:49:24 PM

For: Carri Stokes

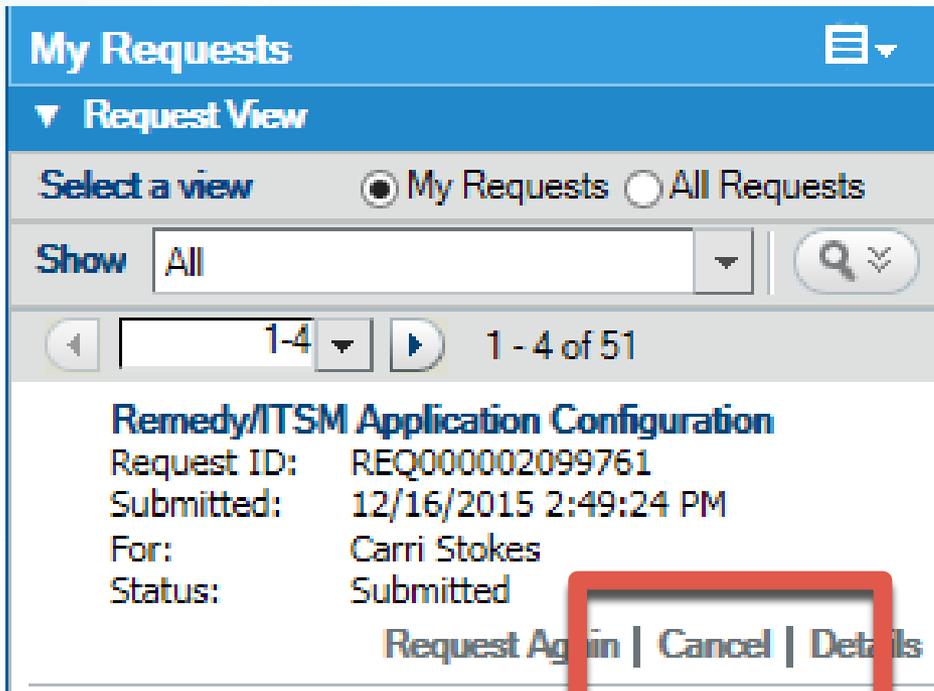
Status: Submitted

Request Again | Cancel | Details

You might need to create a request that is similar to a previous one that you submitted. With the *Request Again* function you can create a copy of an existing request, the details of which can be modified. You can copy a request regardless of its status. That is, you can copy a draft, a submitted, or a cancelled request.

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Overview of My Requests



My Requests 

▼ **Request View**

Select a view My Requests All Requests

Show 

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Remedy/ITSM Application Configuration

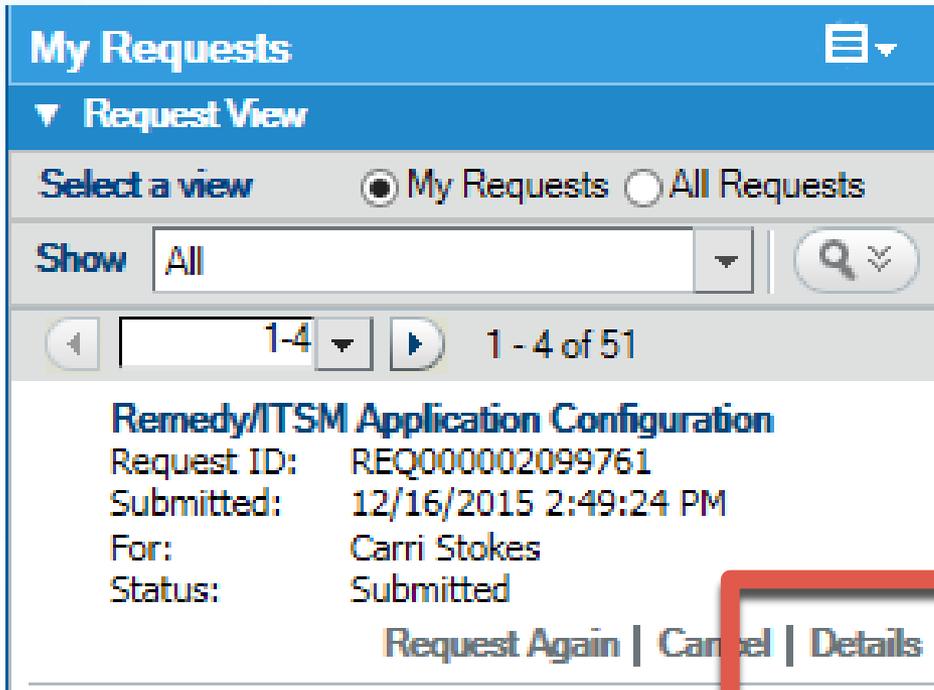
Request ID: REQ000002099761
Submitted: 12/16/2015 2:49:24 PM
For: Carri Stokes
Status: Submitted

[Request Again](#) | [Cancel](#) | [Details](#)

You can cancel a request by clicking **Cancel** located below the request. When you click *Cancel*, a Message Box appears for confirmation. After confirming, the request status changes to **Cancelled**.

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Overview of My Requests



My Requests [Menu Icon]

▼ Request View

Select a view My Requests All Requests

Show All [Search Icon]

1-4 1 - 4 of 51

Remedy/ITSM Application Configuration

Request ID: REQ000002099761
Submitted: 12/16/2015 2:49:24 PM
For: Carri Stokes
Status: Submitted

Request Again | Cancel | **Details**

Click the *Details* option if you would like open your service request to see additional information regarding your request.

