Creating a New Request

Windows 7

To create a new request

1 On the **Request** menu, click **New Request**, or click REQ

2 Click the drop-down arrow, click the **Incident** of your choice, and then click >

3 Click the **Catalog** drop-down arrow, click the **Catalog** of your choice, and then click

4 On the **Catalog Item** table, search for and then click the **Catalog Item** of your choice.

5 Under **Select Features**, click to highlight the **Available Features** of your choice, if any, and then click ▶ to move your selection to the **Requested Features** table.

6 Complete **Select Inclusions and Exclusions** as appropriate.

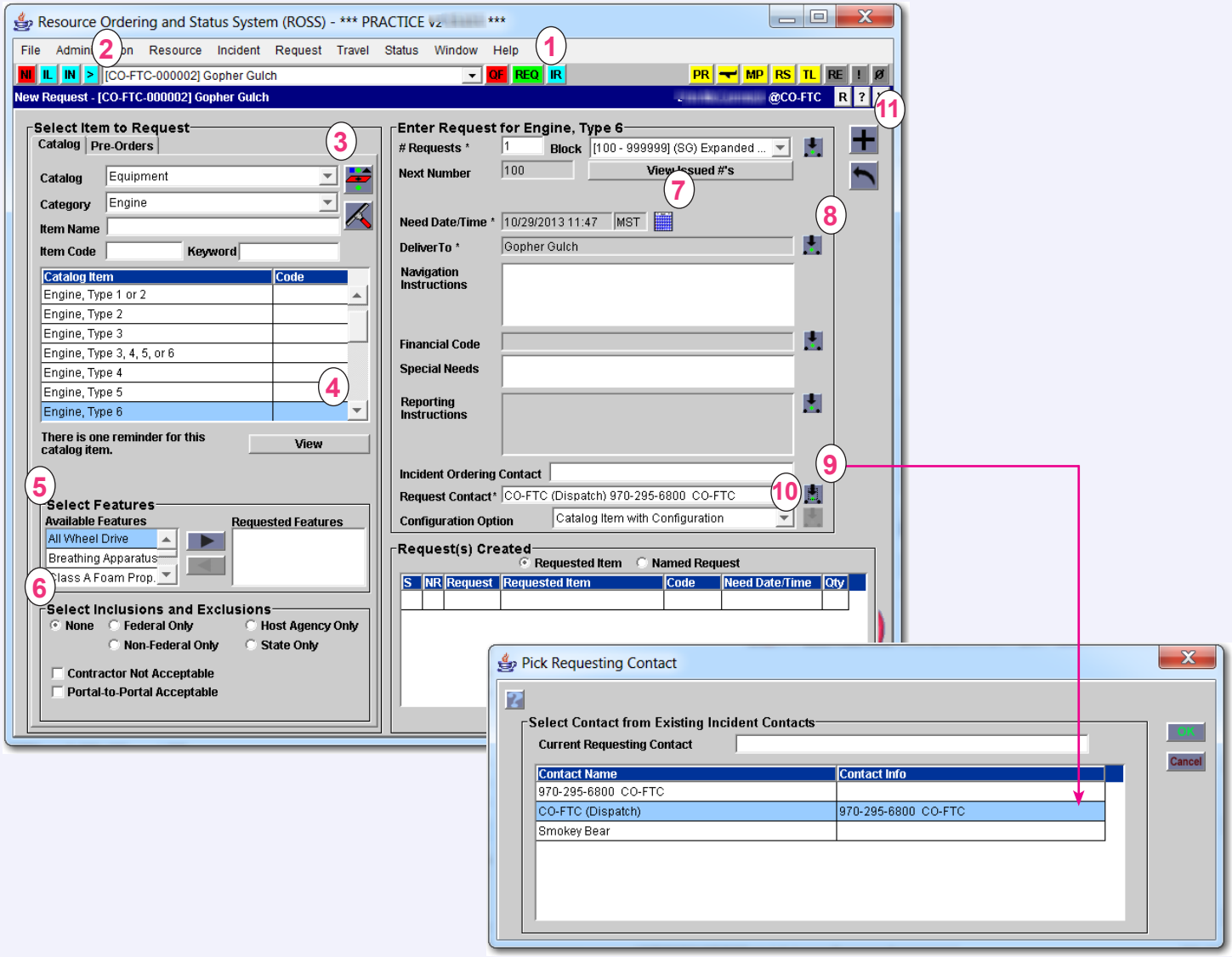
7 Click and then complete the **Need Date/Time**.

8 In the **Deliver To** text box, click and then complete the **Deliver To location**.

9 In the **Request Contact** text box, click and then complete the **Pick Requesting Contact** dialog box.

10 If the selected **Catalog Item** has a configuration, click the **Configuration Option** drop-down arrow, and then click the **Configuration Option** of your choice.

11 Click +



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