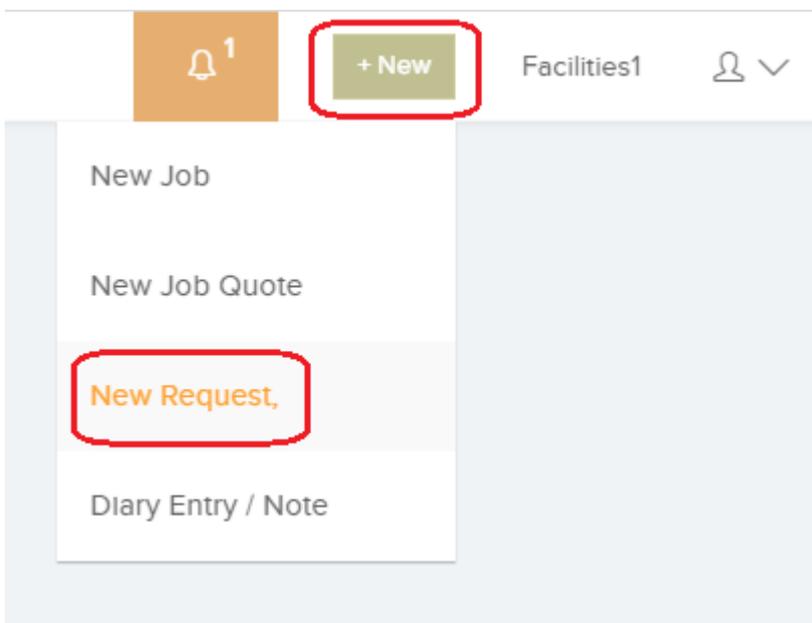# Job Requests

Job Requests are work orders raised by staff members or clients for work to be done. Multiple users can also share the one login in order to create requests.

Requests can be created either by selecting the *New Request* button at the top-right of the *Requests* page.
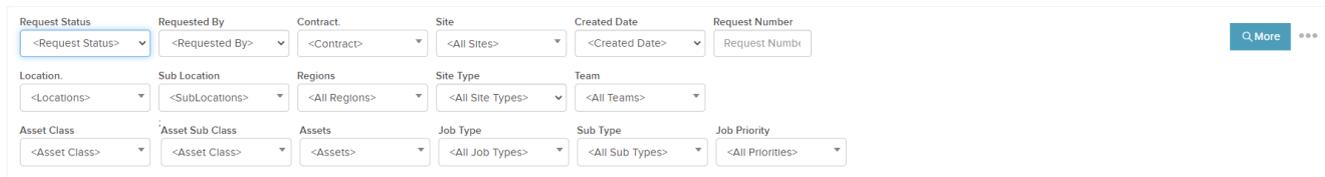
Or by clicking the +*New* button at the top-right of the main application view, and selecting *New Request:*

The main *Requests* view shows a list of Job Requests and the request details; such as, the request number, site, who raised the request and when etc.

This list can be filtered by clicking any column at the top of the grid. You can also add or change the columns by selecting the three dots next to the first column, and then *Columns*. You can also save the column layout, or reset it.

You can also filter the *Requests* list by clicking the *Filters* button at the top-right of the page. This will display various filtering options for you to choose from:

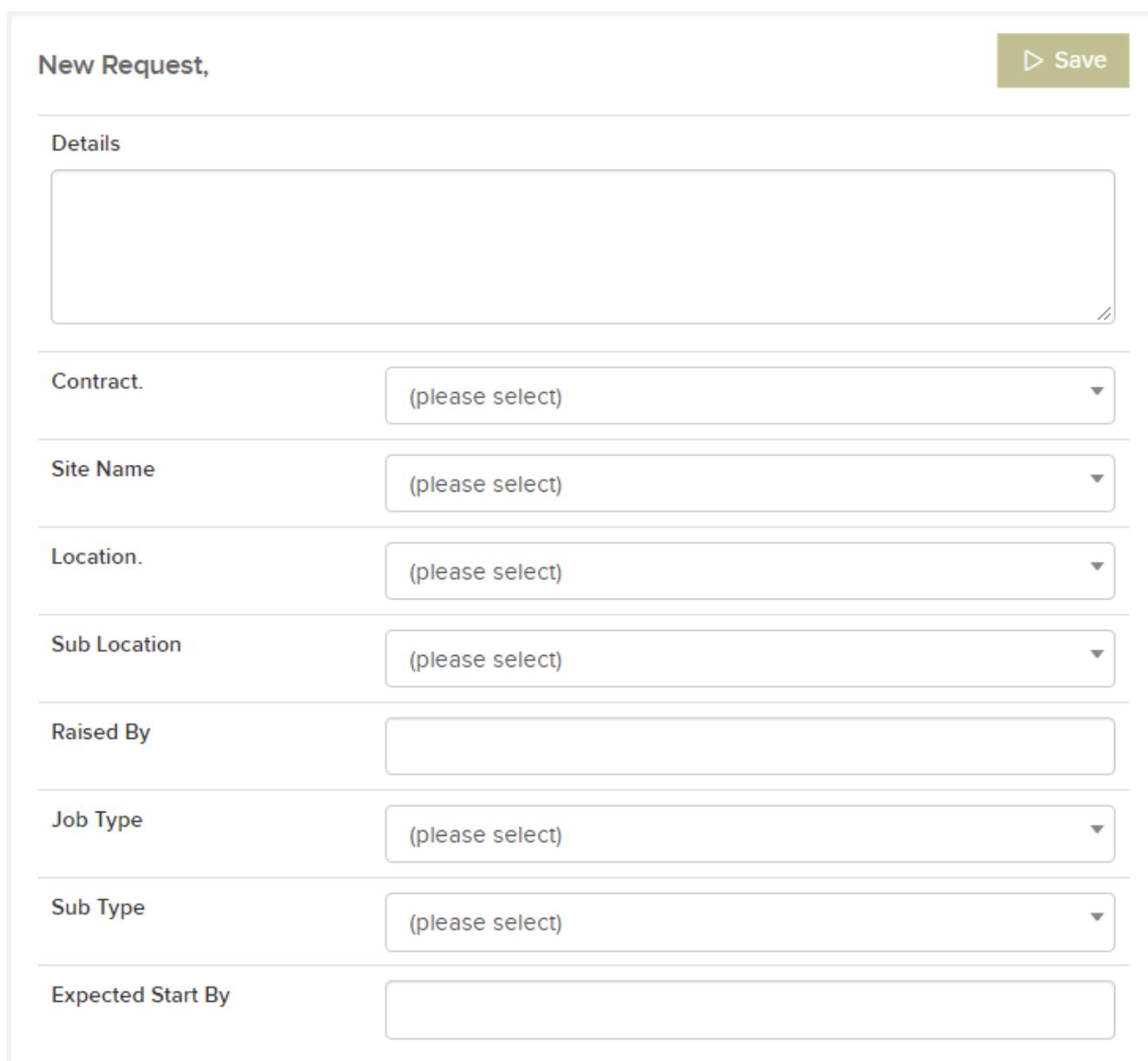The three dots next to the *More* button will show one more options:

- **Excel Export** will allow you to export the list to an Excel spreadsheet

---

Users can create requests from the main dashboard view, and clicking on the "+NEW" button at the top right, and then selecting *New Request*:
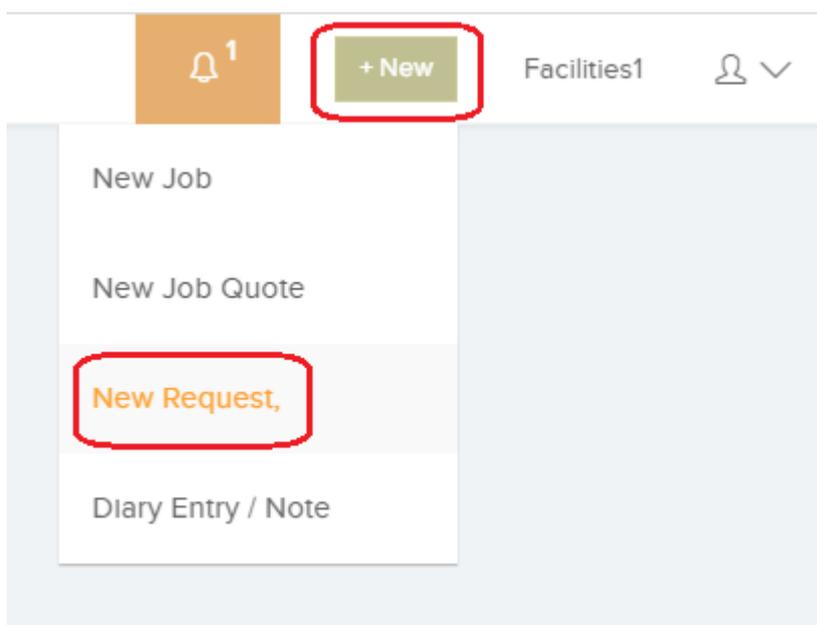
This can also be done by visiting the *Requests* area, and selecting *New Request* at the top-right of the page.

Clicking on *New Request* will open this view, where you can fill in the *Job Request* details. Once the details have been filled in, click *Save* to finish creating your new request:

While you are filling in the New Request form, a separate grid will appear on-screen. This grid will show any requests at the

same site with similar details.

In addition, users can also email in requests to a designated email address which will create requests in Trackplan. The emailed requests can be correctly routed to the related Site and Location if the staff member and their email address are set up as Site Contacts.

Job requests can be approved into Reactive Jobs for the help-desk to manage. In the main *Requests* list view, you can view the details of each individual request by clicking on the Request Number.

For Pending Requests, you will find the options to Approve or Decline the requests in the main Request details tab.