

Request Authorisations

Request Authorisations.

Step 1.

Enable the setting 'Use Authorisation Process' in Settings – Job Requests.

Step 2.

Each user has a setting to allow them to authorise requests. This setting can be found in Users – General Settings – Job Request Workflow Settings – Can Authorise Requests.

Step 3.

On the Job request details page you have the option to approve the request or sent the request for authorisation. You can send to a specific user or team. It is then up the user or any member of the team to authorise and approve the request. You can view the authorisation process on the request details screen by clicking 'View Authorisations'

Advanced Job routing and request Authorisations.

In Settings – Advanced Job Routing, you can set up different routes to help direct jobs to specific users, resources or teams. Importantly, you can still use the request authorisation process by setting 'Request Requires Authorisation' to yes. This will link to a specific team and notify all users in that team that a request has been raised and needs authorised.