

# Work Orders as Job Requests

Work Orders / Issues can be created as a job request, which can then be approved into reactive jobs. These requests can be sent for authorisation, and the requester can confirm or reject the work that has been done:

**New Request,** ▶ Save

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**Details**

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**Contract.**

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**Site Name**

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**Location.**

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**Sub Location**

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**Raised By**

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**Job Type**

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**Sub Type**

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**Expected Start By**

When a new request has been created in the main application, the request details page will show these options:

2342

Job Request No.

Details

Documents

Assets

← Back



🗑 Delete

🗑 Decline

👍 Approve

- **Photo** – Add a photo to the job request
- **Delete** – Delete the request. Deleting a request will remove it completely from the requests list.
- **Decline** – Decline the request. Declining a request will enable you to write a note explaining the reason for declining:

The request will remain in the requests list, and the request details page will show the reason for declining:

Job Request Status	Declined
Date Raised	29/01/2020 16:16
Expected By	29/01/2020 19:16
Priority	Emergency
Declined by	Facilities1
Date Declined	29/01/2020 16:16
Reason Declined	reason for declining

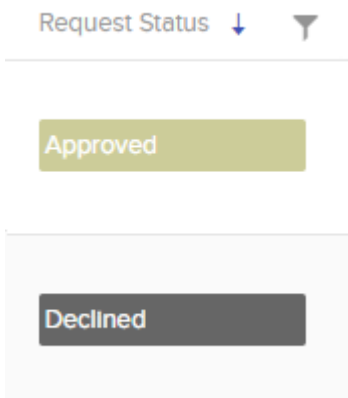
- **Approve** – Approve the request. Approving the request will allow you to either create a new job from the request, or send the request for authorisation:

✔ Approve Request And Create Job

❓ Send Request For Authorisation

“Approve Request And Create Job” will take you to the *Create a New Job* page. “Send Request For Authorisation” means the job request can be sent for authorisation before it can be approved into a job. Users can be given permission to authorise these types of requests from the *User Details* page (which can be found in the *Settings -> Users* area and selecting the User Name).

The Request Status column in the *Requests* list will tell you the status of a request:



There are a number of request statuses, which are:

- Approved
- Authorised
- Declined
- Form Submitted
- Form Not Submitted
- Pending
- Requires Authorisation
- Work Confirmed
- Work Rejected

