

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

Details

Contract.

Site Name

Location.

Sub Location

Raised By

Job Type

Sub Type

Expected Start By

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



- **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:



- **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” 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