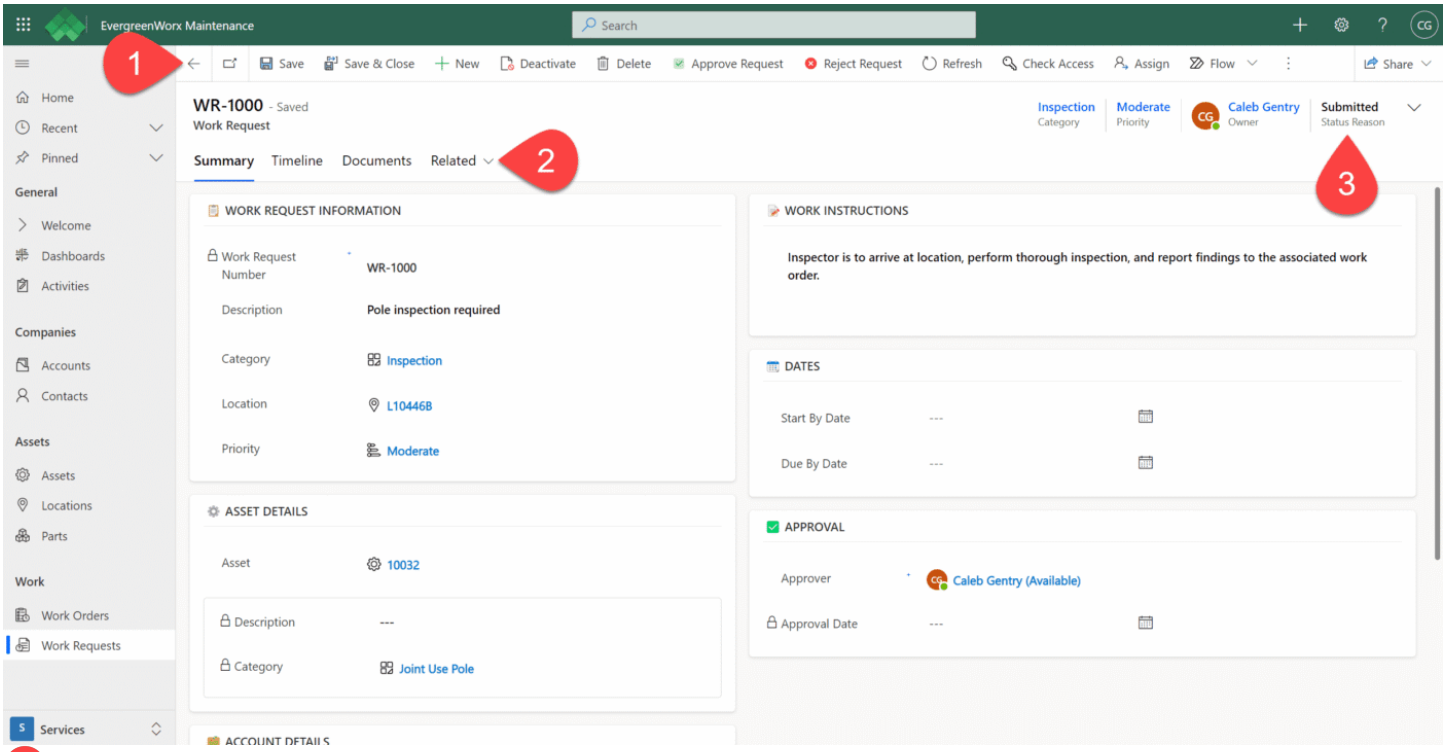
Work Requests

Maintenance · https://evergreenworx.com/docs/work-requests/

The main Work Request Record form stores key data about work that needs to be performed for an Asset.



1 In the ribbon, available actions are displayed for the current Work Request record, such as deactivating the record, deleting the record, or running a report. The actions available depend on your security role and permissions.

- Submit Request - once a Work Request has been created, it can be submitted for approval. An Approver must be specified on the request before the action can be completed.
- Approve Request – if a Work Request has been submitted for approval, the Approver designated on the record will have access to this action. Clicking on the action will automatically create a Work Order associated to the Work Request, as well as updating the status of the Work Request itself.

2 Record forms have tabs that allow the user to move between different data elements of the record. On the Work Request record, you'll see the following tabs:

- Summary – Displays characteristic data such as the Asset on which the work is needed, the type of work, and the priority and due dates of the work to be performed.
- Timeline - Stores historical notes and activities against the record. For more information, see the Timeline topic. For more information, see Timeline | EvergreenWorx.
- Documents – File attachments such as documents and photos.
- Related – Other related items, such as Record Audit History and Activities.

3 The record status indicates whether the Work Request is still in "Draft" mode or it has been "Submitted", and if submitted, whether it has been "Approved" or "Rejected" by a supervisor.