


HOW TO FORWARD A WORK REQUEST

Click the “**schedule**” button (before a ticket has been issued), on the work request then at the bottom right hand side of the page that opens are buttons, (“forward and close”). Click on the “**forward**” button and a new window will appear with two fields, (“supervisor and work team code”). In the field called “**work team code**”, use the ellipse button , or type in the first letter of the team and choose the work team.

Do not put anything in the supervisor field. If there is a name in the supervisor field---delete it. **Note: (if you put a name in the supervisor field, the work request will only be seen by the supervisor and not the work team).** Click “**save**”. The work request will be removed from your console and is now on the console of the supervisor for the work team you chose.