

Template Applications – IT Support Request

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Template Applications – IT Support Request

Introduction

This three-page application will manage IT support access requests. The first page collects information about the stakeholders; requester & manager. The second page specifies the access requirements, and the third page is used for approvals.

IT Support Request



* = Required Field

Employee Information

First Name: * Last Name: *

Email Address: * Phone Number:

Company Location: * Department: *


Manager Information

First Name: * Last Name: *

Email Address: * Phone Number:

Next

IT Support Request



Request Details

Request Access For:

☐ Intranet ☐ Program Downloads ☐ CRM

☐ Finance ☐ Developer Access

Intranet Access: **Developer Access:**


☐ User ☐ Junior

☐ Manager ☐ Senior

☐ Administrator ☐ Team Leader

Previous **Submit**

IT Support Request



Employee Information

Employee Name:

Location: Department:

Contact:

Requested Access

Item Access:

Manager Decision:

☐ Approved

☐ Rejected

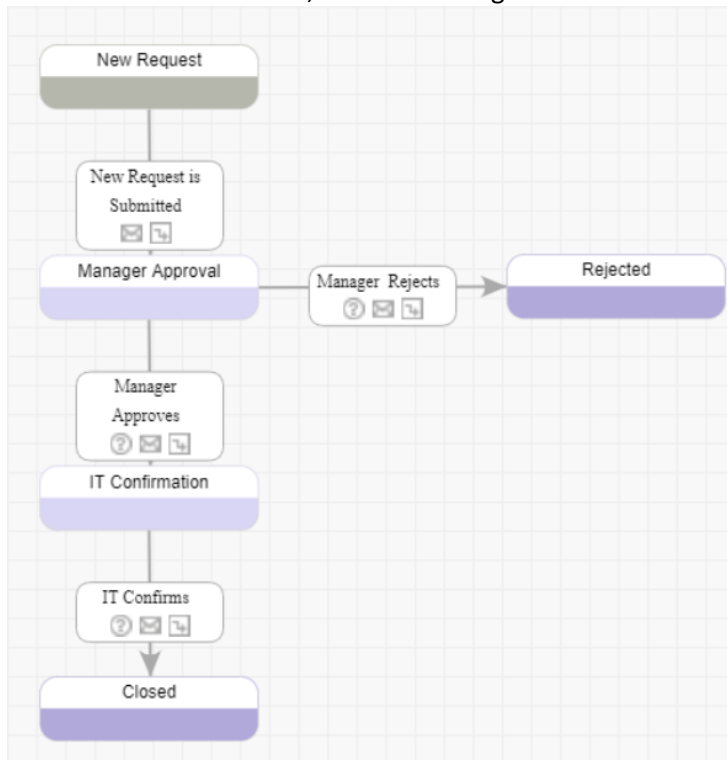
☐ IT Confirmed

Previous **Submit**

Template Applications – IT Support Request

Workflow Logic

All requests will require approval by the appointed manager. Once approved, a request will be forwarded to the IT team, who will arrange access and confirm that it has been done.



Behaviors

On navigation to the second page (Next button on page 1), there is a check of mandatory fields for that page. Information from this page is then passed onto the last page and displayed as a summary of employee details.

On submission, after a selection has been made (Submit button on page 2), the requested access details are also passed onto the final page and displayed as a summary. At other stages of the process, the second page will no longer be seen as details of the request will already be displayed on page 3.

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Installation Instructions

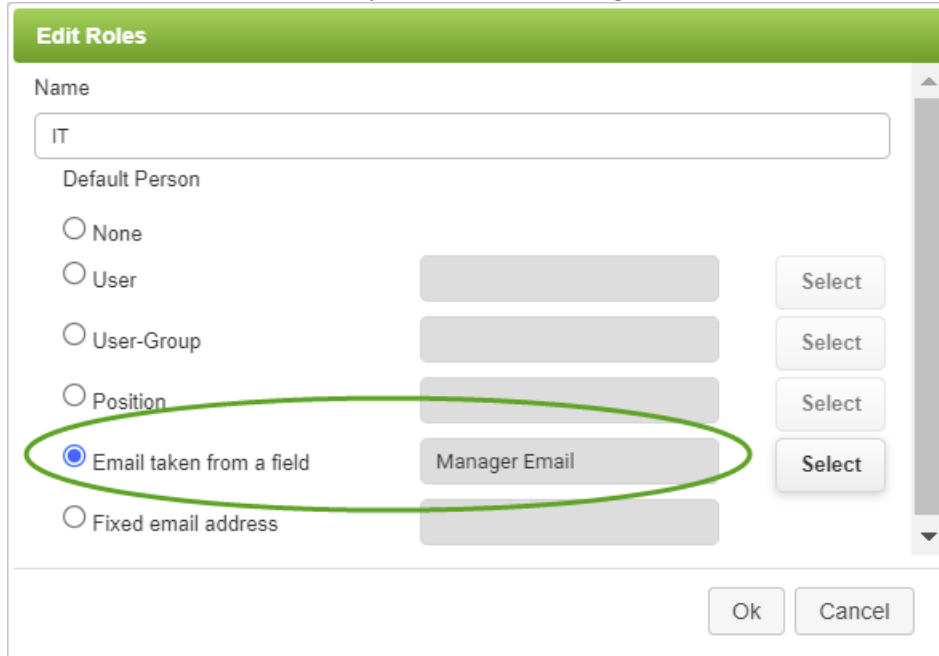
This application is almost ready to go.

Notification to IT Team

In its current format, the notification to the IT Team will go to the manager's email address entered on the first page. It is done this way to make it easy to test the application, but it will be necessary to change the workflow roles to ensure that the notification is sent to the correct person or persons.

Open the workflow diagram and the workflow properties. In the Role section, select the IT role and click the edit button.

Notice that the role is currently linked to the Manager Email field.



Edit Roles

Name
IT

Default Person

☐ None

☐ User

☐ User-Group

☐ Position

☒ Email taken from a field

☐ Fixed email address

Change this to a suitable alternative.

Location & Department

On page 1, there are two drop-downs, one for the location and one for the department. Changes can be made to these lists if necessary. Data selected from these two drop-downs will be displayed on the final page, but neither selection will affect how the application works.

Graphics

The graphics can be easily removed if you prefer to replace them with your own or use no pictures.

The graphic 'header' is included as a picture object on each page.

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Mobile Version

This application is enhanced for mobile use.

If you want to utilize this application's mobile feature, please make sure that you check the option to make the mobile version active after importing the application.

Note: If you choose not to utilize this feature after import, you will be prompted again when you publish the application.