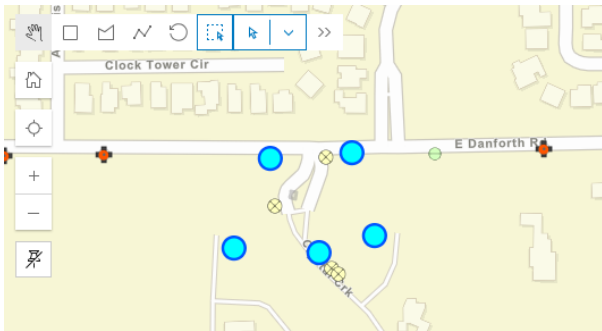


## Create an Attached Service Request

Service requests are created when there is a problem that needs action.

1. On the map, use the **Legend** tool to select the layer you would like to make selectable.
2. Use a **Selection** tool to select asset(s) on the map.







3. From the menu, click **Create** and then **Service Request**.
4. Click **Create a service request for each asset** to create an individual service request for each asset selected. Click **Create a single service request that includes all assets** to create one service request for all the assets selected.
5. Select the desired asset(s) from the **Add Assets** panel.

## Add Assets

☐ Create a service request for each asset  
☒ Create a single service request that includes all assets







Assets





[View All](#)
2 assets selected
Clear Selection

Asset Type

WHYDRANT (2)

<input checked="" type="checkbox"/>	Uid	Asset Identifier	Display Name	Operational Status
<input checked="" type="checkbox"/>	12349	12349	InService #12349	In Service
<input checked="" type="checkbox"/>	12355	12355	InService #12355	In Service

1-2 of 2

- On the **Request Type** panel, select the category from the **Service Request Categories**.

### Request Type

☒ Filter by Selected Entity Types

Categories

Service Request Categories

Airport

7. Once a category is selected, select the service request template.

The **Questions** panel populates with questions that have been defined by the administrator.

8. Answer the questions as needed.
9. Click **Next Question** to continue to the next question.
10. When you answer the last question, click **Complete**.
11. Enter any details about the request in the **Caller Information** and **Incident Information** panels.



**TIP:** You can enter details in one panel and click **Copy Address from Caller** or **Copy Address to Caller** to quickly populate the address information in the other panel.

12. In the **Incident Information** panel, select **Create New Service Request**.
13. Click **Create Service Request**.

### Incident Information

☒ Create New Service Request

☐ Add to Existing Service Request

Copy Address from Caller

Copy Address to Caller

Address

Apartment Number

Create 1 Service Request

Batch Size  
10

The service request is created and opens.