## CREATING AN "ASSIGNED TO ME" SERVICE REQUEST SMART LIST:

There are three service request categories: Request Received, Work in Progress, and Service Completed. Updating the status of the service request will shift that service request into that specific status category. To view all service request assigned to you throughout the changing statuses, three Smart Lists need to be created:
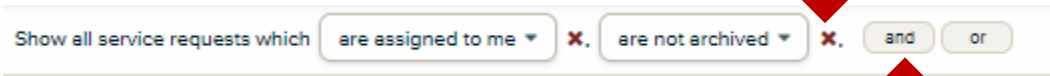
1. Service Request – Requests Received
2. Service Request – Work in Progress
3. Service Request – Service Completed

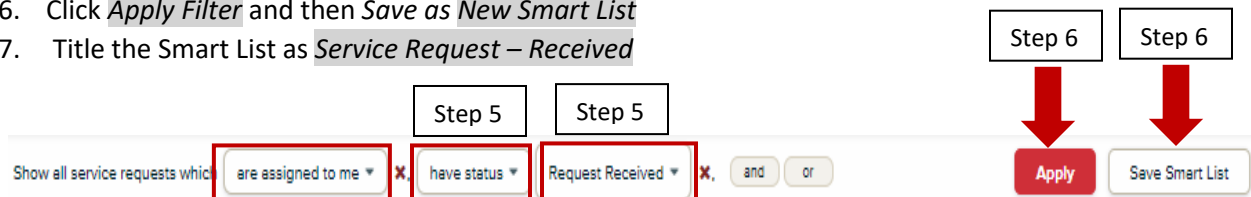## SETTING UP A SERVICE REQUEST SMART LIST:

1. Click the Service Requests icon
2. Click *Assigned To Me*
3. Click Add Filter on the upper
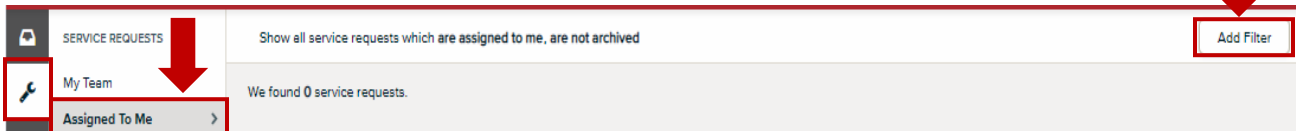
4. De-select (click the red X) *are not archived* to remove that tag

5. Click *and* to add the second filter of *have status* select *Request Received*
6. Click *Apply Filter* and then *Save as New Smart List*
7. Title the Smart List as *Service Request – Received*

8. Repeat steps 2 through 6 to create *Work in Progress* and *Service Completed* smart lists.
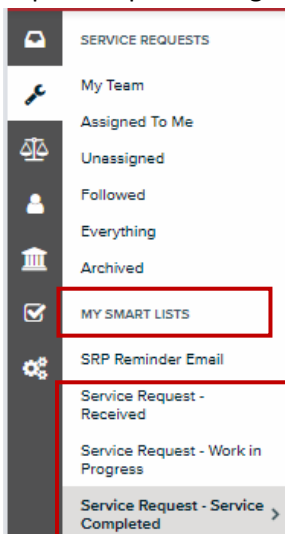
Final Service Request Smart List will look like this and appear as *My Smart List* options.

CHANGING A SERVICE REQUEST STATUS:

SERVICE REQUESTS   ✕

My Team

Assigned To Me

Unassigned

Followed

Everything

Archived

MY SMART LISTS

SRP Reminder Email

Service Request - Received   ›

Service Request - Work in Progress

Service Request - Service Completed

Show all service requests which **are assigned to me**, **have status** (Request Received)

We found **1** service requests. 🌐 **View Map**

🔧 washwater discharge inquiry
SR-0078092, Jan 30th at 12:13 PM
Department of Public Works

Contact us form submission

INQUIRY RESPONSE   **SRSD**   **WASTE WATER DISCHARGE**

No more service requests