

Project NextGen

Igniting change,
uniting teams.



Submitting Service Requests

There are two ways for submitting a Service Request on Touchstone: 1-Through an existing Work Order. 2-A new Service Request Follow the steps below to raise a Service Request. The full process is available on the Knowledge Hub.

1) If you've identified an asset defect or additional works to be done, you can raise a Service Request that is related to the workorder you are working on. From the **work** tab, click **open**.

2) Click on the **Asset** tab at the bottom, and click on the **Service Request** button at the top to raise a Service Request.

3) The following page will appear, enter the details and click **save** to raise a Service Request

To raise a new Service Request that is not related to an existing workorder, select **More** on the home page, and click the **Service Request** button to enter the details and **Save**.

Key Change

- Cleaner screen with easier navigation
- Intuitive menu changes with your screen
- Live and responsive - you and your team can see the same information

Tips

- The process will be familiar
- Don't forget to sync

The full process will be uploaded to the knowledge hub, when available
- **scan here**

