
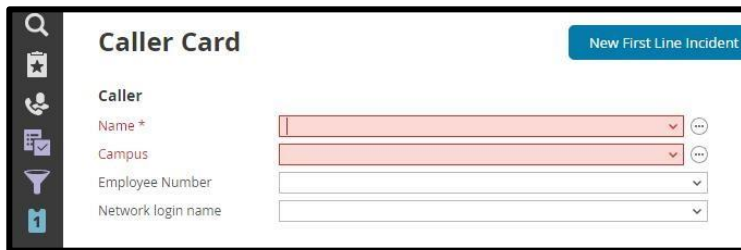


Finding a Request for Change—Using Caller Card

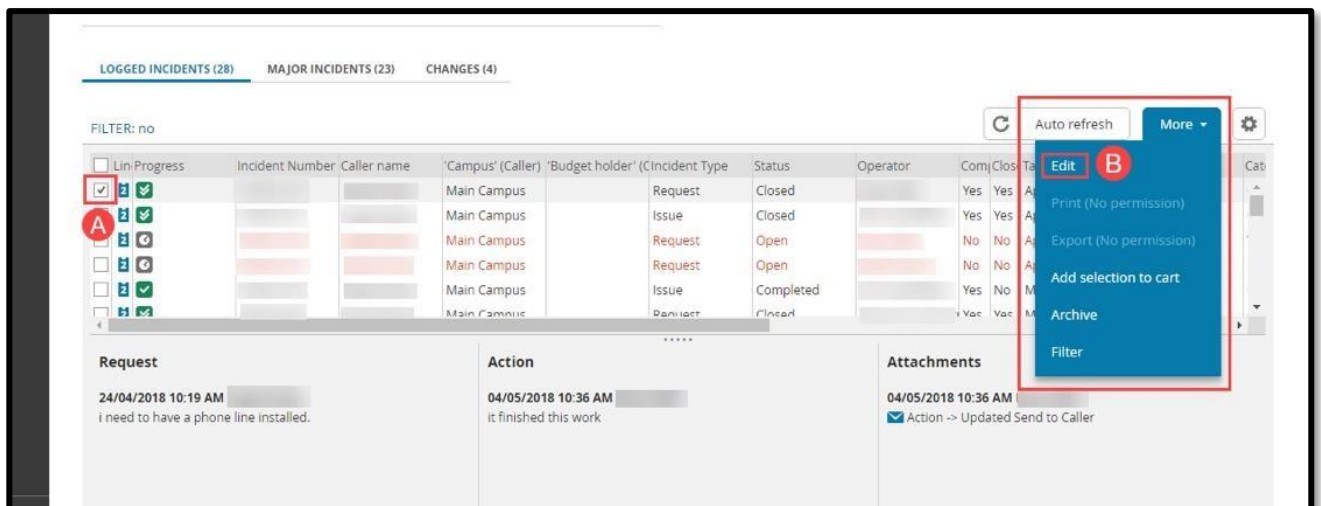
This method of searching will only work for clients who have LDAP accounts, you will be unable to search for unregistered callers in this way.

1. Click the **Caller Card** icon  .
2. Enter either the caller's UUID or Name in the caller card— this uses LDAP and will auto-populate with other caller details.



The screenshot shows the 'Caller Card' form with a search bar and several input fields. The 'Name' field is highlighted with a red box. Below it are fields for 'Campus', 'Employee Number', and 'Network login name', each with a dropdown arrow. A 'New First Line Incident' button is visible in the top right corner.

3. After locating the correct name, press Enter on the keyboard. A list of requests associated with the caller will be displayed below. Select the check box to see a summary of the information.
4. To open the request for editing, select the **A)** check box next to the relevant line and click **B)** the Edit button from the drop-down menu.
Note: You can also double-click on the request number to view and edit the request.



The screenshot shows a table of incidents with columns for 'Lin', 'Progress', 'Incident Number', 'Caller name', 'Campus', 'Budget holder', 'Incident Type', 'Status', 'Operator', 'Com', 'Clos', and 'Ta'. A red box highlights the 'Edit' button (labeled 'B') in the 'More' dropdown menu for a selected row. Another red box highlights the 'A' checkbox in the 'Lin' column for the same row. Below the table, there are sections for 'Request', 'Action', and 'Attachments'.

Lin	Progress	Incident Number	Caller name	Campus	Budget holder	Incident Type	Status	Operator	Com	Clos	Ta
<input checked="" type="checkbox"/>				Main Campus		Request	Closed		Yes	Yes	A
<input checked="" type="checkbox"/>				Main Campus		Issue	Closed		Yes	Yes	A
<input checked="" type="checkbox"/>				Main Campus		Request	Open		No	No	A
<input type="checkbox"/>				Main Campus		Request	Open		No	No	A
<input type="checkbox"/>				Main Campus		Issue	Completed		Yes	No	M
<input type="checkbox"/>				Main Campus		Request	Closed		Yes	Yes	M

5. Make any changes necessary and click **Save**.