
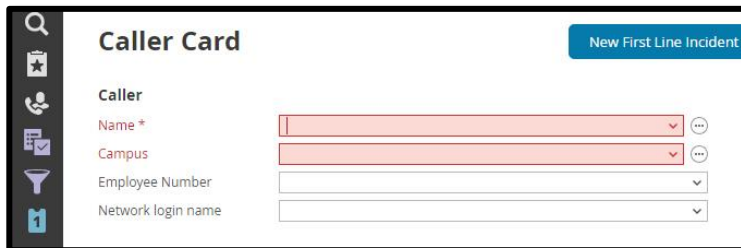


## Finding a Request for Change—Using Caller Card

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.



**Caller Card** New First Line Incident

**Caller**

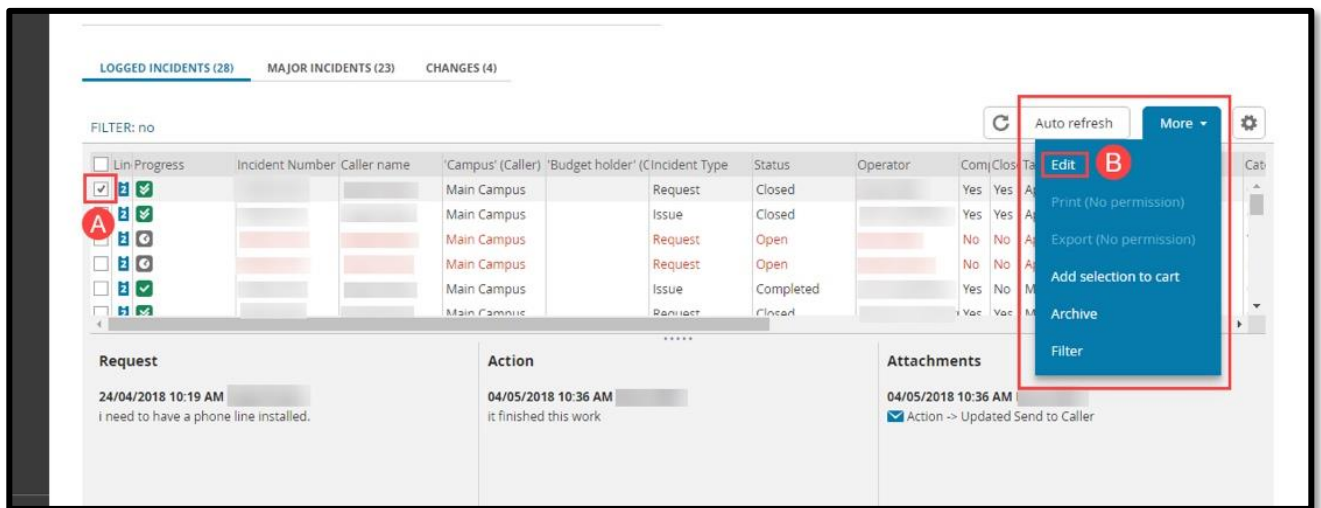
Name

Campus

Employee Number

Network login name

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.*



LOGGED INCIDENTS (28) MAJOR INCIDENTS (23) CHANGES (4)

FILTER: no

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

**Request**

24/04/2018 10:19 AM   
i need to have a phone line installed.

**Action**

04/05/2018 10:36 AM   
it finished this work

**Attachments**

04/05/2018 10:36 AM   
 Action -> Updated Send to Caller

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