Manage Request Ticket

You can view the activity on your requests and provide additional information when needed.

My Activity Page

To Navigate to manage a request, open the Online Service Request System and click on the tab labeled My Activity at the top row of options on the page and select either All Activities, Requests, or Approvals.

Selecting All Activity will show you all the requests you have made and their statuses.

To manage a specific ticket, simply click on the ticket title.

You can add comments or additional information by selecting the comment icon on the right.

Once you select the ticket you want to manage, a Request Details pop-up will appear.

View Ticket information and summary.

Add comments and attachments to enhance the ticket.

View Ticket activity summary

Cancel the Request if it is no longer necessary.