

With requests you can:

- Easily raise new service requests via a simple to use web form
- View and track the progress of all open service requests

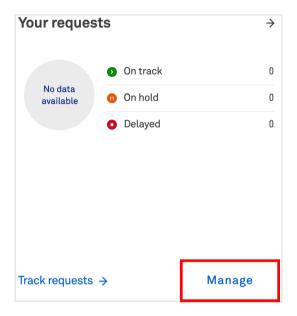
## Your request

## How to make a Request

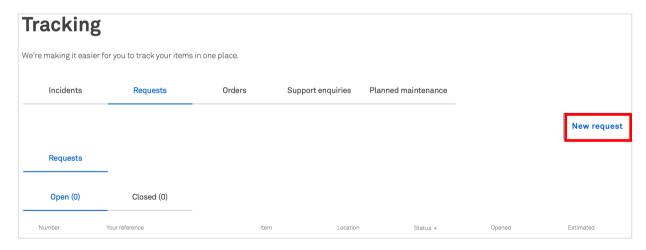
There are three ways to create a new Request.



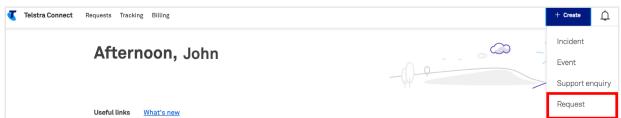
Through 'Manage' from your dashboard



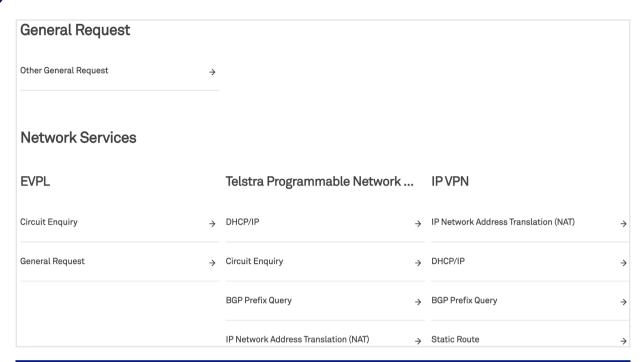
On the Tracking list page, 'Requests' tab, select 'New request'.



On the top panel, select 'Create' and select 'Request'



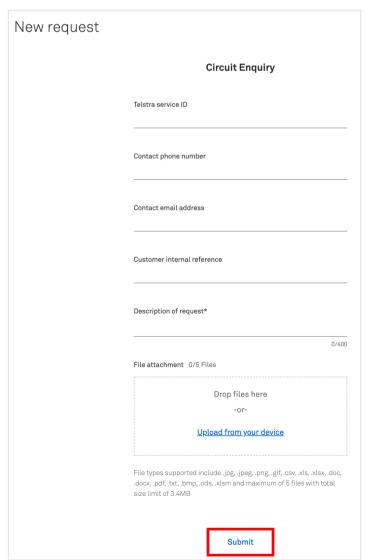
## A single landing page will appear with all your products and services.



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Note: The screenshot is for illustration only. The Products and Services that you will see on your window may vary depending on your subscriptions.

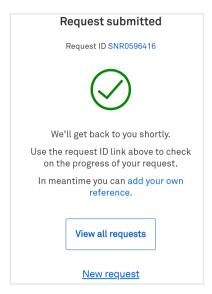
Select the type of Request and fill out the required information. You can add an attachment if required, and select 'Submit'.





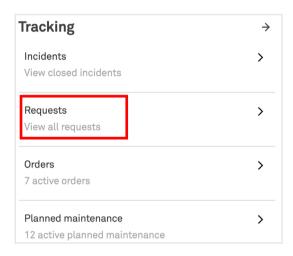
Note: The screenshot is for illustration only. The from may vary depending on your subscriptions.

When the Request is submitted successfully, you can track it through the ticket ID. You will receive an email when the case is created.

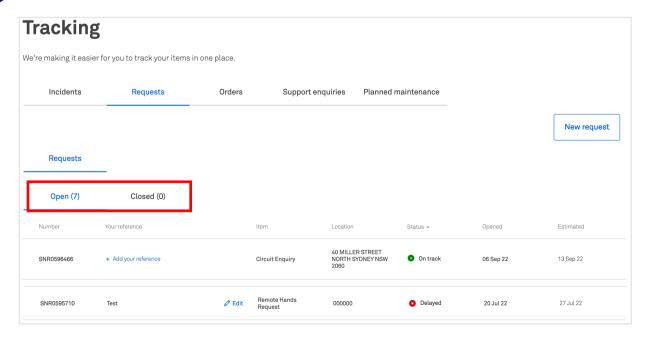


## How to track my Requests

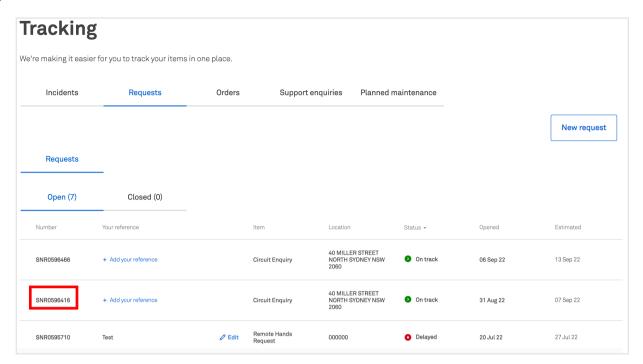
Select 'Requests' from the Tracking tile in the man dashboard.



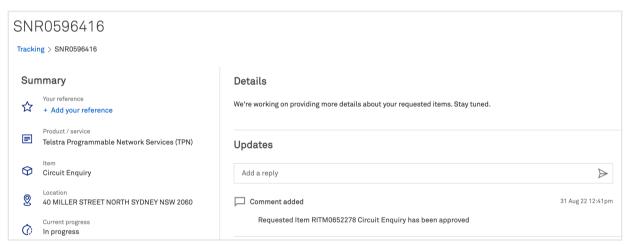
A list of your Requests will appear grouped under 'Open' and 'Closed' tab.



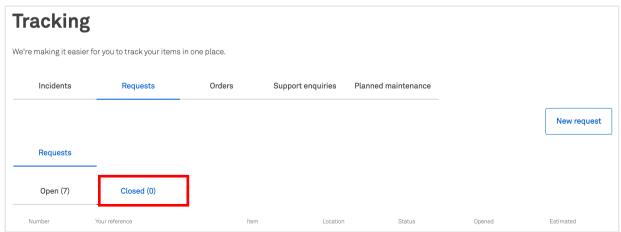
Select a Request to view more details.



You can view more details on this page. In the 'Updates' section, you can view or add comments.



When the Request has been resolved or closed, it will move to the closed tab





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