
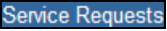


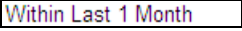






# Search for Service Requests using the Support Tab

## Terex Management System Job Aid

1.	To begin, click the <b>Support</b> tab. 
2.	Click the <b>Service Requests</b> sub-tab.  This will display a list of available Service Requests. 
3.	To begin a search for a Service Request, click the <b>Search Service Requests</b> button. 
4.	The Search Service Request page appears.  When searching for a Service Requests, several filtering criteria are available.  In a production environment, define the filtering criteria, as appropriate, to ensure the desired Service Request is located.  You may input applicable text into the available text fields, and select the appropriate entry from drop-down menus and combo boxes.  <b>Note:</b> Use the flashlight icon to assist you in locating specific information for a field.
5.	Click the <b>Last Updated On</b> drop-down arrow. 
6.	Click the <b>Within Last 1 Month</b> list item. 
7.	Click the <b>Product Flashlight</b> icon to search for a specific Product. 
8.	The Search and Select page appears which contains two areas: Search and Results.  In a production environment, you may use the search area to locate a desired item or simply select a product from the Results area.  For the purposes of this training simulation, we will select a product from the Results area.  <b>Note:</b> The Search function is used to narrow down the items shown in the Results area.
9.	Click the <b>CHIEFTAIN1400*LEGACY</b> option. 






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## Terex Management System Job Aid

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10.	Click the <b>Select</b> button. 
11.	Click the <b>Scrollbar</b> to view the Display and Sort options at the end of the page.
12.	For the purposes of this training simulation, no Display and Sort options will be modified.  After reviewing the search criteria chosen, click the <b>Search</b> button to locate Service Requests that match the criteria. 
13.	The Service Requests that match the search criteria are displayed.  For the purposes of this training simulation, click the <b>59602</b> link. 
14.	Service Request <b>59602</b> is displayed.  How to update a Service Request is demonstrated in the "Update a Service Request" topic under the Service Request Management lesson of the TMS iSupport course.
15.	This completes the lesson on how to locate Service Requests using the Support tab. 