





## Update a Service Request

### Terex Management System Job Aid

1.	<p>This training simulation will demonstrate how to update Service Request <b>60204</b>.</p> <p>The Service Request will be located using the Quick Find area at the top of the TMS iSupport home page. However, a Service Request may be located using any of the methods shown previously within this course.</p>
2.	<p>By default, Service Requests is selected from the Quick Find drop-down.</p> <p>To locate a Service Request using the Quick Find text box, enter the desired information into the <b>Quick Find</b> field.</p> <p>For the purposes of this training simulation, enter a valid value e.g. "<b>60204</b>".</p> <p><b>Important:</b> The entire Service Request number must be entered. Please see the note icon below for additional details.</p>
3.	<p>Click the <b>Go</b> button to locate the Service Request entered.</p> 
4.	<p>Service Request <b>60204</b> is displayed.</p> <p>Within TMS iSupport, you may perform the following actions when updating a Service Request:</p> <ul style="list-style-type: none"><li>- Add and edit contacts</li><li>- Add additional attachments</li><li>- Add additional notes</li></ul> <p>For the purposes of this training simulation, an additional note will be added to the current service request.</p>
5.	<p>Click the <b>Scrollbar</b> to navigate to the Notes section.</p>
6.	<p>Enter the desired information into the <b>Note</b> field.</p> <p>For the purposes of this training simulation, enter a valid value e.g. "<b>Enter update information here</b>".</p>
7.	<p>Click the <b>Update</b> button.</p> <p>This will add the new note to the Service Request.</p> 
8.	<p>This completes the lesson on how to update a Service Request within TMS iSupport.</p> 