

# **AITSM Freshservice Work Requests User Guide**

Submitting and Managing Work Requests

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# Introduction

Welcome to **AITSM Freshservice** - our platform for serving AHOWFC members. You can submit, track, and resolve your work requests here!

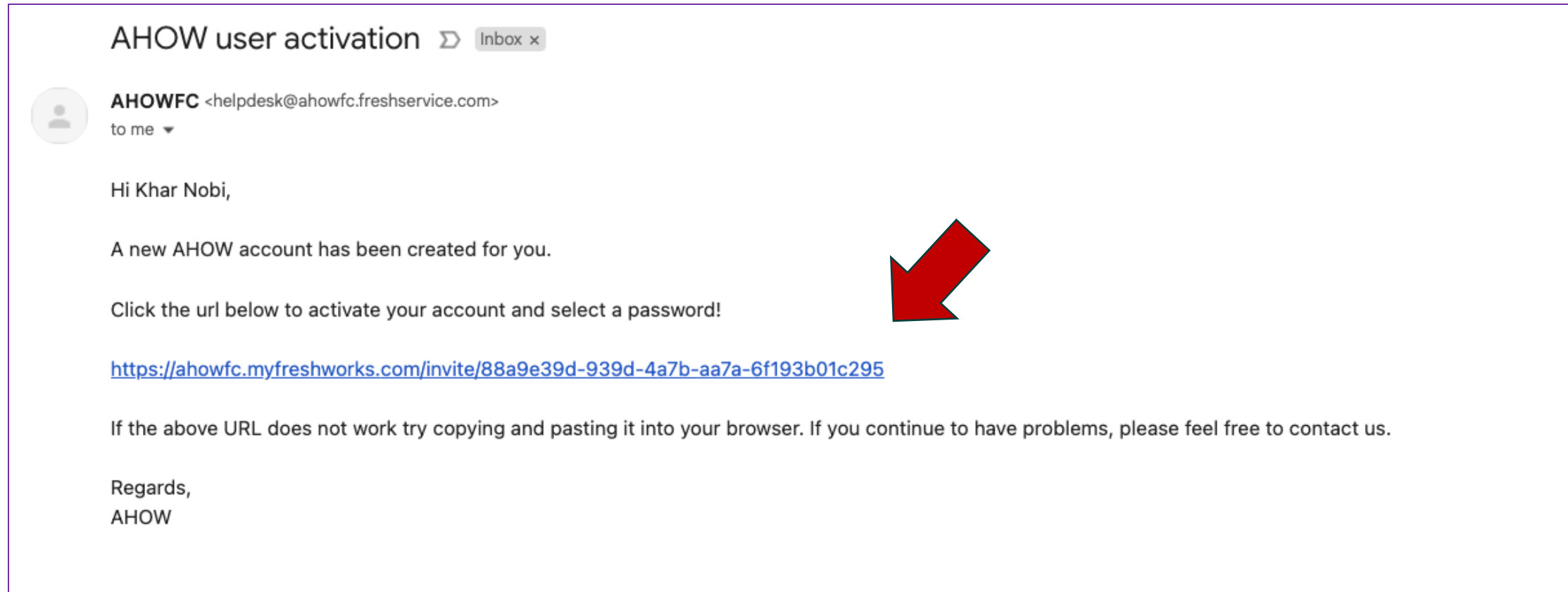
This guide will walk you through most of what you need to know to use AITSM Freshservice to submit your work request smoothly, even if it's your very first time.

# Step 1: Accessing AFWRs

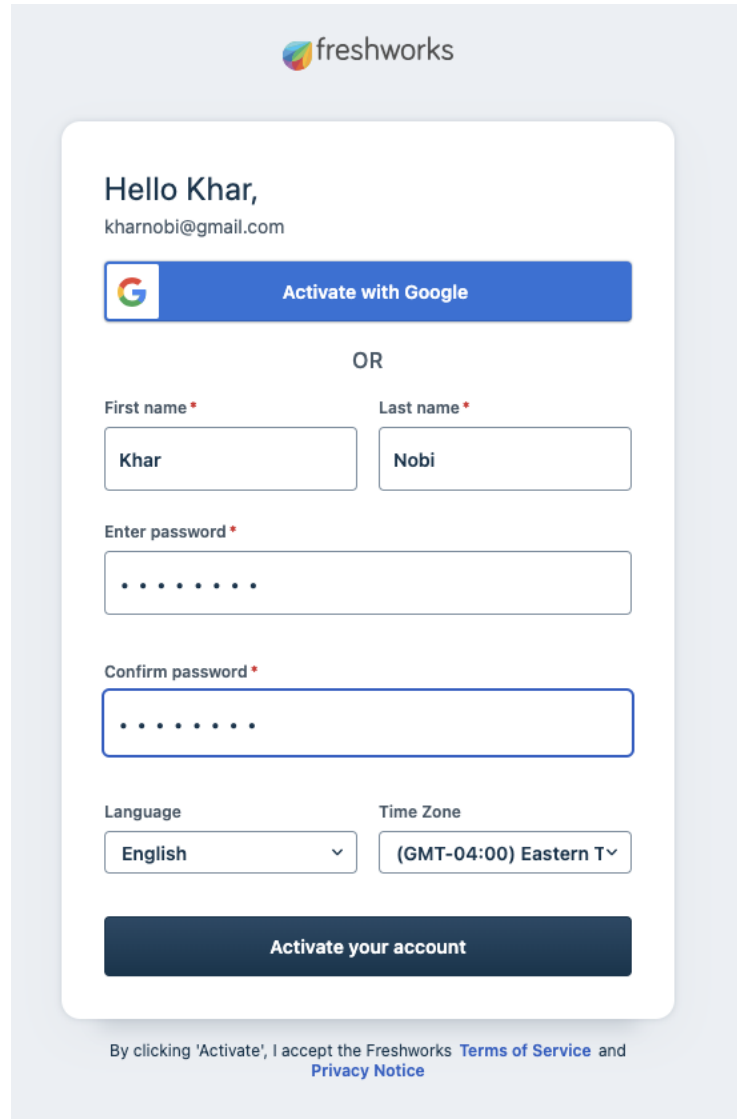
A couple of things need to happen for you to access AITSM Freshservice Work Request (AFWR) for the first time:

1. An account needs to be created for you. Send an email to Pastor Ivette Berrios at [ivette.berrios@ahowfc.org](mailto:ivette.berrios@ahowfc.org)
  - a. State your First name, Last name, and Email address in your email.
2. Once your account is created, an activation email (Fig. 1, page 5) will be sent to your email for you to activate your account.
3. Click the link in the activation email to select a password and activate your account. See activation email on next slide for what to expect.
  - a. You can click the “Activate with Google” button to activate your account – Fig. 2, page 6.
  - b. Or supply your First name, Last name (if missing), and new password to activate your account – Fig. 2.
    - i. Select your Language and Time Zone.
    - ii. Click the “Activate your account” button.
4. After activating your account, you should land on the AF Home Page – Fig. 3, page 7.
5. You can download Freshservice app for iOS or Android to access AF as well (Optional). See AITSM Freshservice Mobile Guide.

# Sample Activation Email (Fig. 1)




# Account Activation Screen (Fig. 2)



The image shows a web form for account activation on the Freshworks platform. At the top left is the Freshworks logo. The main content area is a white rounded rectangle with a light gray border. It starts with a personalized greeting: 'Hello Khar,' followed by the email address 'kharnobi@gmail.com'. Below this is a blue button with the Google 'G' logo and the text 'Activate with Google'. In the center, the word 'OR' is displayed. The form then asks for the user's 'First name' (with a red asterisk) and 'Last name' (with a red asterisk). The 'First name' field contains 'Khar' and the 'Last name' field contains 'Nobi'. Below these are two password fields: 'Enter password' (with a red asterisk) and 'Confirm password' (with a red asterisk), both containing masked characters. At the bottom of the form are two dropdown menus: 'Language' set to 'English' and 'Time Zone' set to '(GMT-04:00) Eastern T'. A dark blue button labeled 'Activate your account' is positioned at the bottom of the form. Below the form, a small line of text states: 'By clicking 'Activate', I accept the Freshworks [Terms of Service](#) and [Privacy Notice](#)'.

freshworks

Hello Khar,  
kharnobi@gmail.com

 Activate with Google

OR

First name\* Last name\*

Khar Nobi

Enter password\*

Confirm password\*


Language Time Zone

English (GMT-04:00) Eastern T

Activate your account


By clicking 'Activate', I accept the Freshworks [Terms of Service](#) and [Privacy Notice](#)


# AITSM Freshservice Home Page (Fig. 3)

☰  AHOW 🔔 👤


## Hi, how can we help you?

🔍 Search for solutions, services and tickets

 **Welcome to AHOWFC Work Request Page**  
Posted by **ITAdmin AHOW**, 9 months ago View all



**Submit a work request**  
Submit a request for work to be done or to fund a request




**Approve requests**  
View all requests awaiting your approval


# Step 2: Submitting a New AF Work Request



1. After logging in, you'll land on the AITSM Freshservice Portal – Fig. 3, page 7.
2. Click the "Submit a work request" button – Fig. 3.
3. Fill in the Work Request form – Fig. 4, page 10:
  - Campus: The campus where the work request needs to be actioned.
  - Ministry: The ministry requesting this work request – tied to Campus selected.
  - Description - Budget Code: Budget code tied to this work request – tied to Ministry selected.
  - Phone #: Enter the phone number to contact you on.
  - Date Requested: Select a start date that is at least one week into the future for small projects and 2-3 weeks into the future for larger projects. Date and Time are required. **Not following these rules may cause your request to be rejected.**
  - Date Needed: Select an end date for the work request. Date and Time are required.

# Step 2: Submit a New AF Work Request (Cont'd)


- **Emergency Request?:** Select the checkbox to indicate this is an emergency work request. **FYI: Checking this box is frowned upon ☹️. It indicates poor planning.**
  - **Request Type:** Categorize the request by selecting from the dropdown list.
  - **Is Request For a Budgeted Item?:** Selecting “Yes” reveals the “**Budgeted Amount for Item (\$):**” field. Selecting “No,” indicates not a budgeted work request.
  - **Budgeted Amount for Item (\$):** Enter a value greater than zero if this field becomes visible. This is the amount your annual budget will be reduced by in the current year.
  - **Detailed Description of Request:** Enter a detailed description for the work request.
  - **Please Provide Reasons for the Request:** Enter a valid reason(s) for the work request.
4. Click the “**Place Request**” button to submit your work request.
-  Your Work Request is now created!

# AF Work Request Form (Fig. 4)

☰  AHOW

Q Search New  

[Home](#) > [Request New Service](#) > [Ahow Services](#) > [Work Request](#)





### Work Request



AHOW Work Request  
[Read more](#)

**PLEASE NOTE:**  
Advance notice required - 1 week notice for small projects, 2-3 weeks for larger projects. Any work requests submitted without proper documentation or notification will not be completed and returned back to you. Thank you in advance for your cooperation.

Campus: \*

Phone #: (e.g., +1 234 567 8901)

Date Requested: \*  
   

Date Needed: \*  
   

Emergency Request?

Request Type: \*

Is Request For a Budgeted Item?: \*

Detailed Description of Request: \*

Please Provide Reasons for the Request: \*

Place Request

# Step 3: What Happens After Submitting

- You will **immediately receive an email notification** confirming your work request submission, including:
  - A link to view the status of your work request and the ability to add comments.
  - You have access to close the work request if it's not longer needed.
  - All work requests will go through an approval process - At a minimum, the Ministry Leader, Minister in Charge, and Church Administrator will have to approve before your work request is assigned.
  - Some work requests may require additional approvals including the approval of the Church Director and a Final Approver.
  - If a work request is “Rejected” during the approval process, the work request will be marked as such and an email will be sent to the Requester alerting them to the reason for closure. A new work request will need to be submitted to restart the process.

# Sample Acknowledgment Email (Fig. 5)

Ticket Received - Request for Khar Nobi : Work Request  Inbox x



**AHOWFC** <helpdesk@ahowfc.freshservice.com>

to me ▾

Dear Khar Nobi,

We would like to acknowledge that we have received your request and a ticket has been created.  
A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).

## **Request Summary**

Work Request

To view the status of the ticket or add comments, please visit  
<https://ahowfc.freshservice.com/helpdesk/tickets/86>

Thank you for your patience.

Sincerely,  
AHOW Support Team

Manage your requests on our [iOS](#) and [Android](#) app.

# Sample Approval Email to Ministry Leader (Fig. 6)

## Request for Approval - [#SR-86] Request for Khar Nobi : Work Request



AHOWFC

To: me · Thu, Apr 24 at 5:30 PM ▾

Hi Chike Agu,

A new Service Request has been submitted for your approval.

### Request Summary

#### Request for Khar Nobi : Work Request (#SR-86)

**Requester:** Khar Nobi

**Priority:** Medium

**Status:** Open

For Approval Link [click here](#)

You can also approve/reject the request by replying to this email with only one of the following words as the first line of the mail - '**Approved, Approve, Rejected, Reject.**'

While replying to the email, please add additional remarks in the second line of the email (Remarks are mandatory while rejecting the request).

To see the complete request [click here](#)

Regards,

AHOW

Approve

Reject

# Sample Email to Requester after Approval (Fig. 7)

Service Request Approved/Rejected - [#SR-86] Request for Khar Nobi : Work Request ➤ Inbox x



**AHOWFC** <helpdesk@ahowfc.freshservice.com>

to me ▼

Hi,

The service request Request for Khar Nobi : Work Request (#SR-86) has been Approved by Chike Agu

Please click on the link below to see if there are any notes or updates.

<https://ahowfc.freshservice.com/helpdesk/tickets/86>

Regards,  
AHOW

# Step 4: Track Your Work Request Status

You can track the status of your work request(s) several ways:

- Click the link tied to the work request you want status update on from the email(s) you've received from AITSM Freshservice.
- Go to the homepage of the AITSM Freshservice Portal: <https://ahowfc.freshservice.com/>
  - You will see a list of "Open ticket" listed. These are your open work requests. Fig. 8, page 16.

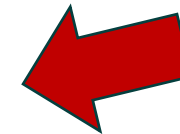
# List of Open Work Requests (Fig. 8)

The screenshot shows the top section of a web application. At the top left, there is a menu icon and the text 'AHOW'. At the top right, there is a notification bell icon with a '2' and a user profile icon. The main header area has a dark blue background with the text 'Hi, how can we help you?' and a search bar containing the text 'Search for solutions, services and tickets'. Below the search bar, there is a dark blue banner with a user profile icon, the text 'Welcome to AHOWFC Work Request Page', 'Posted by ITAdmin AHOW, 9 months ago', and a 'View all' link. Below the banner, there are two white cards: 'Submit a work request' with a shopping cart icon and 'Approve requests' with a document icon.

## Open tickets

<b>Request for Khar Nobi : Work Request #SR-107</b> Created on Sun, Apr 27 2:50 PM - via Portal   Assigned to: Office Admin AHOW	Being Processed
<b>Request for Khar Nobi : Work Request #SR-106</b> Created on Sun, Apr 27 2:45 PM - via Portal   Assigned to: None	Being Processed
<b>Request for Khar Nobi : Work Request #SR-105</b> Created on Sat, Apr 26 9:36 PM - via Portal   Assigned to: ITAdmin AHOW	Being Processed

[View all](#)



# Step 5: Responding to Support

If the support agent needs more information:

- You'll get an **email asking for your reply**.
- You can:
  - **Reply directly to the email** (*your reply will attach to the ticket automatically*), **or**
  - **Add a comment** inside the ticket in the Freshservice Portal.
- ☑ Always reply promptly if more info is requested to avoid delays.

# Step 6: Work Request Resolution and Closure

When your issue is fixed:

- The support agent will mark your ticket **Resolved**.
- You will receive an **email notification** stating:

"Your ticket #12345 has been resolved. Please confirm if the issue is resolved."

- You may be asked:
  - To confirm resolution (*optional*)
  - To provide feedback or a satisfaction rating (*optional*)

If you agree that the issue is fixed, **you can close the ticket** or it will auto-close after a few days if you don't respond.

# Step 7: Reopening a Work Request (If Needed)

If the issue comes back **after** a ticket was resolved:

- You can **reopen** the ticket by:
  - Replying to the last notification email, **or**
  - Clicking "**Reopen**" inside the ticket in the portal.
- ✅ This avoids creating a brand-new ticket for the same issue.



# Notifications Timeline Example:

## Event

Ticket Created

Ticket Assigned

Ticket Commented

Ticket Resolved

Ticket Closed

## You Get

Email confirmation





Email update

Email update

Email resolution notice

Final closure email

# Quick Tips

-  Always attach screenshots or error messages when possible - it helps speed up troubleshooting!
-  Track your ticket through the portal for real-time updates.
-  Respond quickly to agent questions to avoid delays.
-  Leave feedback when your ticket is closed - it helps improve service.

# AITSM Freshservice Quick Links

- Submit a New Work Request →  
<https://ahowfc.freshservice.com/support/home>
- View My Work Request →  
<https://ahowfc.freshservice.com/support/tickets/<WR#>>
- Helpdesk Email → [helpdesk@ahowfc.freshservice.com](mailto:helpdesk@ahowfc.freshservice.com)

A black and white photograph of a baseball field. The grass is dark, and the infield is visible with white chalk lines. The number '15' is painted in white on the grass in the center. The lighting is dramatic, with strong shadows and highlights.

# The End

Thank you for your time and attention!