In this guide, you will how to approve a **Request** once a ticket has been entered. **Note:** Not all “Request” tickets require an approval, and not everyone is able to approve them.

### Request-Approvals

1. Using the left side navigation bar, open the Service desk.
   - **A.** My Work
   - Or
   - **B.** My Groups Work

2. You can select, **My Work,** to see all ticket tasks assigned to you.
   - Some important identifiers to be aware of:
     - **State/Approver/Approval for**
   - Select the **RITM Number** that you would like to approve.
     - Verify the ticket number to ensure you are approving the correct ticket.
     - Add any necessary comments.
     - Click **Approve**
   - Once the **Approval** is complete, it will reflect back in your work tasks.
Quick Guide

You can select, **My Groups Work**, to see all the tickets and associated tasks assigned to your group.

- Some important identifiers to be aware of
  - State/Task Type

When there is a **Group Approval** task there are a few steps you need to take.

- Click on ticket number
- Once the ticket is open you need to copy the “Parent” RITM number
- Paste the **RITM Number** in search field.

Review and add any necessary information to the ticket.

- Scroll to the bottom of the ticket for the **Approval** information.
- Click on the **Approvers** tab.
- You will see everyone in your group that has access to approve the ticket.
- Click on the **Request link** associated by your user name.

- Ticket information will display
  - Update and add any necessary information to the ticket before approving.

- Once approved, you can see who approved the request.
  - Click **Update** to close the ticket.