Splitting Request Blocks to Create a User-Defined Request Number Block

Windows 7

To create a user-defined request number block

When you first create the Incident, create your user-defined request number blocks for all resource types.

1 On the **New Request** screen, click the **Catalog** drop-down arrow, and then click the **Catalog for the User-Defined Request Number Blocks**.

2 Under **Enter Request for [Catalog Item]**, click

3 On the **Pick Block** dialog box, click

4 On the **Split Block** dialog box under **Block #1**, type the **Starting Number for the New Block of Numbers**.

5 Under **Block #1**, type a **Meaningful Name** in the **Name** text box.

6 Under **Block #1** under **Default**, click to clear the **System** check box.

7 Under **Block #2**, type a **Meaningful Name** in the **Name** text box.

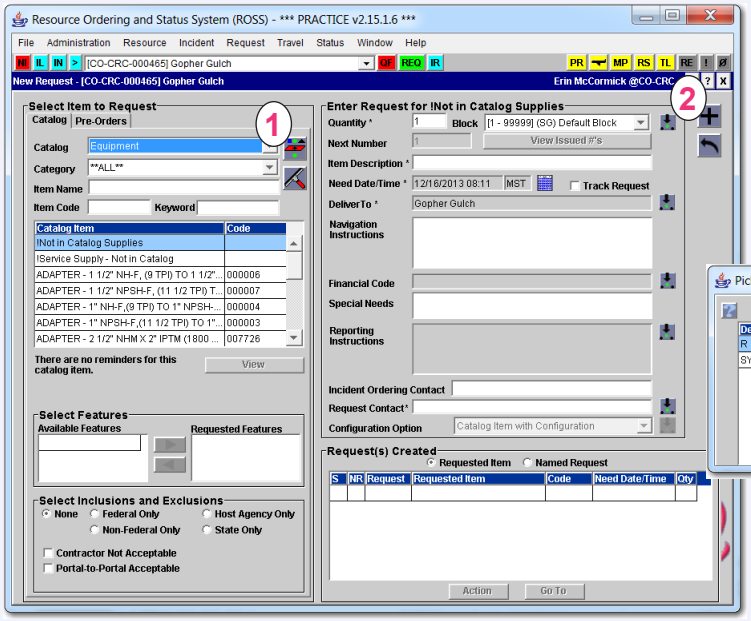
8 Under **Block #2** under **Default**, click to select the **System** check box.

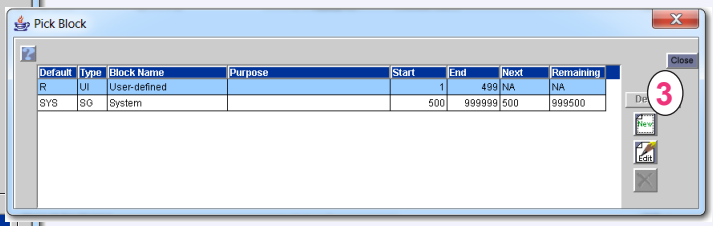
9 Under **Block #1**, click to select the **User Issued** check box.

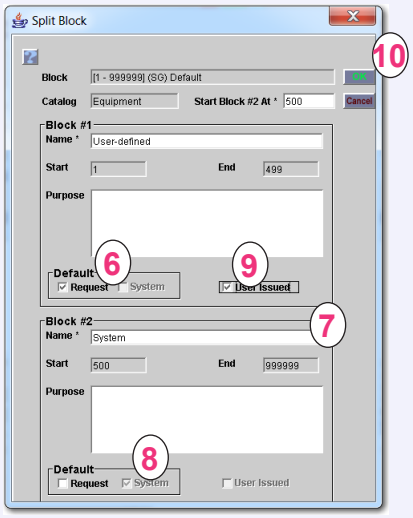
10 When finished, click

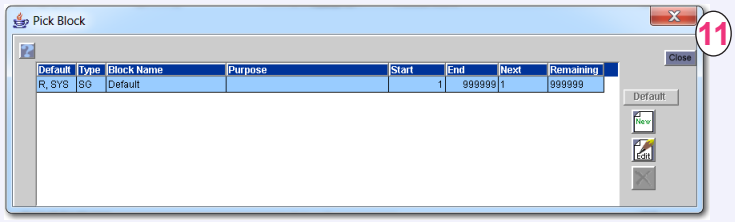
11 On the **Pick Block** dialog box, click

*You can also create user-defined request numbers from the **Incident** screen. To do this, click the **Request Blocks** tab on the **Incident** screen, and then click the **New** button. Proceed as directed, starting with step #4.*









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