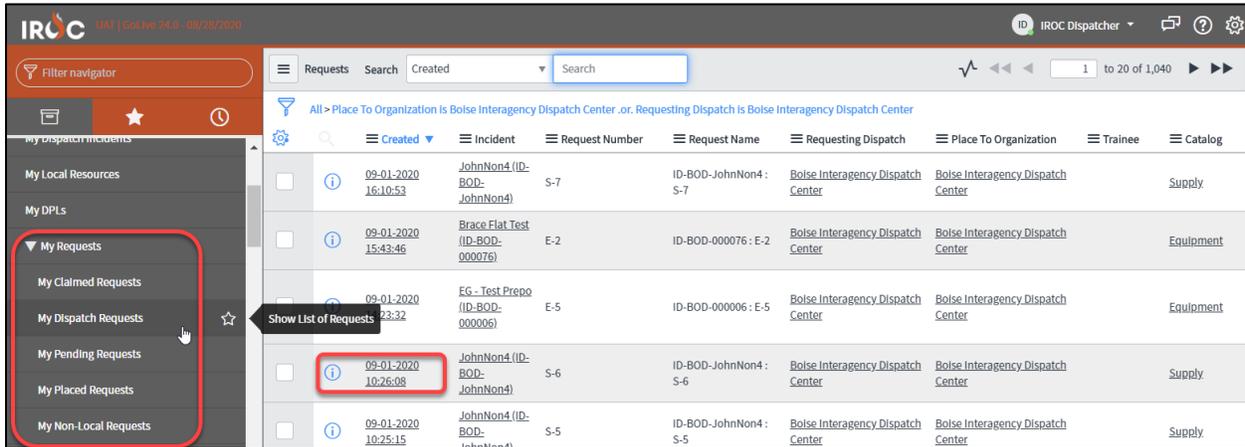


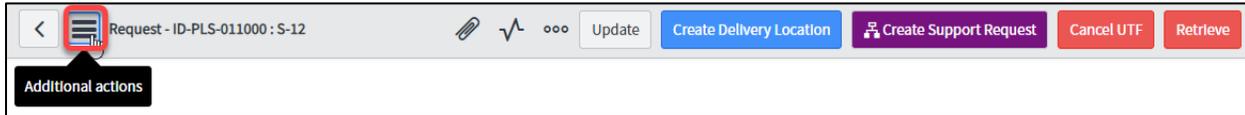
## Converting Requests to Support Requests

As a dispatcher, you can convert an existing request to a **Support Request** in IROC DMT, associating the request with a parent request.

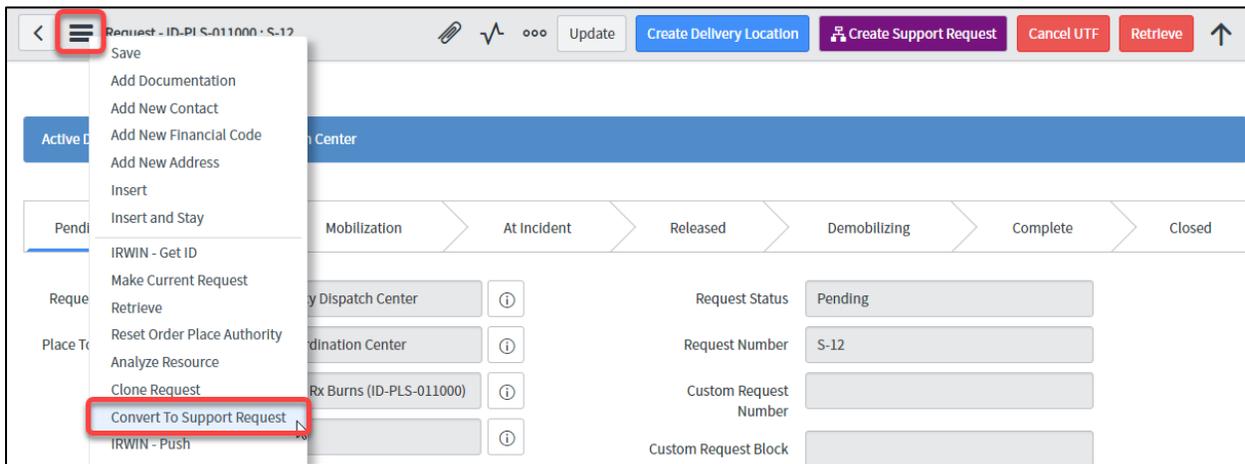
- 1 Log in to **IROC DMT**.  
Converting a request to a support request is not yet available in IROC Portal.
- 2 Select the request you need to convert from the **My Requests** application. Open the request by clicking on the **Preview** icon and selecting **Open Record**, or click on the **Created** field for the desired record.



- 3 In the request record, click the **Control** icon to choose from additional actions available for the record.



- 4 Select **Convert to Support Request**.



- 5 A window will display allowing you to choose a **Parent Request** for the support request. Type ahead in the form or click the **Search** icon for a list.

- 6 After selecting the parent request, click **OK** to save the change.
- 7 To confirm that a request is classified as support, view the **Support** field in the **Request Details** tab. A support request will indicate "Support" in this field.