In this guide, you will learn 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.

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

2. You can select, **My Approvals**, 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.
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.
Quick Guide

- 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.