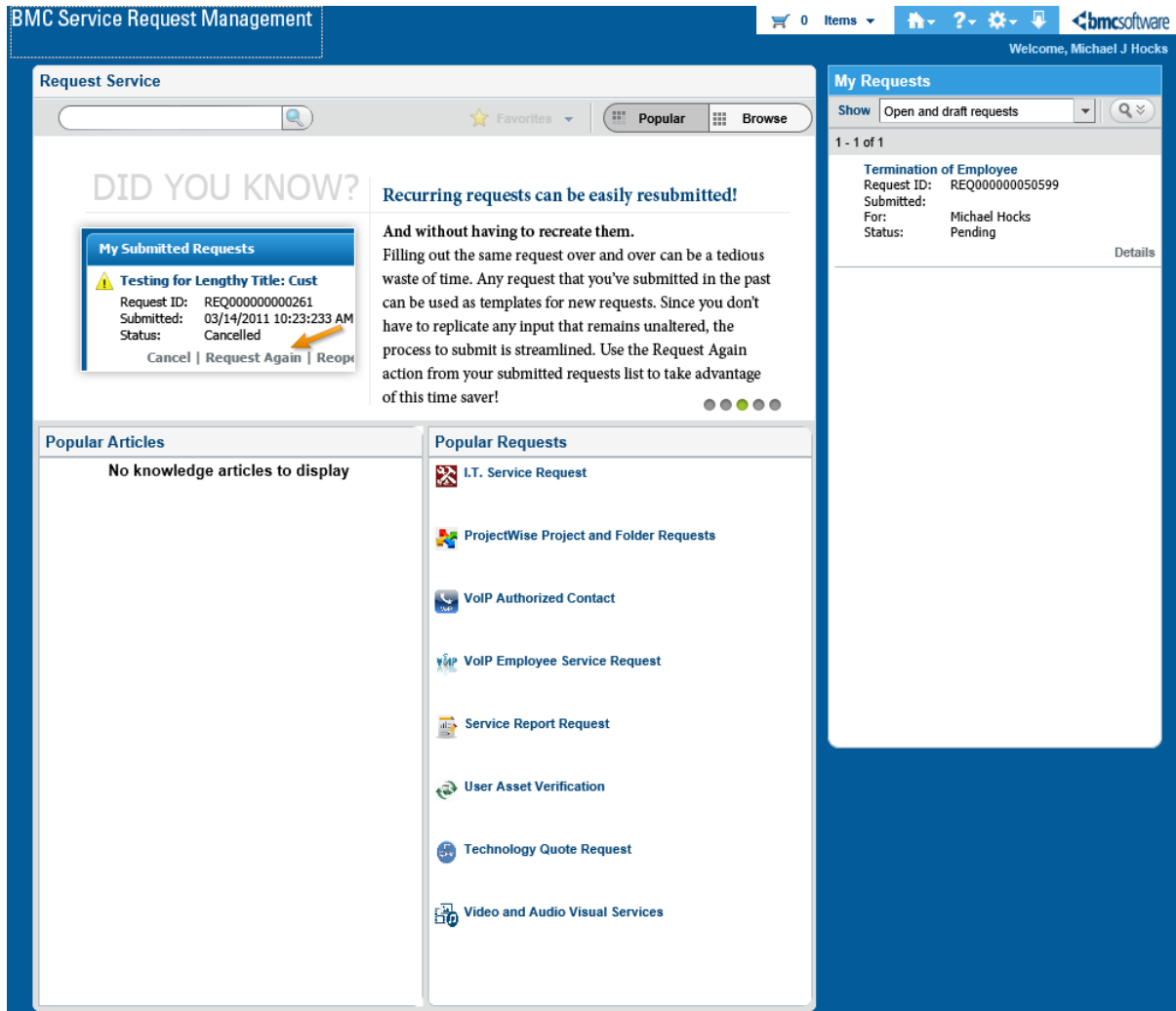# BMC Remedy Self Service Overview

The Request Entry console, shown in the following figure, serves as a front end for the request catalog. It provides an easy-to-use user interface to view and submit requests, and manage them. On this console, you can view available requests, submit and manage requests, and view Knowledge Base articles.

Information displayed in the Request Entry console

The Request Entry console displays the following information

Area or Function	Description
Favorites	This link displays a list of requests that you marked as your favorites on the Categories page. If you submit some requests frequently, you can add them to your list of favorite requests. The Favorites list makes it easier to find and submit frequently used requests. You can add requests to your Favorites list from the Categories page, where requests are grouped by categories. You can view, submit, and add requests to your cart from the SRM Home page or from the Categories page.
Menu	The menu bar at the top of the page shows links and icons for:

	Broadcasts — Click this link to view broadcast announcements from your company. The Broadcasts popup is configured in User Preferences. For more information about broadcast preferences. **Cart** — Click this icon to view or add requests for submission. **Home** — Click this icon from any screen on the Request Entry console and select the home page you want to view: **SRM Home Page** (for the Request Entry console home page) or **IT Home Page** (for the IT Overview Console page). **Question mark** (**Help**) — Click this icon to view the following options. **Help** — Click this link to view online help. **Give Feedback** — Click this option to submit your comments and suggestions about the Request Entry console to the service request coordinator. **Complete Survey** — Click this option to respond to surveys. **Gear** (**Settings**) — Click this icon to view the following options: **Preferences** — Click this option to modify your console settings.. **Approvals** — Click this link to open Approval Central, where you can review, approve, or reject requests for which you are the approver **On Behalf of** — Click this option to search for users on whose behalf you can allowed to submit requests**Down Arrow** (**Logout**) — Click this icon to log out of the Request Entry console.
My Request Pod	This is a list of requests that you submitted and, if any, requests that were submitted on your behalf by another user. By default, the system shows requests that are in the Open or Draft status, along with their request ID, submitted date, and status. You can filter the list of requests that is displayed by choosing an option from the **Show** drop-down list. The following options are displayed below a submitted request: **Details** — Displays the request summary and the activity log. Attached files, if any, are listed in the activity log. **Cancel** — Cancels a submitted request. **Request Again** — Creates a new request from an existing request. For more information. **Complete** — This option appears only for draft requests. Opens a draft request so you can update the information. **Respond** — For requests requiring approval, use this option to respond to requests for more information from an approver. **Note:** Information displayed about requests might not be current. For example, a request might have been approved after it was displayed in the list, so its status is no longer Waiting Approval. To see the most current information, refresh the list of requests by performing a search or by selecting an option from the **Show** list.
Popular Articles	This is a list of the most popular Knowledge Base articles that are used to troubleshoot problems, which appears only if the administrator has installed BMC Knowledge Management. Click an article to view it in a separate window. If none of the listed articles address your issue, enter a keyword in the Search field to find articles on a specific topic
Quick Links	This is a list of hyperlinks to internal and external websites, such as a link to a request catalog on a website. These links display only if the administrator has configured them for your company

Search	The Search field enables users to find matching requests and Knowledge Base articles in the Request Entry Console by using the type ahead functionality. When the user begins to type in the **Search** field, the application displays suggestions in a type-ahead list below the **Search** field. The user can select a suggested keyword, or continue to enter the keyword in the **Search** field. Clicking the Search (magnifying glass) icon displays records that match the search keyword. If there are too many results to display on one screen, the user can click **more...** to display results in chunks. **Notes:** • The **Search** field in the Request Entry console is not the same as the Global Search field in the Work Order Console and the ITSM Home page. You must use a wildcard (%) in the **Search** field to extend the search for word stems, such as "ed," "s", and "ing," because word stems are not automatically included. For example, a search for "host" will find matches for "host," while a search for "host%" will find matches for "hosts, hosted, or hosting."
Slide Show	If the administrator has configured service marketing slides, you will see description and images of services and other IT initiatives that your company is promoting. You can request a promoted service directly from the service marketing area.

To create and manage a list of favorite requests

1. On the Request Entry console, click Browse to view the Categories page.
2. On the request categories page, select a category to view requests that are grouped under it.
3. Select a request and click Add to Favorites.
   The request is added to your list of favorites.
4. Click the Favorites drop-down list, located adjacent to the Popular and Browse button, to view requests in your Favorites list.
   Below each request, The Add to Cart, Remove, and Request Now options are displayed.
5. Perform one of the following actions:
   • To add a request to your shopping cart, click Add to Cart.
   • To submit the request, click Request Now.
   • To remove the request from Favorites, click Remove.

To provide feedback on the Request Entry console

1. From the menu at the top of the Request Entry console, click the Options icon, and select Give Feedback.
2. On the Submit Suggestion tab of the Suggestions form, select a category for your suggestion (for example, Common Requests or Metrics).
3. Enter a title in the Title field.
4. Enter your comments in the Suggestion field.
   Note: If you are suggesting a new request, enter a suggested title and description.
5. Click Save.
6. To view your suggestion, click the Previously Submitted Suggestions tab.

To set user preferences for the Request Entry console

1. From the menu at the top of the Request Entry console, click the Settings icon, and select Preferences.
   The User Preferences dialog box is displayed.

2. In the General Settings section, specify the following information:
   - In the Submit Confirmation field, select the option you prefer:
     - Yes — a confirmation dialog box appears when you submit a request.
     - No — a confirmation dialog box does not appear when you submit a request.
   - In the Initial Console View field, select which of the following screens you want to view when you open the Request Entry console: •
     - Popular Requests
     - Request Categories

   Note: The default setting is Popular Requests. When you click Home in the Request Entry console, you return to the view that you specify here. If no view is specified, clicking Home returns you to the Popular Requests view.

   - In the User Locale field, select the locale of your choice
   - In the Accessible Message and Accessible Mode fields, you can select the appropriate settings to make the Request Entry console accessible to users with disabilities

3. In the Broadcast Auto Popup field, specify one of the following defaults:
   - Never — you never see the broadcast warnings.
   - On Console Open — you see the broadcast warnings when the console opens.
   - On New Broadcast — you see the broadcast warnings only when there is a new broadcast.

4. In the My Requests section, modify the default search criteria for My Requests:
   - In the Show field, select whether requests with a particular status should appear.
     For example, you might want to view only requests with a draft status. The default setting is All Open Requests.
   - In the Recently Closed field, select the number and unit criteria for requests closed since you last logged on.
     For example, you might want to view requests that were closed in the last five days. If you are an infrequent user, you can enter a higher number (for example, requests closed in the last two weeks or months).

5. Click Save.
   You must close and reopen the Request Entry console for the changes to appear.