

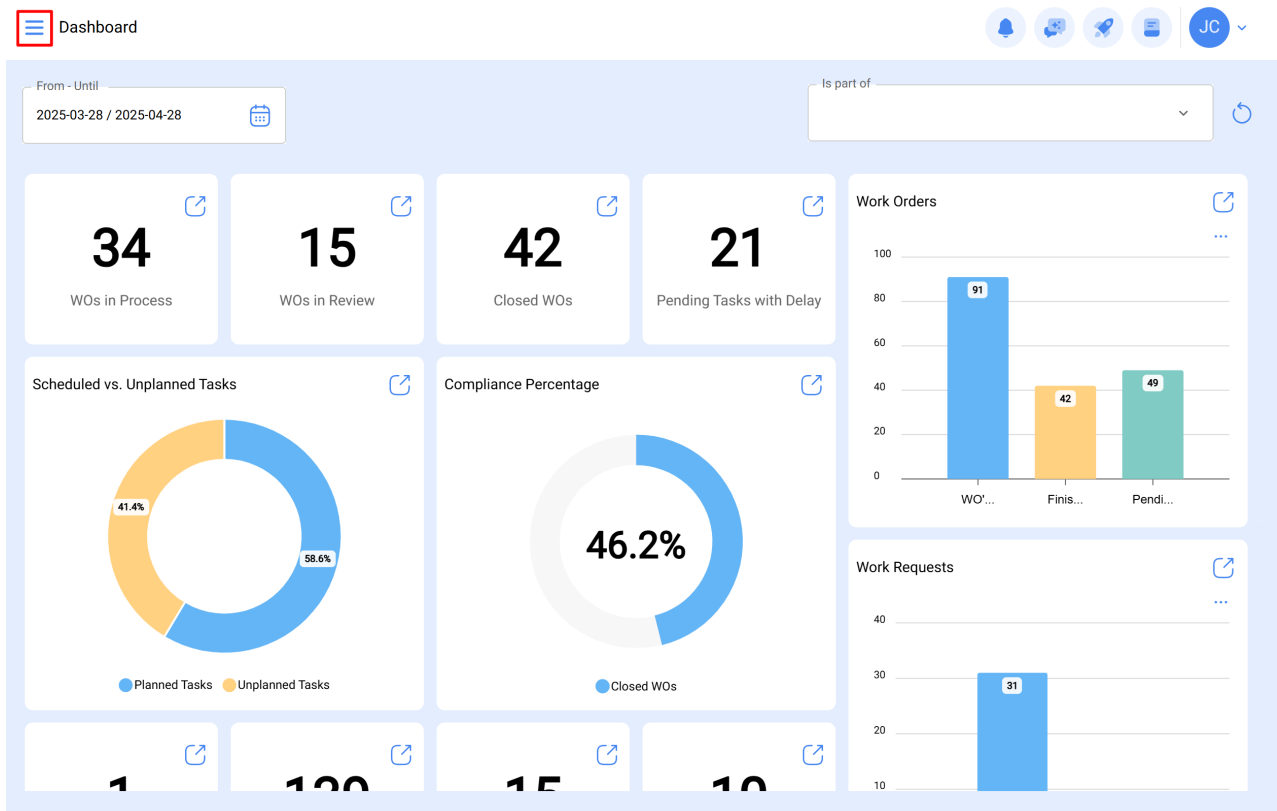
# Work Requests and how to enter the module?

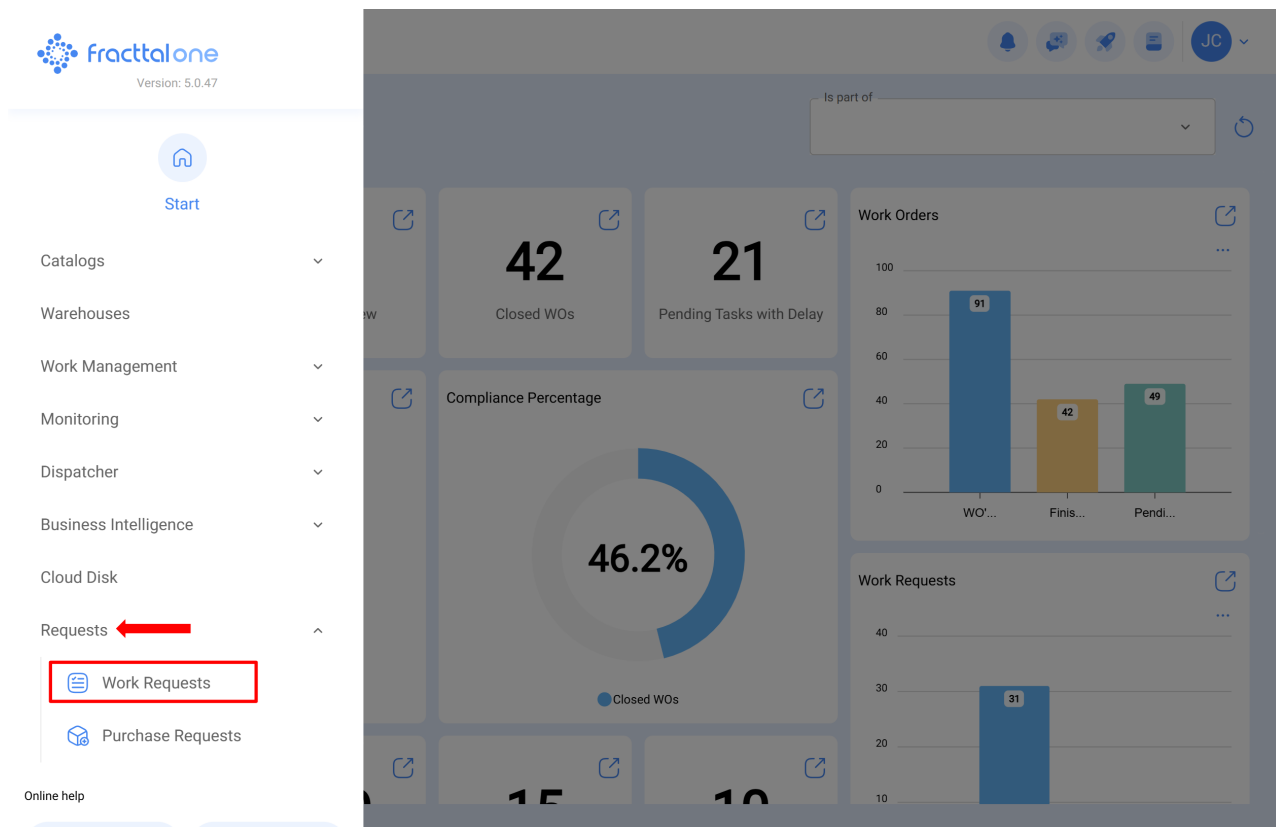
[help.fractal.com/hc/en-us/articles/25052701123085-Work-Requests-and-how-to-enter-the-module](https://help.fractal.com/hc/en-us/articles/25052701123085-Work-Requests-and-how-to-enter-the-module)

In this module, platform users may report incidents through work requests, which may be filled out and managed on the platform as appropriate.

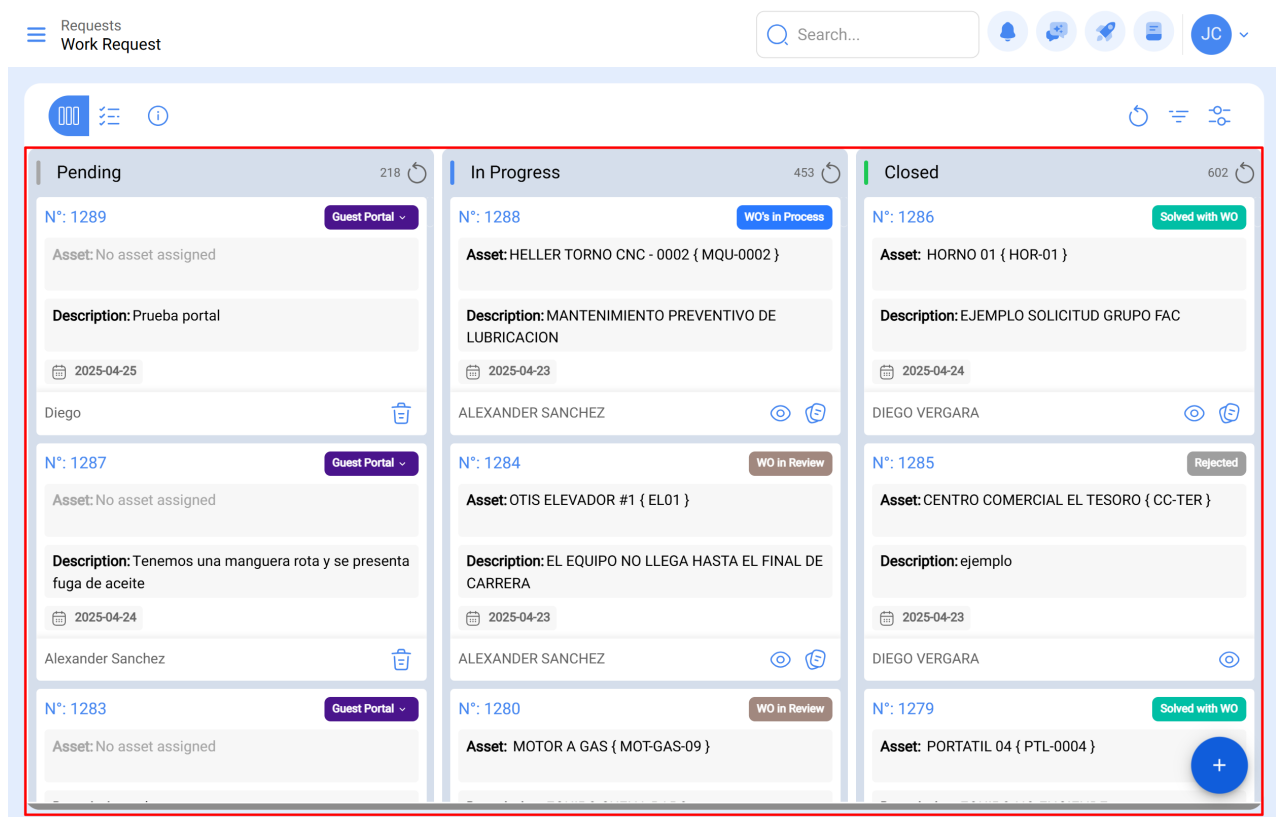
## How to enter the Work Request module?

To enter the Work Request module, look for the module in the top left menu of the main bar of the platform and click on "Requests" and then on " Work Requests".





When clicked, a new window will open with all the work requests that have been made in the system with their corresponding statuses.



It is also possible to access the requests through the list view.

Requests

Work Request

Search...

JC

	Work Request Number	Work Order	Status	Description
	1289		Created from Guest Portal	Prueba portal
	1288	OS809-25	WO's in Process	MANTENIMIENTO PREVENTIVO DE LUBRICACION
	1287		Created from Guest Portal	Tenemos una manguera rota y se presenta fuga de aceite
	1286	OS808-25	Solved with WO	EJEMPLO SOLICITUD GRUPO FAC
	1285		Rejected	ejemplo
	1284	OS802-25	WO in Review	EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA
	1283		Created from Guest Portal	sdsa
	1282		Open	Falla de equipo
	1281		Open	PRUEBA
	1280	OT1038UFSM	WO in Review	EQUIPO SUENA RARO
	1279	OT1032UFSM	Solved with WO	EQUIPO NO ENCIENDE

Showing 50 of 1273

+

The states in which an request can be found are as follows:

Requests

Work Request

Search...

JC

Pending

218

N°: 1289

Guest Portal

Asset: No asset assigned

Description: Prueba portal

2025-04-25

Diego

N°: 1287

Guest Portal

Asset: No asset assigned

Description: Tenemos una manguera rota y se presenta fuga de aceite

2025-04-24

Alexander Sanchez

N°: 1283

Guest Portal

Asset: No asset assigned

In Progress

453

N°: 1288

WO's in Process

Asset: HELLER TORNO CNC - 0002 { MQU-0002 }

Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION

2025-04-23

ALEXANDER SANCHEZ

N°: 1284

WO in Review

Asset: OTIS ELEVADOR #1 { EL01 }

Description: EL EQUIPO NO LLEGA HASTA EL FINAL DE CARRERA

2025-04-23

ALEXANDER SANCHEZ

N°: 1280

WO in Review

Asset: MOTOR A GAS { MOT-GAS-09 }

Closed

602

N°: 1286

Solved with WO

Asset: HORNO 01 { HOR-01 }

Description: EJEMPLO SOLICITUD GRUPO FAC

2025-04-24

DIEGO VERGARA

N°: 1285

Rejected

Asset: CENTRO COMERCIAL EL TESORO { CC-TER }

Description: ejemplo

2025-04-23

DIEGO VERGARA

N°: 1279

Solved with WO

Asset: PORTATIL 04 { PTL-0004 }

**Information from Status**

- Open**  
Initial state of a work request.
- In Process**  
State indicating that the request management has been initiated.
- WO's In Process**  
Request that has been assigned to a Work Order (WO).
- Solved without WO**  
Request resolved without the execution of a work order (WO).
- Cancelled**  
Request canceled from the work requests module.
- Solved with WO**  
The request has already been reviewed and sent to be finalized.
- Waiting for a WO**  
The request has been planned and is pending assignment to a work order (WO) for execution.
- WO in Review**  
The request has already been executed and is in review status.
- WO Cancelled**  
The request was planned, but the work order (WO) has been canceled.
- Waiting for another WO**  
Request that was planned in a WO which was canceled; The request remains pending to be assigned to a new work order.
- Work request deleted from to-do**

- **Open:** Status in which the request has not yet been processed.
- **In process:** State in which the request is in the process of creating an unscheduled task, before becoming a pending task or a Work Order (WO).
- **WO in Process:** State in which a request is once it has been planned and converted into a WO.
- **Solved without WO:** Status in which the request has already been resolved without having generated a WO.
- **Cancelled:** Status of a request that has been cancelled.
- **Solved with WO:** Status in which the request has already been resolved through a WO.
- **Waiting for another WO:** State where the request has been sent to the pending work management module and is waiting to be executed in a WO.
- **WO in Review:** Status in which the request has already been generated as a WO and is under review.
- **WO Canceled:** Status in which the request was generated in a WO, which was subsequently canceled. (In this case, the tasks associated with the WO return to Work Queues View)

- **Work request deleted from To-do:** State in which the request was removed from the Work Queues module and must be scheduled again from the work request module.
- **Rejected:** Status of a request that was rejected.
- **Awaiting another TO:** This status applies when a request previously had a Work Order (WO) assigned to it, but that WO was cancelled. The task that was not executed returns to the pending tasks category under this status.
- **Created in guest portal:** Status indicating that the request has been generated through the guest portal, meaning that it comes from an external user or guest.