How to edit a work request already created?

help.fracttal.com/hc/en-us/articles/25052750023437-How-to-edit-a-work-request-already-created

To edit an existing work request, first locate it in the Pending column. Once you've found it, click on the request.



■ Requests Work Request		Q Search		ı	🖉 🔗 🔳 🖵 🗸
00 ž 0					0 = \$
Pending	219 💍	In Progress	453 🖒	Closed	602 💍
N°: 1290	Open ~	N°: 1288	WO's in Process	N°: 1286	Solved with WO
Asset: FRUNIV MONTADORA - FA { MON-FA-0001 }		Asset: HELLER TORNO CNC - 0002 { MQU-0002 }		Asset: HORNO 01 { HOR-01 }	
Description: PRUEBA - TEST		Description: MANTENIMIENTO PREVENTIVO DE LUBRICACION		Description: EJEMPLO SOLICITUD GRUPO FAC	
2025-04-28		2025-04-23		iii 2025-04-24	
Jonas Campos	;	ALEXANDER SANCHEZ	⊚ (€	DIEGO VERGARA	◎ (5)
N°: 1289	Guest Portal ~	N°: 1284	WO in Review	N°: 1285	Rejected
Asset: No asset assigned Asset: OTIS ELEVADOR #1 { EL01 }		EL01 }	Asset: CENTRO COMERCIAL EL TESORO { CC-TER }		
Description: Prueba portal	Description: Prueba portal Description: EL EQUIPO NO LLEGA HASTA EL FINAL I CARRERA		LEGA HASTA EL FINAL DE	Description: ejemplo	
2025-04-25		2025-04-23		2025-04-23	
Diego	€	ALEXANDER SANCHEZ	0 (5	DIEGO VERGARA	0
N°: 1287	Guest Portal ~	N°: 1280	WO in Review	N°: 1279	Solved with WO
Asset: No asset assigned		Asset: MOTOR A GAS { MOT-GAS-09 }		Asset: PORTATIL 04 { F	TL-0004 } +

Upon clicking, you will be redirected to the next interface where the request information is located.

← PRUEBA - TEST		Save Change Status			
Work Request Number 1290 Work Request Status Open					
G General					
(•) Work Request Status		 			
Attachments					
	Created by Jonas Campos	Creation Date 2025-04-28 12:13			
	PRUEBA - TEST				
	Do you know the asset?				
	Comments				
	- Incident date				

Please note the following:

- 1. Only requests found in the Pending column can be edited, as shown in the image.
- 2. The information that can be edited includes:

- Image
- Asset



- Reference
- Classification 1 and 2
- Group
- Keywords

PRUEBA - TEST		Save Change Status
Work Request Number 1290 Work Request Status Open	Requested By	ence
General		• ×
(•) Work Request Status	Search on the map Q	::
	▲ +	
	Google Mapa Satélite Atalhos do teciado Dado:	s cartográficos @2025 2 m Termos
	Keywords	

- Status change
- Add attachments

← PRUEBA - TEST			Save Change Status		
Work Request Number 1290 Work Request Status Open					
General					
(:•) Work Request Status			0		
	- Created by		Creation Date		
	Jonas Campos		2025-04-28 12:13		
	Description				
	PRUEBA - TEST				
	Do you know the asset?	S RUNIV MONTADORA - FA { MON-F	FA-0001 } ~ ×		
	Comments				
	Incident date				