



Change Requests

Your team can raise a change request ticket at any time, [here](#).

The change request form is for:

- Custom work: Any bespoke feature that the Intranet cannot currently do, but you would like it to
- Technical projects: This includes setting up SSO, arranging server migrations, and SSL certificate updates
- Purchase of training hours

Some work requested incurs a fee, and others do not.

Our change request team will always make you aware if the work has an associated cost and will provide a quote for your approval before proceeding.

Filling out the request

When submitting a change ticket, you will be asked to enter the following information:

InfoCapture > Change Requests > **Submit Change Request** Find

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* - required fields

Change Request

🔗 **Summary***

🔗 **URL**

Type of request*

Application the work relates to

🔗 **Description of work***

🔗 **Product(s) or outcome of the work**

🔗 **Any constraints?**

For our custom work Terms and Conditions please click [here](#)

🔗 **Additional Notification Recipients**

PHI

Are you requesting to disclose patient health information

Add file
 or [select from pre-uploaded...](#)
 Maximum file upload size is 500 Mb

Description

Summary

Provide a short description of or title for your request

URL

Enter the URL of the Intranet you are requesting work for

Type of request

Select the option that best represents your request

- **Product enhancement:** Request for additional functionality beyond the Intranet's current offerings, including any third-party integrations (i.e.

external software, API, etc.)

- **SSO (Single Sign On):** Request related to SSO, including the setup of SSO and/or any changes to existing SSO. Please refer to our guide on [Single Sign On \(SSO\)](#)
- **Custom development:** Request for completely new functionality that is outside of current system capabilities
- **Technical request (Server configuration):** Request for any server-related work (i.e. Intranet URL change, setup of Staging server, server upgrades , etc.)
- **Related to pre-existing custom development:** Request for updates or modifications to any existing custom work that has already been developed and is in use on your site
- **Almalinux migration:** Request for server update, specifically Almalinux migration (SaaS customers only)

The application the work relates to

If applicable, select the application that your request is for or relates to

e.g. If you wish to create a new feature for user profiles, select the 'People' application here.

Description of work

Detail the requirements of your request.

Make sure to include any relevant Intranet URLs to support what your request relates to, this will help our change request team understand your enquiry with less back and forth.

If you are looking for a particular integration with your intranet, please let us know the software you wish to integrate and the desired behaviour (e.g. A daily push of the information out of your intranet or a pull-in from other software using a custom API).

Product(s) or outcome of the work

If applicable, let us know what the desired goal or outcome of your request would be in the Intranet.

This helps us build a picture of the aims for the project and assists in quote generation.

e.g. how you would like the feature to look or be interacted with, or a description of the user-story the feature will resolve

Constraints

If applicable, let us know of any restrictions that may impact the work (e.g. Restrictions on dates/hours of the delivery, staging server requirements, etc..)

Additional Notification Recipients

Add up to 3 email addresses if you wish for others on your team to be notified about changes in the ticket.

(To be able to open and add notes to the ticket, they will need a [Discover account](#))

PHI

Check this box if your request would need patient health information to be disclosed to us (leave it blank if this does not apply)

Add File

Any screenshots or documentation you can upload to support your request are always helpful :)
