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# Change Request Tracker

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USER MANUAL

*APRIL 11, 2019*

*Version 1.2*

*Developer Information*

*Wei Jie Zheng,  
USCA Student*

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# 1 What Does CRT Provide?

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CRT system provide multiple methods for user to submit and track change request through provided apps or via email.

## **Applications included:**

- CRViewer – A native desktop app designed to view change request.
- CRTracker – A responsive web app that included all features provided by CRT system.
- Email Service – Submit or track change request with email.

## **Features included:**

- Three User Role Types Authentication
- Change Request Process Control
- Notification Service
- Internal Message Service
- Third-Party Email Service

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## 2 How to Use CRT Email Service?

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CRT system uses Mailgun third-party SMTP service to provide email communication with users.

Features:

- (For Client Only) Submit change request by sending email to ``submit-request@rsicrt.com``. The subject of the message will be use as request title, and the body will be use as request detail.
- Track change requests by sending email to ``cr-track@rsicrt.com``. Use change request id as message subject to retrieve the change request detail. Use ``track`` as the subject to retrieve a list that contains the latest ten change requests.

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### 3 How to Enter CRTracker?

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1. Copy the URL address of CRTracker
2. Paste the URL in any modern browser
3. Enter CRTracker!

#### EXAMPLE:

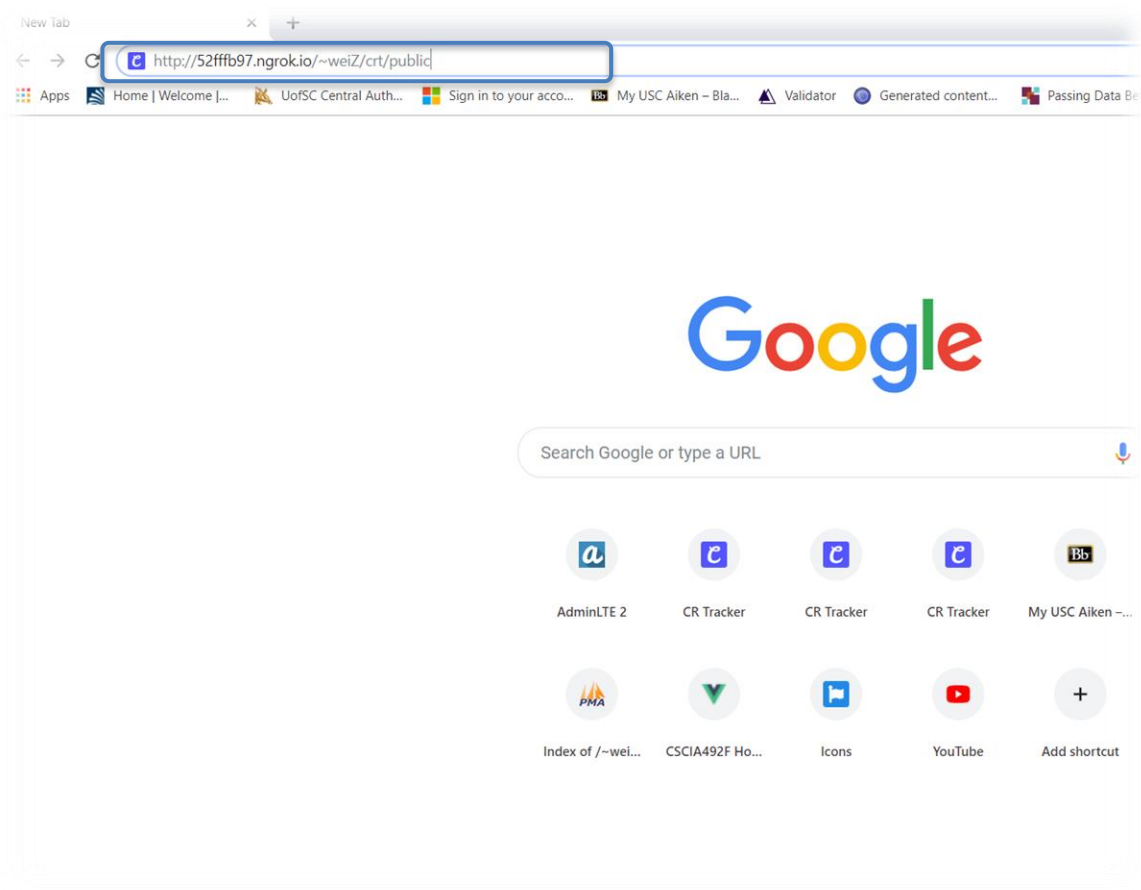


Figure 1

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## 4 Login

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*Login page where the user can enter their username and password to enter the site or enter a registration code to access register page.*



**Figure 2**

- a. Login Input Fields:** Two input fields for user to enter their account email and password.
- b. Reset Button:** After clicking this button, email and password input field will set to empty and the error message will also be clear.
- c. Login Button:** Perform authentication after click. If the authentication passes, the page will redirect to dashboard. If the authentication failed, an error message shows in *Figure 1.1* will appear on top of input area (a).

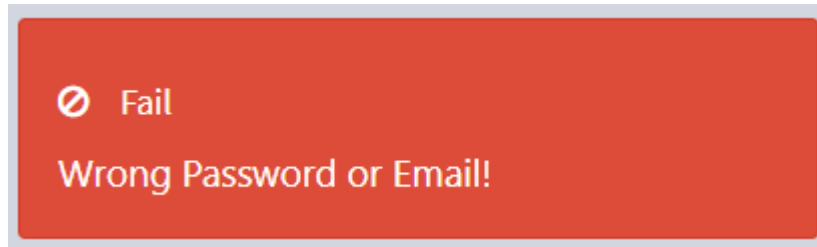


Figure 2.1

- d. **Register Link:** A link to the register page. After click, a modal will appear and ask user to provide registration code.

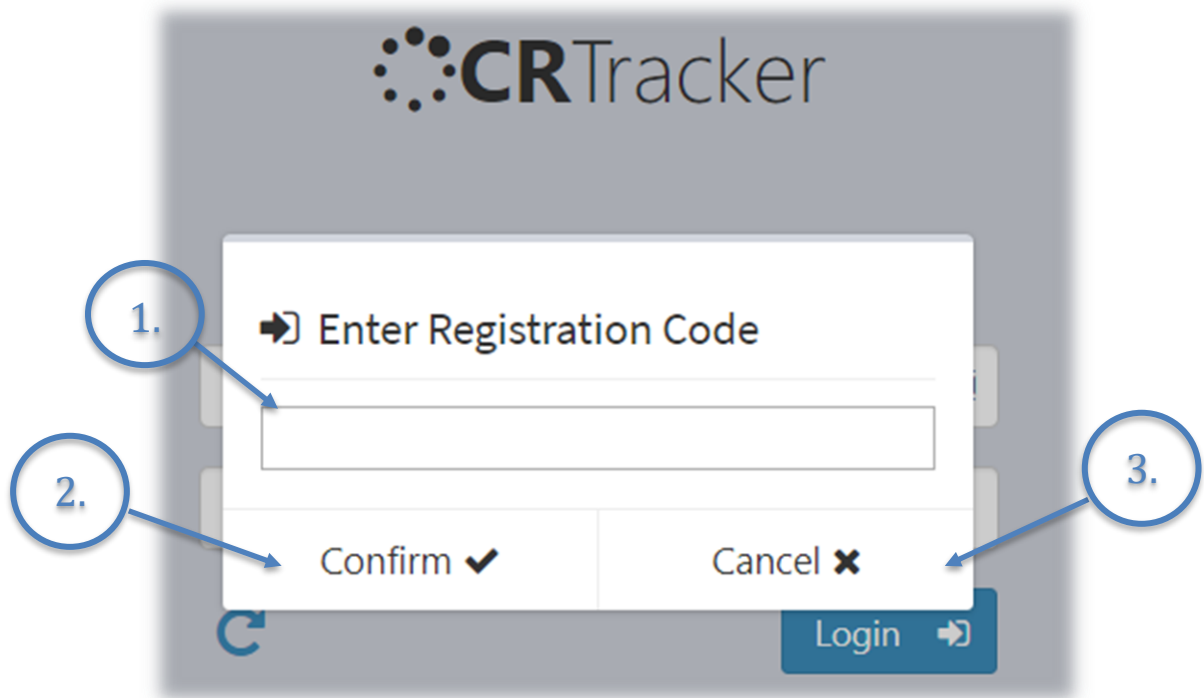


Figure 2.2

1. **Code Input Field:** Input field for user to enter registration code
2. **Confirm Button:** After clicking the button, the system will verify the code user enter. If passed, user will be redirected to register page. If failed, a error message will appear on top of input field.
3. **Cancel Button:** The modal will disappear after clicking this button.



## 5 Register

*A page where the user fills in information to register an account to access the system.*

The image shows a registration form for 'CRTracker'. At the top is the logo and the text 'Register a new membership'. Below this is an email input field containing 'wjzheng@usca.edu' with an envelope icon, labeled 'a.'. Below the email field is a group of three name input fields: 'First Name' (with a person icon), a middle field containing 'M.' (with a person icon), and 'Last name' (with a person icon), collectively labeled 'b.'. Below the name fields are two password input fields: 'Password' (with a lock icon) and 'Retype password' (with a refresh icon), labeled 'c.'. Below the password fields is a blue 'Register' button with a right arrow icon, labeled 'e.'. To the left of the 'Register' button is a circular refresh icon, labeled 'd.'. Below the 'Register' button is a link that says 'I already have a membership', labeled 'f.'.

**Figure 3**

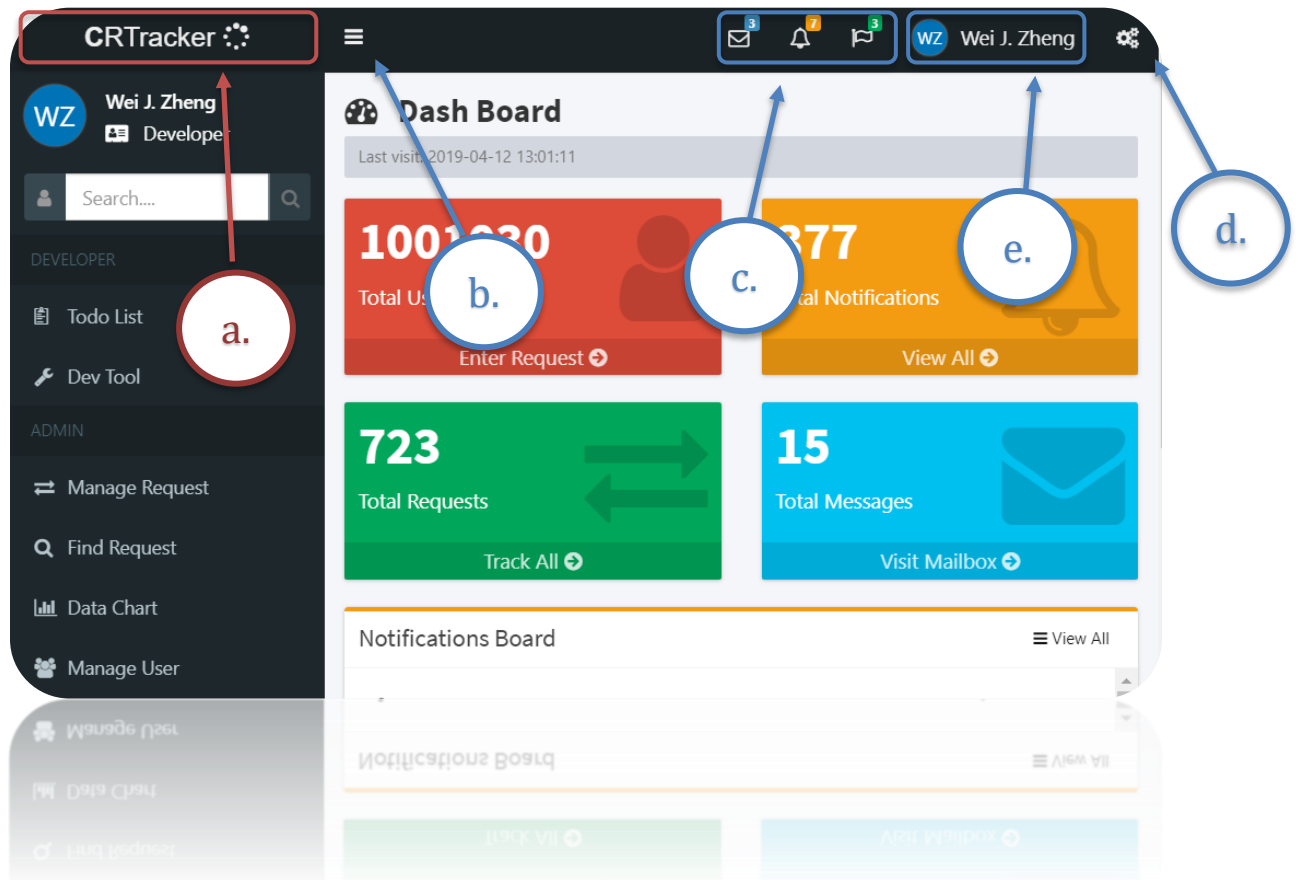
- a. Email Input Field:** Account email field. This field is always unchangeable. The email is preset by the creator of the registration code.

- 
- b. Name Input Fields:** First name and last name is required; middle initial is optional. Fields will be unchangeable if the creator of preset the information and disable user editability.
  - c. Password Input Fields.** Account password must be 8 characters. Password field must match with confirm password field.
  - d. Reset Button:** After clicking the button, all changeable fields will set to empty, and all error messages will be clear.
  - e. Register Button:** A validation will perform after clicking the button. If passed, user account will be registered, and user will be redirect to dashboard. If failed, error messages will display on top of incorrect field.
  - f. Login Link:** Redirect to login page after click.

## 6 App Header

*A component located on top of the application. Header can be access in any page of the application.*

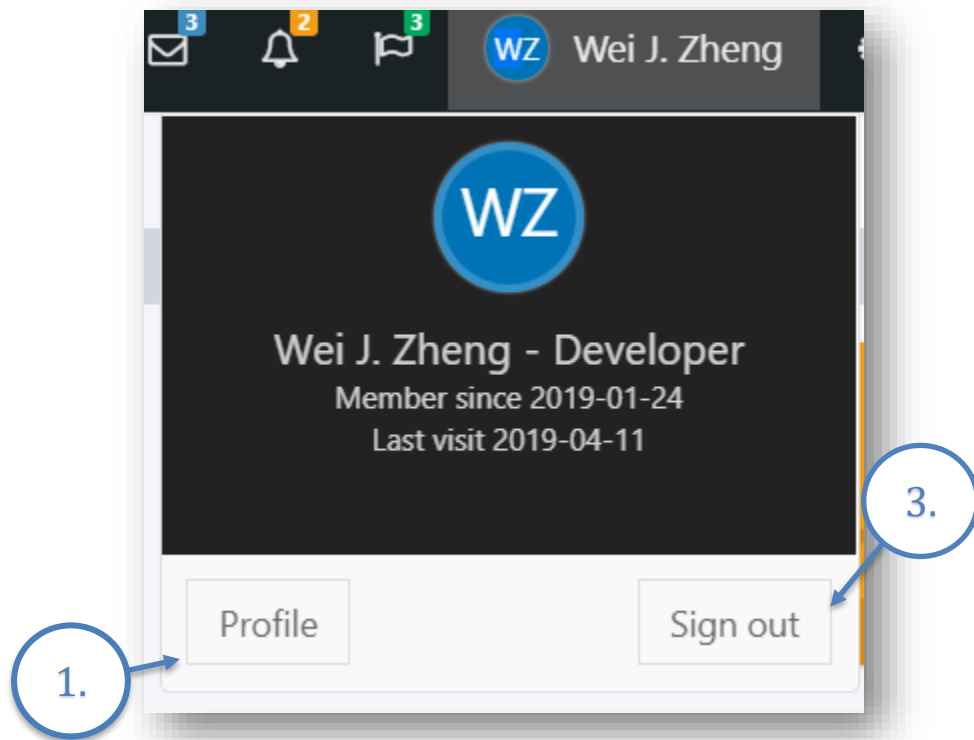
**Figure 4**



- a. Logo / Refresher:** After clicking the logo, the spinner icon will spin once, and the entire app will refresh to get the latest data. If holding the click for 1 second, the auto refresh mode will be active, and the spinner icon will keep spinning until user click the logo again or user logout the account. In auto mode, the entire app will refresh for every two second, in make sure user will always receive the latest data in real-time.

- b. **Toggle Navigation:** Navigation bar will be toggled after clicking. Please refer to Chapter 6 *Navigation bar* for more details.
- c. **Menu Group:** Please refer to Chapter 5 *Menu Group* for more details.
- d. **Toggle Config:** Control Sidebar will be toggled after the click.
- e. **Toggle Profile Menu:** Profile menu shows in 3.1 will be toggled after the click. Profile menu display user name, user role, account created date, and last visit date.

Figure 4.1



1. **Profile Button:** Display profile modal, refer to [Section 8 User Profile](#) for more information about profile modal.
2. **Sign Out Button:** Redirect user to login page.

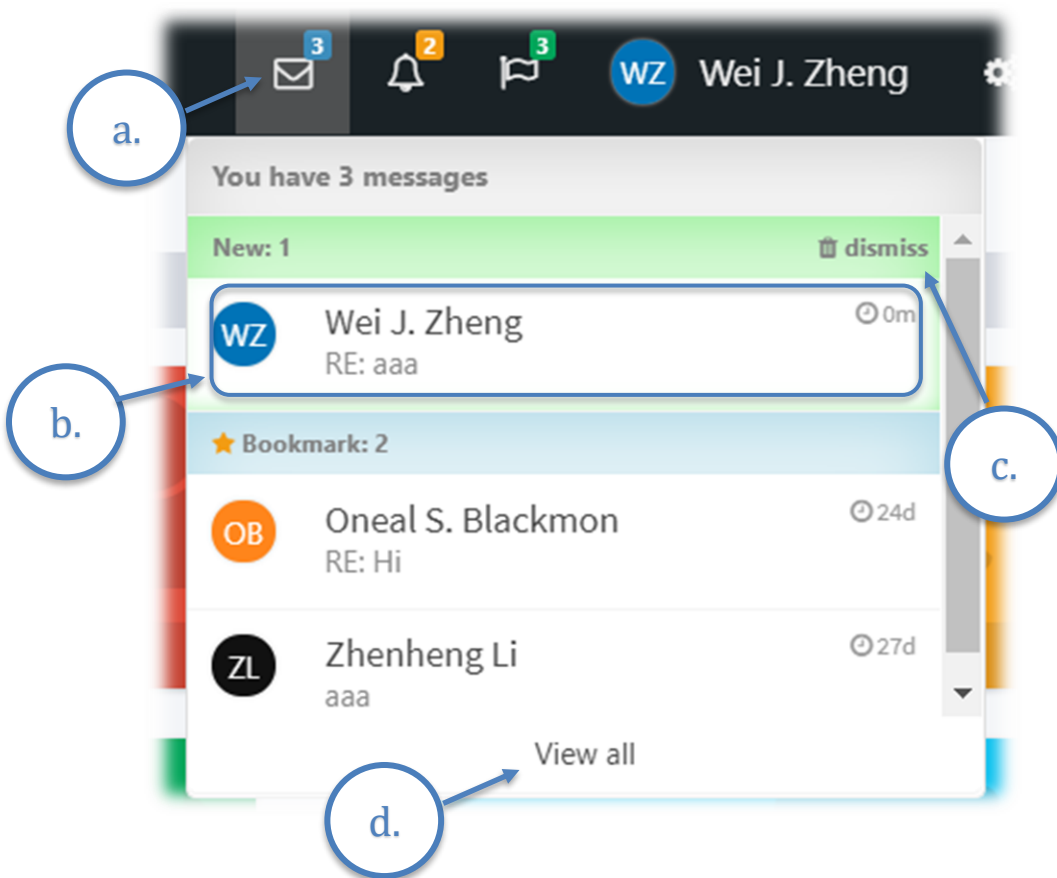
## 7 Menu Group

Group of menus located in the right side of the app header. Each menu can be toggled by clicking the associated icon.

### 7.1 Message Menu

Click envelope icon to toggle message menu. The menu includes a list of newest unread messages and a list of bookmarked messages.

Figure 5.1



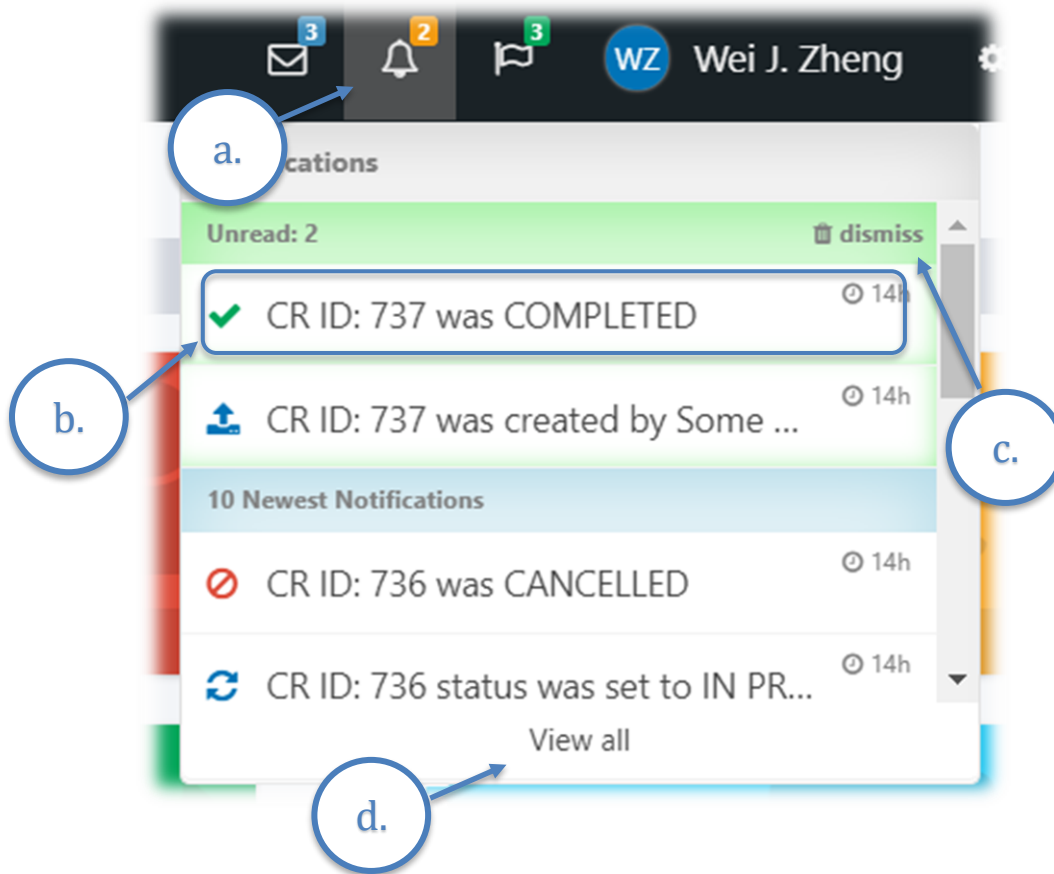
- a. **Envelope Icon:** Click envelope icon to toggle message menu. The number next to the icon indicates the number of unread messages.
- b. **Message Item:** Click message item will display the message content in read-message modal. Refers to [Section 10.4.2 Message Content Modal](#) for more information about message content modal.

- c. **Dismiss Button:** Click dismiss button will clear all unread messages.
- d. **View All Link:** Redirect to Mailbox page after click. Refer to *Section 10.4 Mailbox* for more information about Mailbox page.

## 7.2 Notification Menu

Click bell icon to toggle notification menu. The menu includes a list of newest unread notifications and the newest 10 read notifications.

Figure 6.2



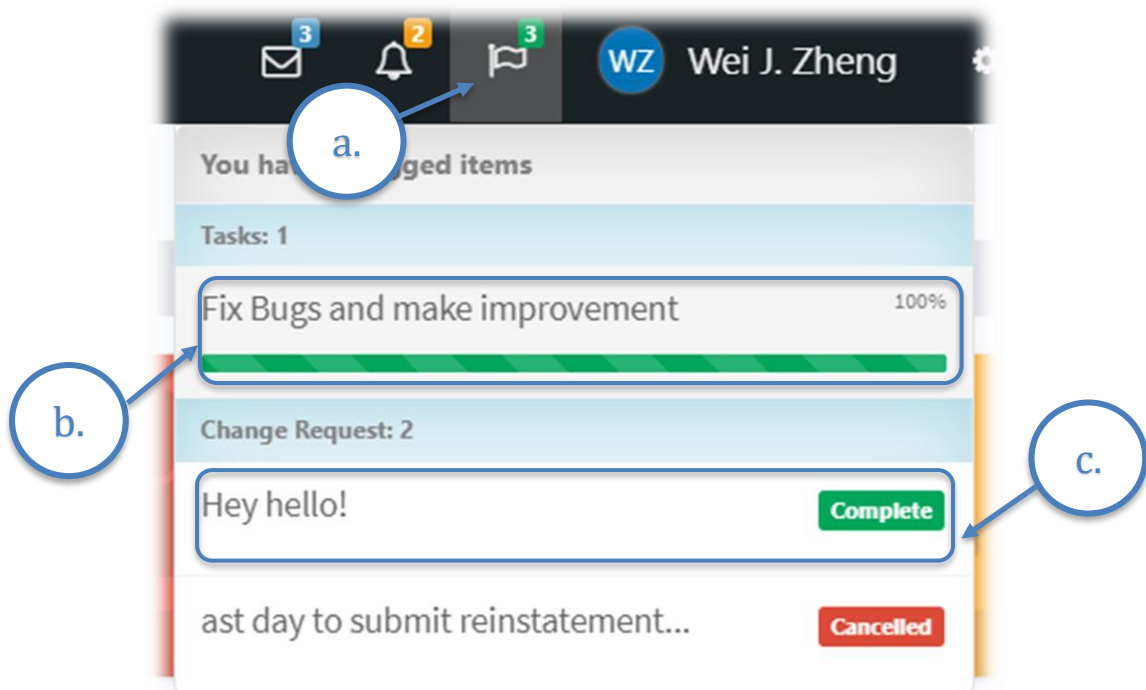
- a. **Bell Icon:** Click bell icon to toggle notification menu. The number next to the icon indicates the number of unread notifications.
- b. **Notification Item:** Click notification item will display the notification content modal.

- c. **Dismiss Button:** Click dismiss button will clear all unread notifications.
- d. **View All Link:** Redirect to Notification Table page after click.

### 7.3 Flag Menu

Click bell icon to toggle notification menu. The menu includes a list of newest unread notifications and the newest 10 read notifications.

Figure 7.3



- a. **Flag Icon:** Click flag icon to toggle flag menu. The number next to the icon indicates the number of flagged items.
- b. **Flagged Task Item:** Click each task item redirect to DevTodo page.
- c. **Flagged Change Request Item:** Click each change request item will redirect to each change request detail page. Please refer to [Section 13 Change Request Detail Page](#) for more details about the page.

## 8 User Profile

*A modal that display user's full name, email address, creation date, last sign in date, total number of requests, and user's role. If the viewer has admin right, the user can submit change request for the client or search change requests own by this client.*

User Profile

DD

Demo D. Dddd

Client

Email	tokyo0088@gmail.com
Member Since	Mar 16, 2019 1:26:01 PM
Last Visit	Mar 16, 2019 3:17:35 PM
Total Change Requests	2

Send Message

Enter Change Request

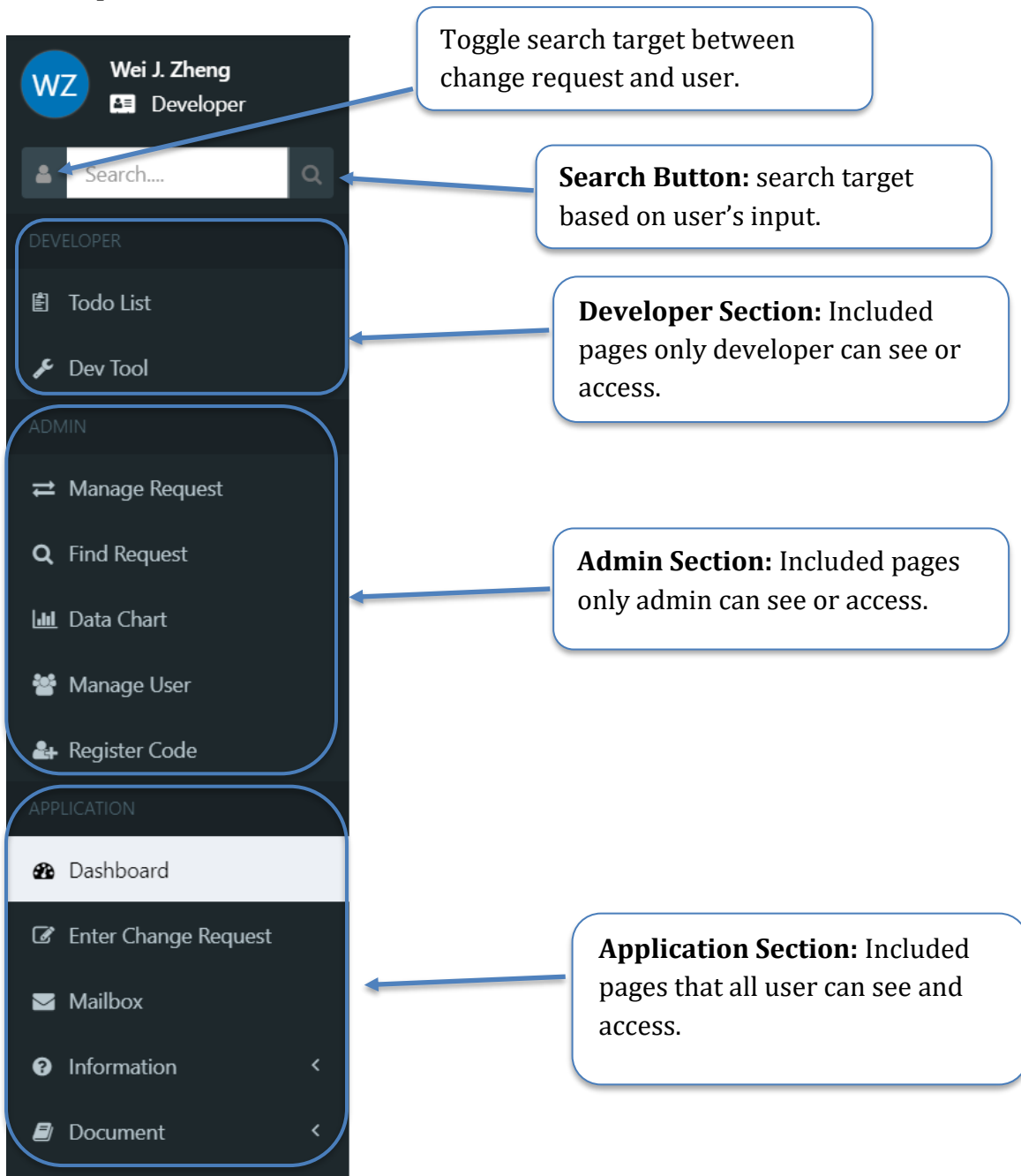
Search Change Requests

Figure 8



## 9 App Sidebar / Navigation

A component located on the left side of the application. Sidebar can be access in any page of the application. Please note that different sidebar will be changed based on user's role type. The example show bellow is from Developer view.



## 10 Application Section

*Application section included pages that all user can see or access. The pages are: Dashboard, Change Request Entry, (Client Only) Track Request Status, Mailbox, Contact, About, Web API, Pages Routes, and Download CRViewer.*

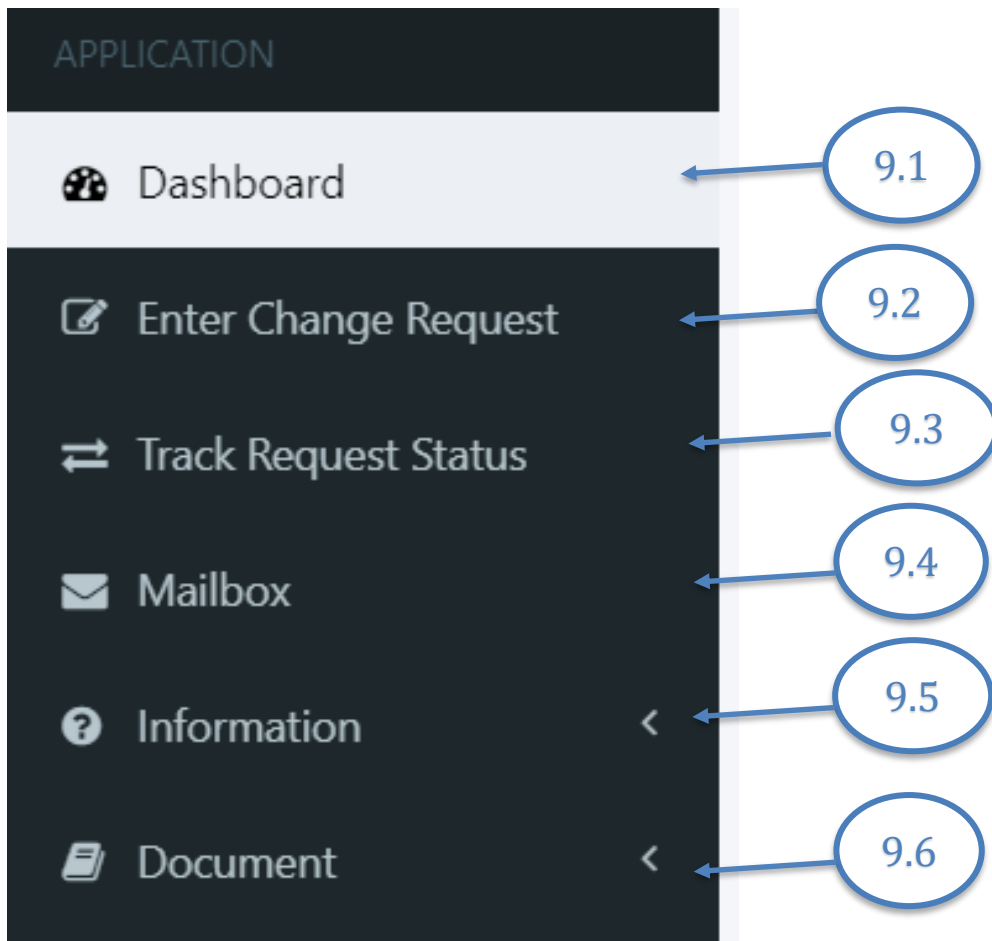


Figure 9

## 10.1 Dashboard

The landing page after user sign in. This page contains the last sign in date of the user, total number of the user in the system, total number of notifications received, total number of change requests the user can access, and total number of messages received. The page also contains three tables: Notifications Board, Flagged Change Requests, and Messages.

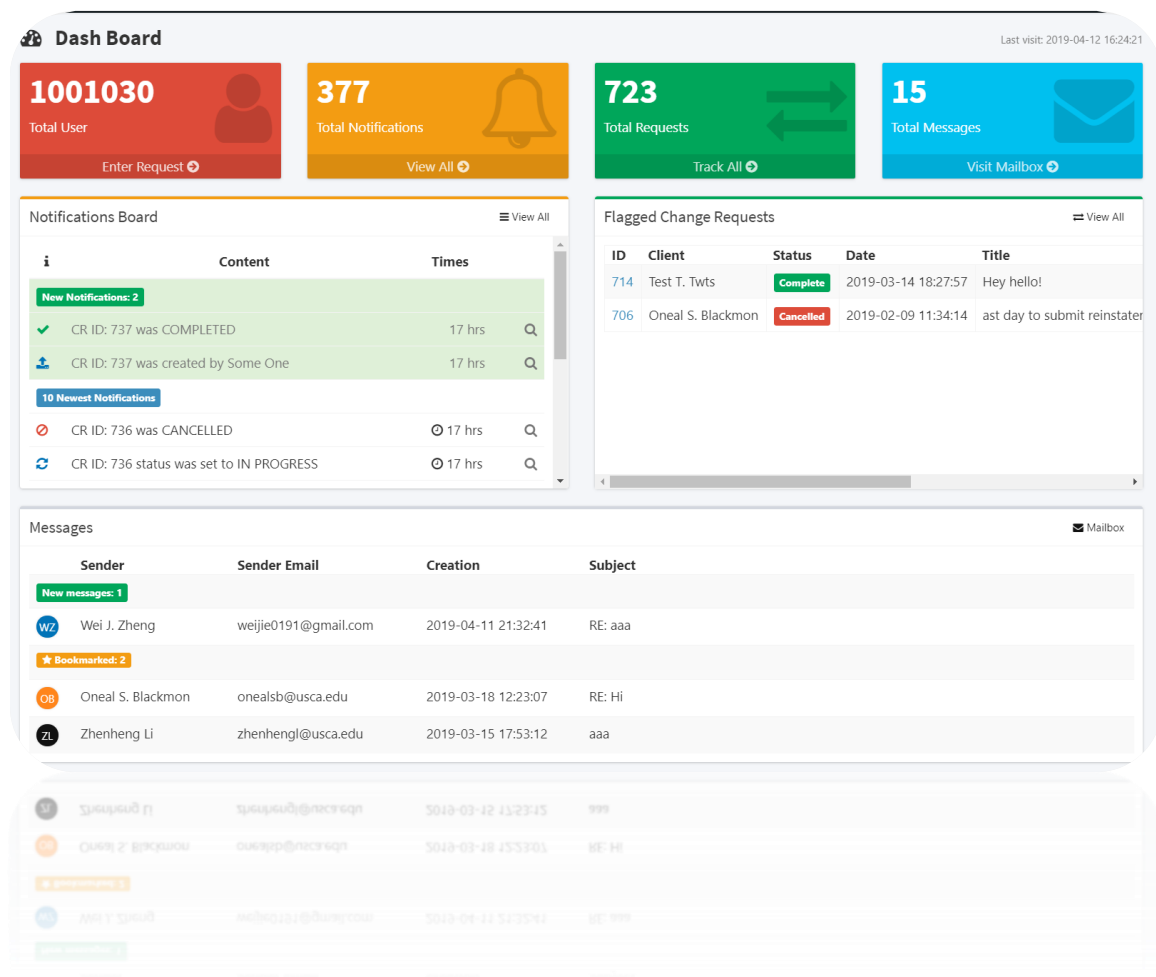


Figure 10

## 10.2 Change Request Entry

*The page where user enter change request.*

The screenshot shows a web form titled "Change Request Entry". It contains several fields and a submit button, each with an annotation box pointing to it:

- Client Field:** Only display to admins. Admin will use this field to submit change request on behave of a client. (Points to the "Client" dropdown menu showing "Some One (d@d.com)")
- Title Field:** Input field for change request title. Must fill! (Points to the "Request Title" input field)
- Detail Editor:** Input field for change request detail. Must fill! Editor give abilities to decorate text. (Points to the "Request Detail" text editor)
- Client Info:** Click to toggle fields that display user's name, email, and role. (Points to the "Client Information" toggle link)
- Submit Button:** Click the button to submit change request. If validation failed, associated error message will appear. (Points to the "Submit" button)

The form includes a "Client" dropdown menu, a "Request Title" input field, a "Request Detail" text editor with formatting tools (B, I, text color, background color, link, unlink, image, undo, redo), a "Client Information" toggle link, and a "Submit" button.

Figure 11

### 10.3 Change Request Table

A powerful table where user can sort, filter, and search change request. If user's role is a client, the table will display all change requests own by the user. If user's role is an admin or developer, the table will display all change requests in the system.

The screenshot shows a web application interface for managing change requests. The title is "Change Request Ma". Below the title, there are several controls: a "Show 20 entries" dropdown, a "Search:" input field, and a "Status" filter dropdown with options "Active", "All", and "Status". There are also buttons for "Review" and "Refresh". The table itself has columns for ID, Client, Status, Creation, Last Update, Messages, and Hitories. Each row represents a change request with a unique ID, the client's name, a status (To Do, Cancelled, In Progress), and timestamps for creation and last update. The table is annotated with letters a through h pointing to various UI elements.

ID	Client	Status	Creation	Last Update	Messages	Hitories
342	Susie Z. Curry	To Do	2019-03-30 23:29:33	2019-03-31 03:58:32	28	6
341	Susie Z. Curry	To Do	2019-03-27 23:36:19	2019-03-31 03:42:18	8	1
340	Johnny T. Craig	Cancelled	2019-03-27 23:36:19	2019-03-31 01:55:28	0	5
339	Carolyn V. Williamson	In Progress	2019-03-27 23:36:19	2019-03-31 03:44:49	7	7
338	Ina F. Ryan	In Progress	2019-03-27 23:36:19	2019-03-31 03:56:37	1	2
337	Mildred E. Lyons	Cancelled	2019-03-27 23:36:19	2019-03-31 02:42:39	0	11
336	Susie Z. Curry	To Do	2019-03-27 23:36:19	2019-03-31 03:46:38	5	1
335	Myrtle B. Ellis	Cancelled	2019-03-27 23:36:19	2019-03-30 23:54:26	0	12
334	Harold C. Huff	Cancelled	2019-03-27 23:36:19	2019-03-30 23:45:15	0	4
333	Roy O. Gutierrez	To Do	2019-03-27 23:36:19	2019-03-30 23:28:44	0	11
332	Eliza H. Graham	To Do	2019-03-27 23:36:19	2019-03-31 03:47:44	3	1
331	Maggie T. Boone	To Do	2019-03-27 23:36:05	2019-03-31 03:54:25	9	1
330	Harold C. Huff	To Do	2019-03-27 23:36:05	2019-03-31 03:43:42	2	1
329	Carolyn V. Williamson	To Do	2019-03-27 23:36:05	2019-03-27 23:36:05	0	1

Figure 12

**a. Refresh Button:** Click to refresh the table for the latest data.

**b. Tabs:** Filter change requests by tab.

**a. Active:** Request with To Do or In Progress Status.

**b. All:** All change request.

**c. Status:** Filter by request status.

- c. **Review Button:** Redirect to change request detail page. See [Section 13 Change Request Detail](#) for more information.
- d. **Search Field:** Search change request.
- e. **Sorting Field:** Sort change request.
- f. **Filter Column:** Filter change request by column.
- g. **Entry Dropdown:** Select number of entries to display in each page.
- h. **Change Request Item:** Double click to enter change request detail page. See [Section 13 Change Request Detail Page](#) for more information.

## 10.4 Mailbox

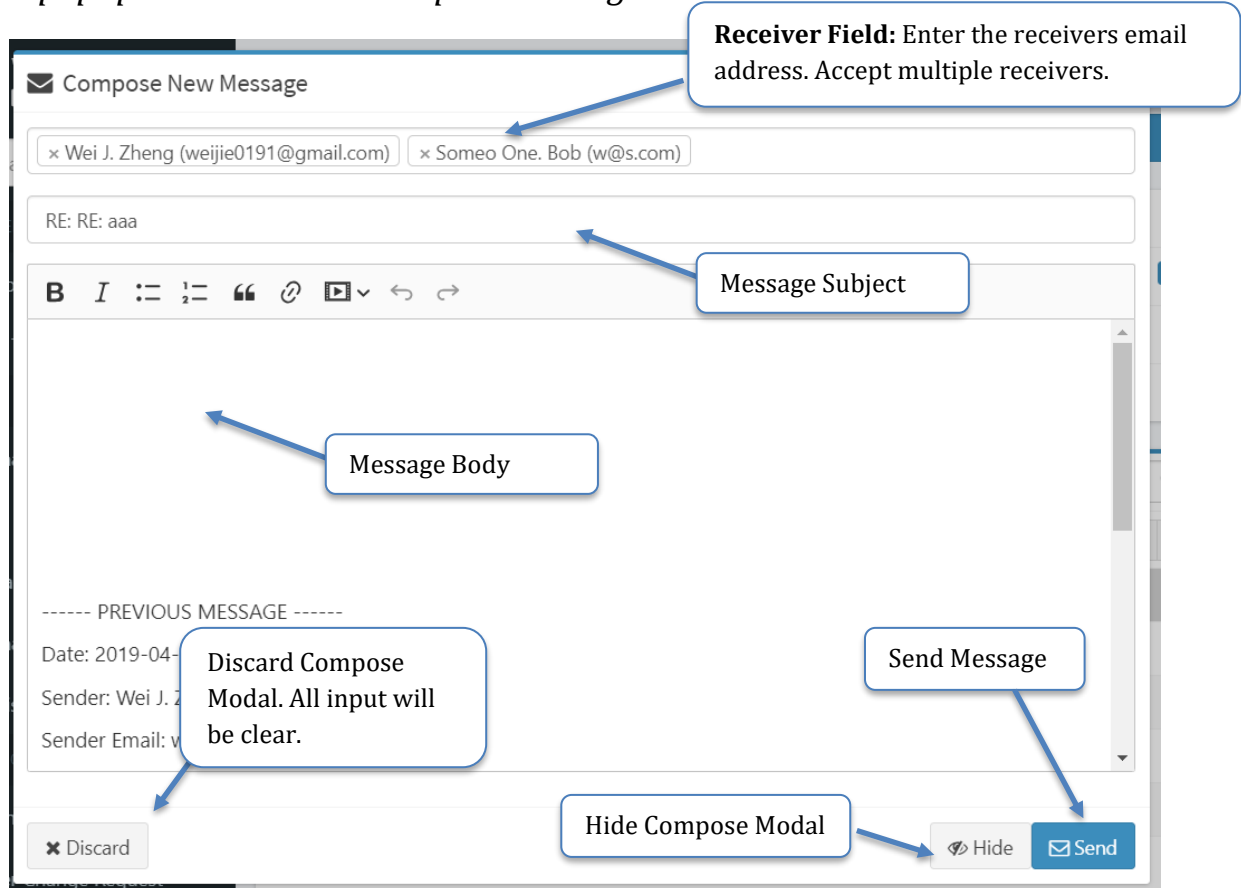
A page where the user can see all income messages, sent messages, and archived messages.



- 
- a. **Compose Message Button:** Toggle compose message modal. See *Section 10.4.1 Compose Message Modal* for more information.
  - b. **Message Tabs:** Tabs used to filter message.
    - 1. **Inbox Tab:** display all messages received by the user.
    - 2. **Sent Tab:** will display all messages sent by the user.
    - 3. **Archive Tab:** will display all message archived.
  - c. **Button Group:**
    - 1. **Select all messages.**
    - 2. **Archive all selected messages.**
    - 3. **Return selected message.**
    - 4. **Forward selected message.**
    - 5. **Refresh message table.**
  - d. **Bookmark Button:** Click to toggle message bookmark.
  - e. **Sender Name:** Click to open sender profile.
  - f. **Message Item:** Double click to display message content modal. Refer to *Section 10.4.2 Message Content Modal* for more information.

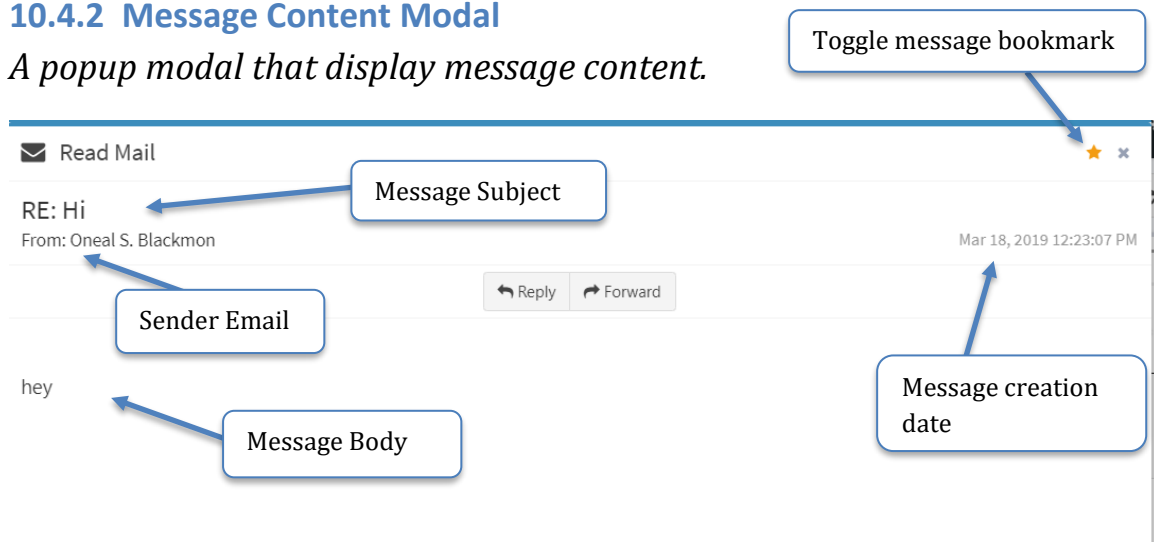
### 10.4.1 Compose Message Modal

*A popup modal used to compose message.*



### 10.4.2 Message Content Modal

*A popup modal that display message content.*





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## 10.5 Information

*Information tab included links to access Contact page and About page. Please visit the web app for more information about these pages.*

## 10.6 Document

*Document tab included links to access Web API page, Page Route View, and CRViewer Download Page. For more information please visit the web app.*

# 11 Admin Section

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*Admin section included pages that only user with admin right can see or access. The pages are: Change Request Manage, Change Request Search, Data Chart, User List, Registration Code Form.*

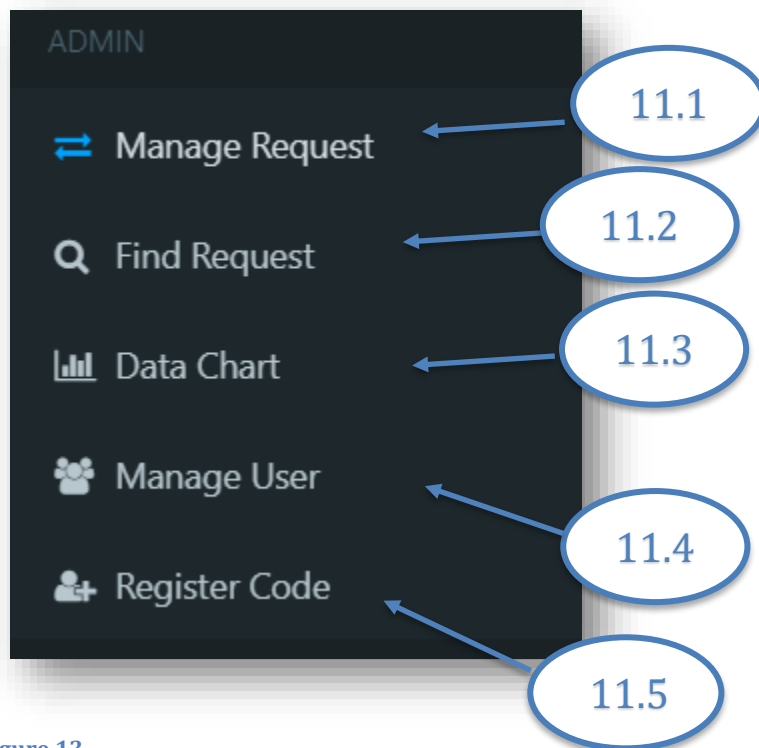


Figure 13

## 11.1 Change Request Manage

The admin version of change request table. Please see **Section 10.3 Change Request Table** for more information.

## 11.2 Change Request Search

The page allows admin to search change request by entering date range, request id, client name, or request status. The page also displays a table that contains search result(s).

The screenshot shows the 'Change Request Search' interface. It includes search filters for Change Request ID, Client Name, Request Status, and Created Date range. Below the filters are 'Search' and 'Reset' buttons. A table displays search results with columns for ID, Client, Status, and Creation. Annotations 'a.', 'b.', and 'c.' point to the search filters, the button group, and the pagination controls, respectively.

**Change Request Search**

Change Request ID:

Client Name:

Request Status:

Created Date range:

**Search** **Reset**

Show **10** entries Search:

ID	Client	Status	Creation
43	Some One	Complete	2019-02-07 11:34:14
39	Some One	In Progress	2019-02-05 11:34:14
35	Some One	Cancelled	2019-02-07 11:34:14

Showing 1 to 3 of 3 entries Previous **1** Next

Figure 14

**a. Search Input Fields:** User can search by change request id, user name, change request status, or enter the date range where change request was created.

**b. Button Group:**

- 1. Search:** Click to process the search.
- 2. Reset:** Clear all input field and search result.

- c. **Result Table:** A table that display the change request result of the search. User is able to sort or search inside this table. Double click rows to enter change request detail page.

### 11.3 Data Chart

The page provides change request status ratio of selecting week. The page also contains a calendar where admin can select week they desire to see.

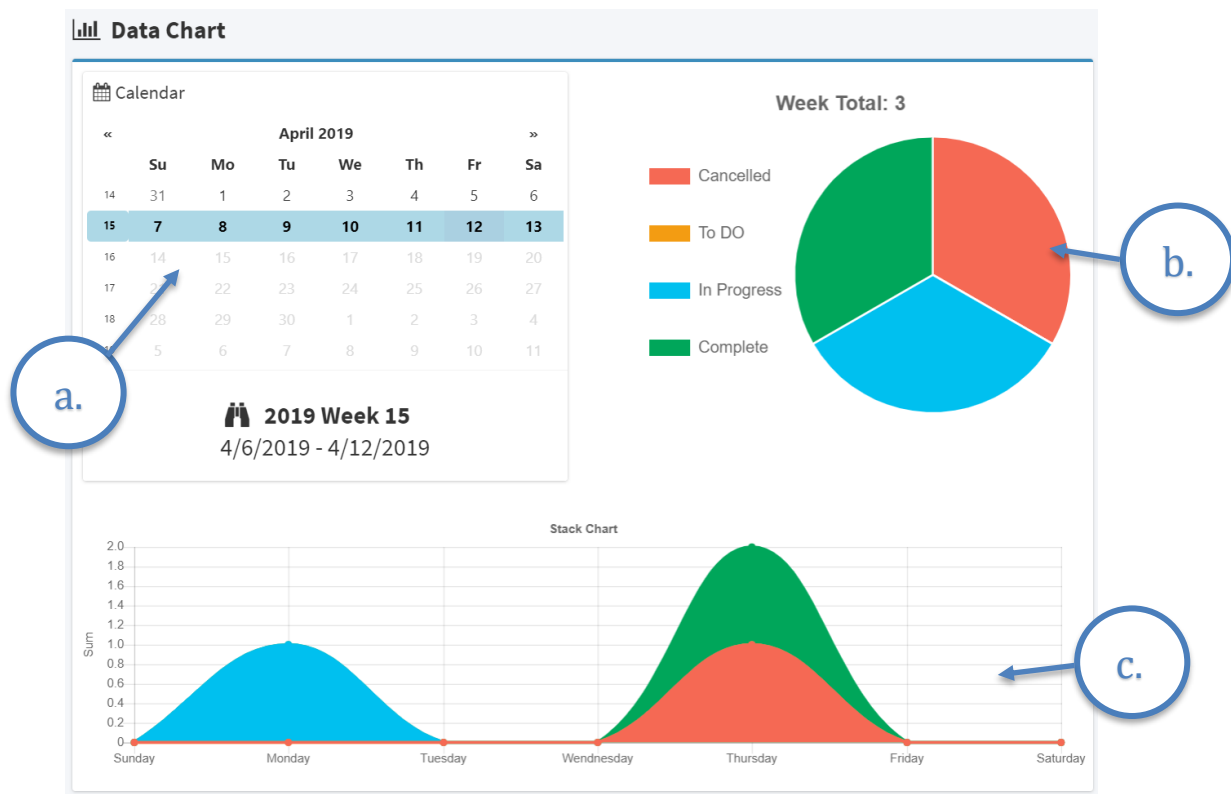


Figure 15

- a. **Calendar:** User can click on the calendar to select the week they want to see.
- b. **Pie Chart:** Pie chart that display the change request status ratio of entire week combined.
- c. **Stack Chart:** A stack chart that display change request status ratio separated into each day in a week.

## 11.4 User List

The page contains a table that display all users. Admin is able to select user and change user's role or delete user

The screenshot shows the 'User List' interface. At the top left, there's a 'User List' header with a user icon. Below it, a 'Show' dropdown is set to '20' with the text 'entries' next to it. A callout box points to this dropdown with the text 'Select number of entries to display in one page'. To the right of the dropdown is a 'Search:' input field. A callout box points to this field with the text 'Search field used to search users in the system.' Below the search field is a table with columns: ID, User Name, Role, Email, CR#, and Join Date. The table contains several rows of user data. A callout box points to the 'Role' column header with the text 'a.' and another callout box points to the 'Delete' button (trash icon) with the text 'b.'. A callout box points to a link in the 'User Name' column (e.g., 'Steven Tu') with the text 'A link click to open user profile modal.'. Another callout box points to a row in the table with the text 'Double click any row to open role change modal.'.

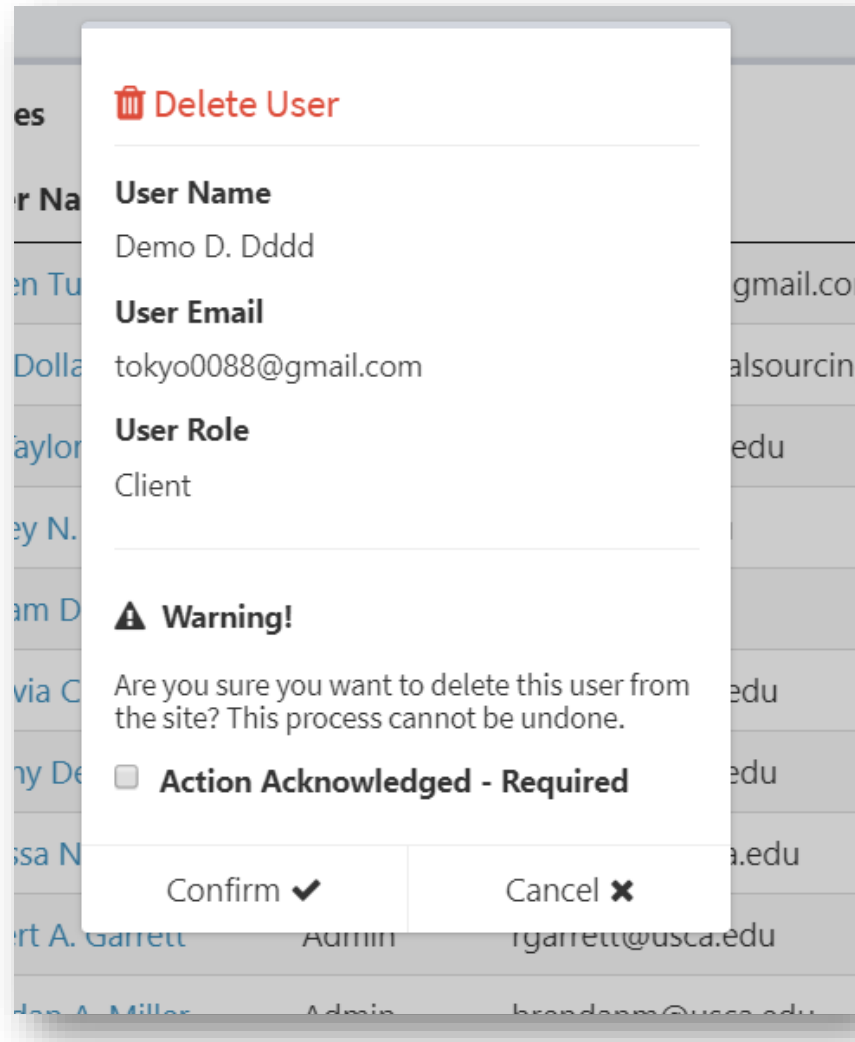
ID	User Name	Role	Email	CR#	Join Date
1013165	Steven Tu	Admin			2019-03-24 20:31:45
1013164	Wes Dollar	Admin			
1013163	Joe Taylor	Admin	josephrt@usca.edu	1	
	Ashley N. Simmons	Admin	ans3@usca.edu	0	2019-03-18 14:43:06
	William D.. Ethridge	Admin	wde@usca.edu	0	2019-03-18 14:42:53
1013160	Shayvia C. Felder	Admin	scfelder@usca.edu	0	2019-03-18 14:42:30
1013159	Manny Dejesus	Admin	dejesue@usca.edu	0	2019-03-18 14:42:03

Figure 16

- a. **Role Change Modal:** A modal that has a dropdown box where admin can change the user's role type. Click confirm button to confirm the change. Click cancel button will discard the change. Please note that admin cannot change the role of another admin.

The screenshot shows the 'Change Role' modal. It has a title 'Change Role' with a user icon. Below the title, there are three fields: 'User Name' with the value 'Demo D. Dddd', 'User Email' with the value 'tokyo0088@gmail.com', and 'User Role' with a dropdown menu showing 'Client'. At the bottom, there are two buttons: 'Confirm' with a checkmark icon and 'Cancel' with an 'x' icon.

- b. Delete User Modal:** A confirmation modal used to confirm admin's action to delete a user. The target user will be permanently removed from the system after the admin confirm his action. To confirm, the admin must check the `Action Acknowledged` checkbox. Please note that an admin cannot delete another admin. Click cancel button to discard the action.



The image shows a 'Delete User' modal dialog box. At the top, it has a red trash icon and the title 'Delete User'. Below this, it displays user information: 'User Name' (Demo D. Dddd), 'User Email' (tokyo0088@gmail.com), and 'User Role' (Client). A warning section with a triangle icon asks, 'Are you sure you want to delete this user from the site? This process cannot be undone.' Below the warning is a checkbox labeled 'Action Acknowledged - Required'. At the bottom, there are two buttons: 'Confirm' with a checkmark icon and 'Cancel' with an 'X' icon. The modal is overlaid on a blurred background of a user list table.

User Name	User Email	User Role
Demo D. Dddd	tokyo0088@gmail.com	Client
...	...	...

## 11.5 Registration Code Form

The page allows admin to create a new registration code by filling out the form. After complete, the code will automatically send to the receiver.

The screenshot displays the 'Registration Code Form' interface. At the top, the title 'Registration Code Form' is accompanied by a user icon. The form is divided into several sections. The first section, 'Receiver/User Email Address', contains a text input field with the placeholder 'example@domain.com'. A callout points to this field with the text 'Receiver email. Must fill!'. To the right of this field is a 'Reset all input' button with a circular arrow icon. Below the email field is a section titled 'Optional Message to Receiver', which includes a rich text editor with various formatting icons (bold, italic, link, etc.) and a large text area. A callout points to this section with the text 'Optional message that will automatically send to receiver along with the registration code.' To the right of the email field is a blue arrow button labeled 'Click to submit form'. Below the message section is a section titled 'Receiver Info - Optional', which includes a 'User Editable' toggle switch (currently checked). A callout points to this toggle with the text 'Toggle the editability of receiver to edit the preset account information. Please note that the creator must preset all receiver information editability is set to false.' This section contains four input fields: 'First Name' (with 'F.'), 'Middle Initial' (with 'M.'), 'Last Name' (with 'L.'), and 'Role' (a dropdown menu with 'Client' selected). A callout points to these fields with the text 'Preset receiver account information'. At the bottom of the form is a large blue button labeled 'Generate' with a paper plane icon. A callout points to this button with the text 'Click to submit form'.

**Registration Code Form**

Receiver/User Email Address

example@domain.com

Reset all input

Receiver email. Must fill!

Optional Message to Receiver

Click to submit form

Optional message that will automatically send to receiver along with the registration code.

**Receiver Info - Optional** User Editable ☒

Toggle the editability of receiver to edit the preset account information. Please note that the creator must preset all receiver information editability is set to false.

First Name

F.

Middle Initial

M.

Last Name

L.

Role

Client

Preset receiver account information

Click to submit form

**Generate**

## 12 Developer Section

*Developer section included pages that only developer can see or access. The pages are Developer Todo List and Dev Tool. This section will not open to any user to description will not be included in this manual.*

## 13 Change Request Detail Page

*The page displays all information about a change request. The page is separated into two section. The top section shows the basic information about this change request. The bottom section is a tab box where user can choose to see change request content, change request message, or change request history.*


The screenshot shows the 'Change Request' detail page. At the top, there is a header bar with a back arrow, the title 'Change Request', and a 'Complete' button with a flag icon. A callout box points to the 'Complete' button, stating: 'Click to flag this change request. Click again to unflag it.' Below the header is a table with the following data:

Client Name:	Some One
Request ID:	737
Messages:	0
Histories:	2
Post At:	Apr 11, 2019 11:37:46 PM
Updated At:	Apr 11, 2019 11:37:50 PM

Below the table is a status bar with four tabs: 'CANCEL', 'TO DO', 'In PROGRESS', and 'COMPLETE'. A callout box points to the 'COMPLETE' tab, stating: 'Status bar. Admin is able these bar item to change status of the request. A confirm modal will appear to confirm the action.' Below the status bar is a tabbed interface with three tabs: 'Content', 'Message', and 'History'. Each tab has a callout box pointing to it, all stating 'See 13.1', 'See 13.2', and 'See 13.3' respectively. Below the tabs is a 'Title:' field with the text 'The Page Allows Admin To Create A New Registration Code By Filling'. Below the title is a 'Detail:' section with the text: 'The page displays all information about a change request. The page is separated into two section. The top section shows the basic information about this change request. The bottom section is a tab box where user can choose to see change request content, change request message, or change request history.'

## 13.1 Change Request Content

*The page display change request title and detail. Edit button will only display to admins. Admins can use edit button to edit request title and content.*

Content	Message	History
<p><b>Title:</b></p> <p>The Page Allows Admin To Create A New Registration Code By Filling</p> <p><b>Detail:</b></p> <p><i>The page displays all information about a change request. The page is separated into two section. The top section shows the basic information about this change request. The bottom section is a tab box where user can choose to see change request content, change request message, or change request history.</i></p>		
<p> Edit</p>		

## 13.2 Change Request Message

*The nested page allows user to interact with each other by posting message.*

Content

Message

History

saxa

WZ

Wei J. Zheng

8:21 PM Today

saxa

WZ

Wei J. Zheng

8:21 PM Today

csac

WZ

Wei J. Zheng

8:21 PM Today

cwcqcw

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Send



### 13.3 Change Request History


*The page displays the timeline of the change request. The first history item will always be Create. A history item will be added when there is any change made to this change requests.*

Content

Message

History


2019-04-12



New Status: CANCELLED

0 minutes ago


The status was updated to CANCELLED by Wei J. Zheng



Edit Content

1 minutes ago

Change Request content was modified by Wei J. Zheng




Edit Content

2 minutes ago

Change Request content was modified by Wei J. Zheng


2019-04-11



New Status: COMPLETE

21 hours ago

The status was updated to COMPLETE by Wei J. Zheng



Create

21 hours ago

Change Request ID 737 has been posted by Wei J. Zheng in 2019-04-11 23:37:46

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# Thank You

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