

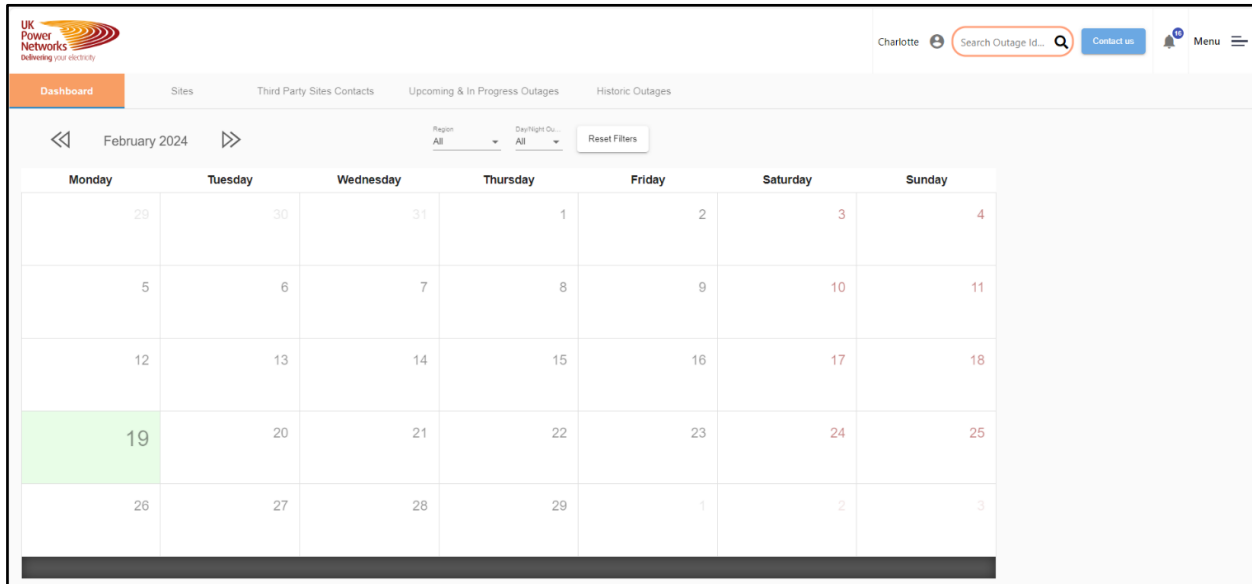
# How To Raise Change Requests

Network Vision



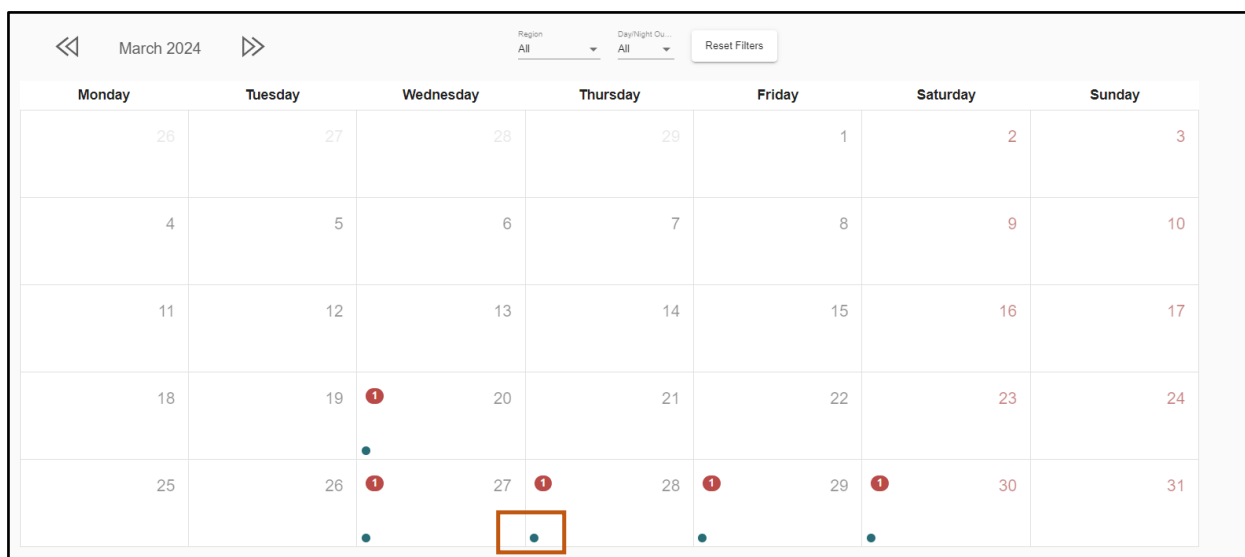
# How To Raise Change Requests

1. Login to Network Vision
2. Once logged in the 'Dashboard' screen will show



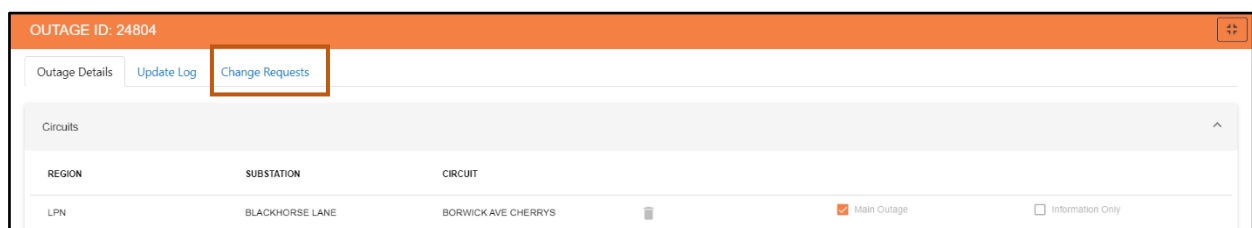
The screenshot shows the 'Dashboard' page with a navigation bar containing 'Sites', 'Third Party Sites Contacts', 'Upcoming & In Progress Outages', and 'Historic Outages'. Below the navigation is a calendar for February 2024. The calendar has columns for days of the week and rows for dates. The date 19th is highlighted in green.

3. Select the dot on the outage you would like to raise the change request against



The screenshot shows the 'Dashboard' page with a navigation bar containing 'Sites', 'Third Party Sites Contacts', 'Upcoming & In Progress Outages', and 'Historic Outages'. Below the navigation is a calendar for March 2024. The calendar has columns for days of the week and rows for dates. A red dot is visible on the 27th, and a blue dot is visible on the 28th, which is highlighted with a red box.


4. Select 'Change Requests' from the headings

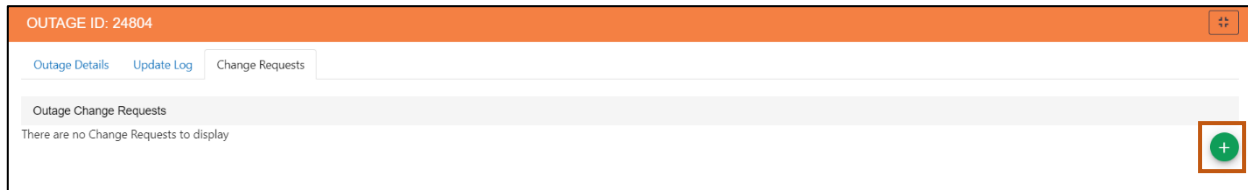


The screenshot shows the 'OUTAGE ID: 24804' page. The navigation bar contains 'Outage Details', 'Update Log', and 'Change Requests'. The 'Change Requests' tab is selected and highlighted with a red box. Below the navigation is a table with columns for REGION, SUBSTATION, and CIRCUIT.

| REGION | SUBSTATION      | CIRCUIT             |
|--------|-----------------|---------------------|
| LPN    | BLACKHORSE LANE | BORWICK AVE CHERRYS |

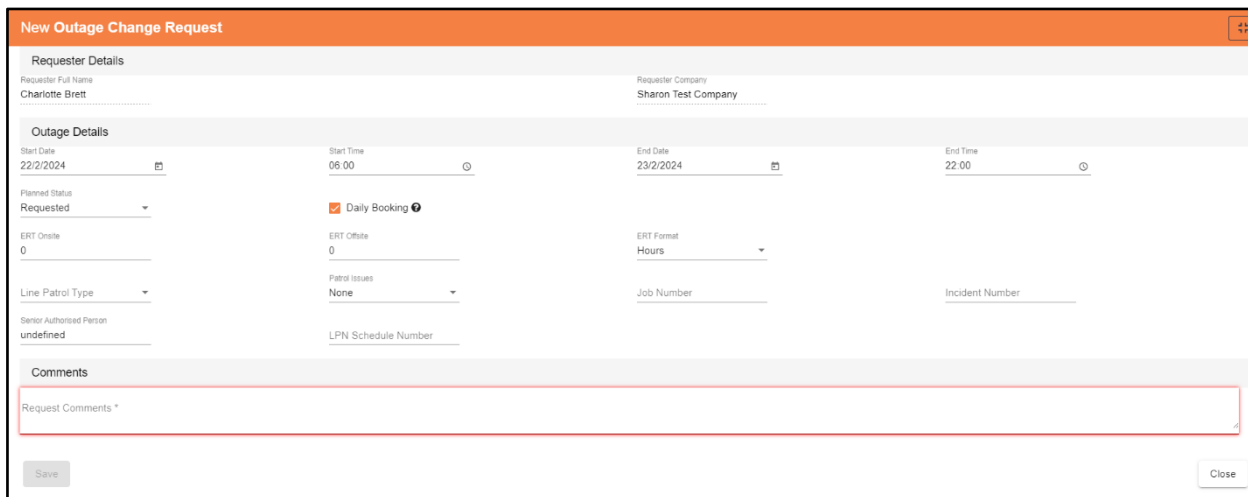
# How To Raise Change Requests

- Now select the  icon to add the change request



Note – You can add as many change requests as you need to, to each outage

- You can now populate the fields below for the change request i.e start/end dates, start/end times etc
  - Boxes with a red outline are mandatory (i.e comments)

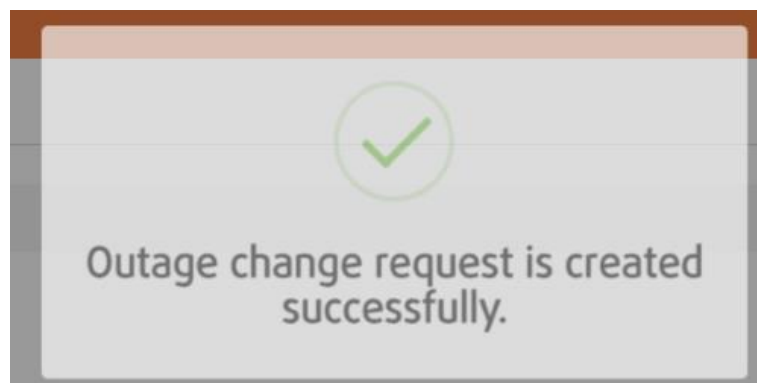


Note – Daily Booking does not mean the booking is one day. This means the outage will take place, but every morning the supply will be cut off and every evening the supply will be put back on

- Once you have populated the fields, select save

Save

- On saving the below pop up message will appear on your screen




# How To Raise Change Requests

9. The change request will then show as 'Requested' in your change request list



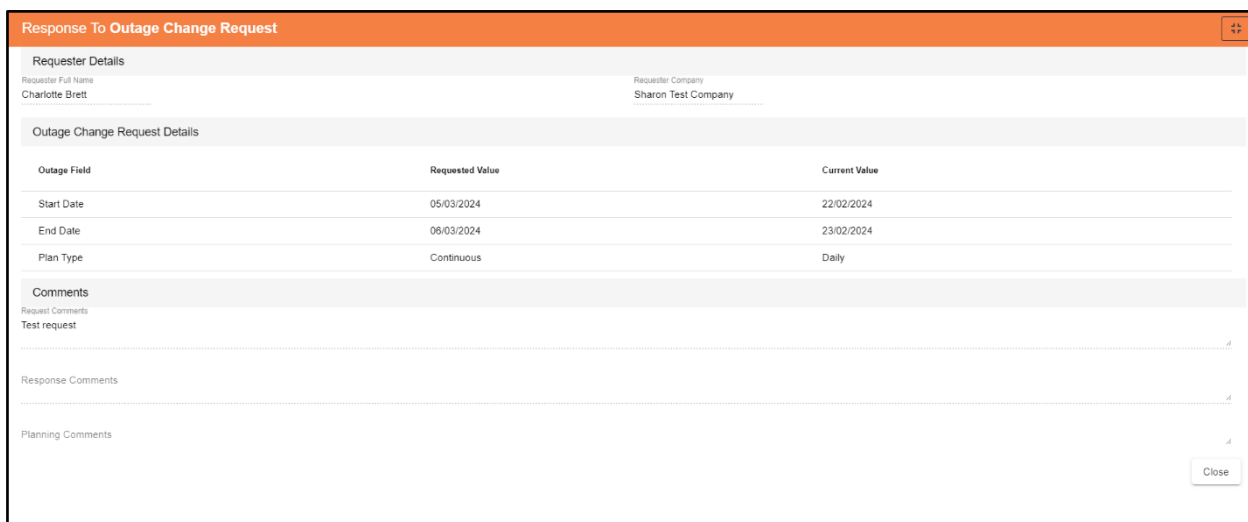
| ID   | REQUEST NAME    | REQUEST COMPANY     | REQUEST COMMENTS | RESPONSE COMMENTS | REQUEST STATUS | REQUESTED DATE     |
|------|-----------------|---------------------|------------------|-------------------|----------------|--------------------|
| 2280 | Charlotte Brett | Sharon Test Company | Test request     |                   | Requested      | 23/02/2024 - 14:31 |

10. Select the  icon to view the change request you have made



| REQUEST STATUS | REQUESTED DATE     |
|----------------|--------------------|
| Requested      | 23/02/2024 - 14:31 |

11. Here you can view the outage request and any comments between you and the UK Power Networks Outage Planning Team



**Response To Outage Change Request**

**Requester Details**  
 Requester Full Name: Charlotte Brett  
 Requester Company: Sharon Test Company

**Outage Change Request Details**

| Outage Field | Requested Value | Current Value |
|--------------|-----------------|---------------|
| Start Date   | 05/03/2024      | 22/02/2024    |
| End Date     | 06/03/2024      | 23/02/2024    |
| Plan Type    | Continuous      | Daily         |

**Comments**

Request Comments: Test request

Response Comments:

Planning Comments:

Close

Note – Any comments made here can be viewed by any customer linked to the outage

12. The UK Power Networks Outage Planning Team will now receive the request to change the outage  
 a. Once they have accepted the outage change the status will change to Accepted



| REQUEST STATUS | REQUESTED DATE     |
|----------------|--------------------|
| Accepted       | 22/02/2024 - 11:06 |

Note – The Outage Planning Team may reject the request, however if this happens the information as to why it has been rejected will be given.

## Contact Us

Outage Planning Email Address: [mbx-networkvision@ukpowernetworks.co.uk](mailto:mbx-networkvision@ukpowernetworks.co.uk)