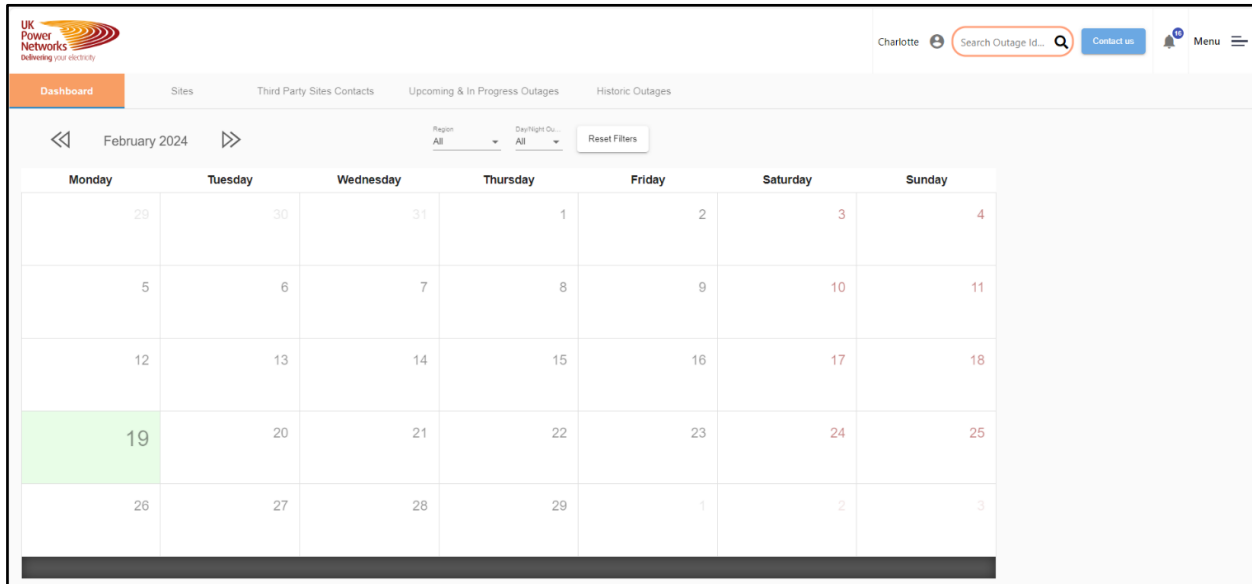# How To Raise Change Requests

Network Vision
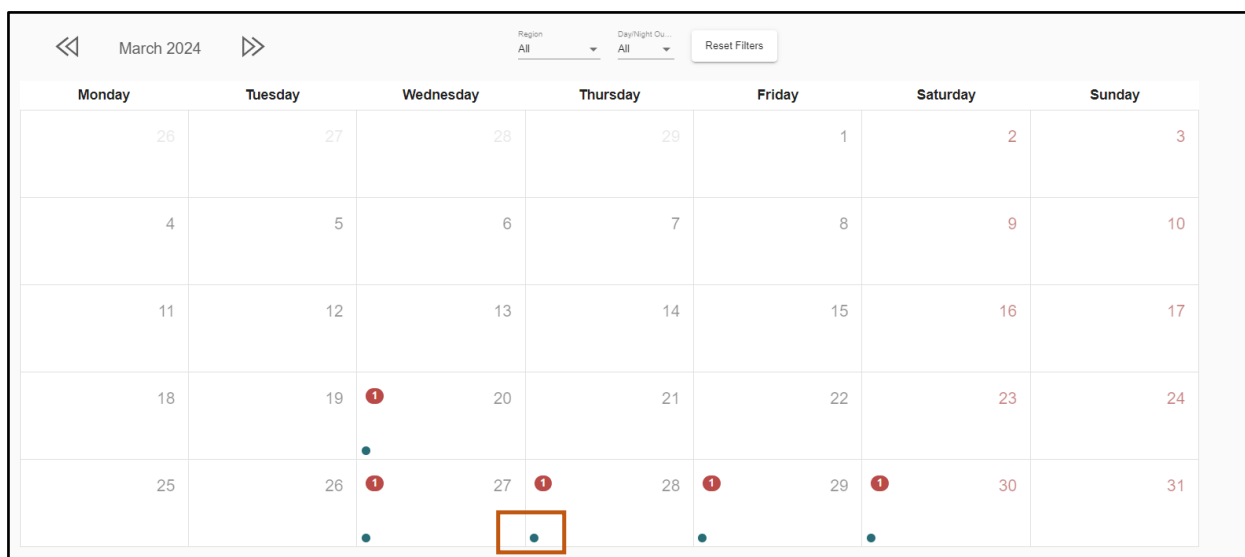
How To Raise Change Requests

1. Login to Network Vision

2. Once logged in the 'Dashboard' screen will show
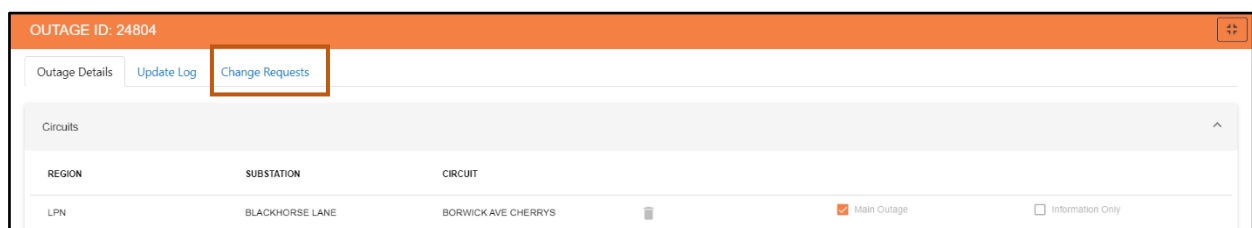

3. Select the dot on the outage you would like to raise the change request against

4. Select 'Change Requests' from the headings
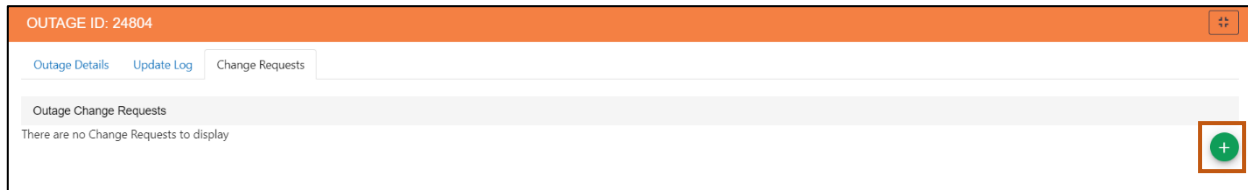
How To Raise Change Requests

5. Now select the ⊕ icon to add the change request

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

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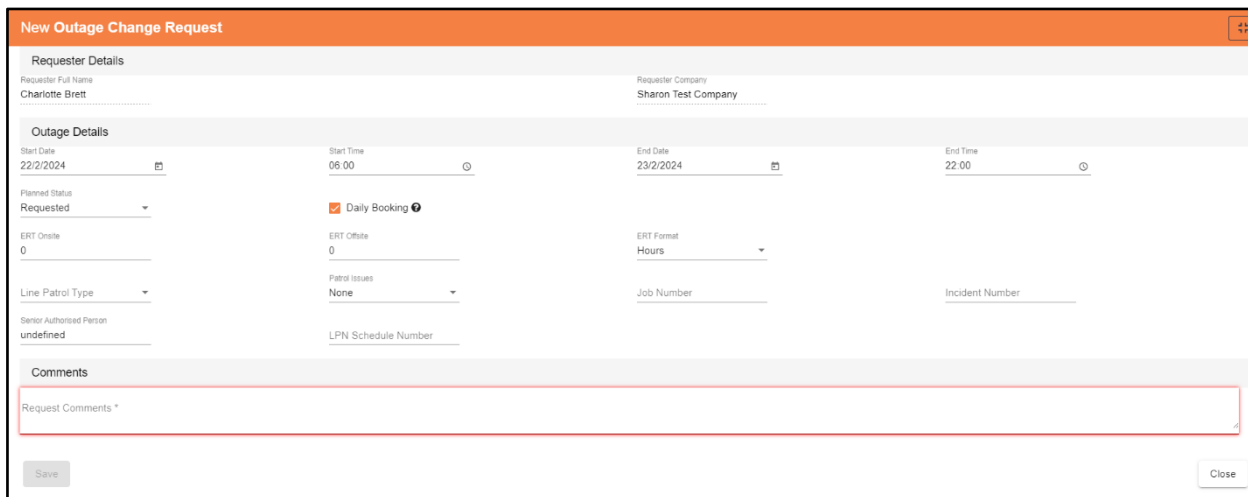   a. Boxes with a red outline are mandatory (i.e comments)

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

7. Once you have populated the fields, select save

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

Outage change request is created successfully.
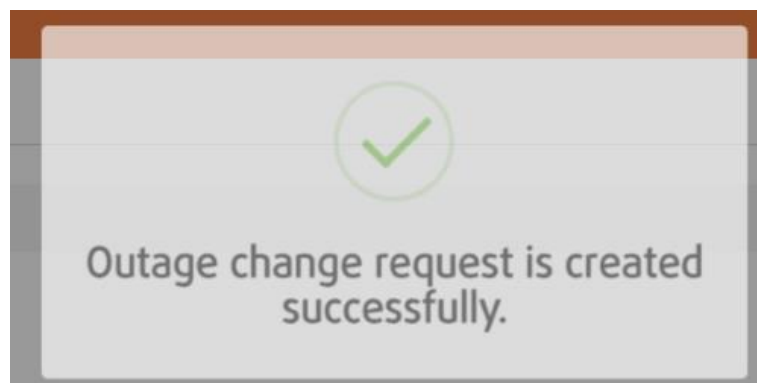
9. The change request will then show as 'Requested' in your change request list
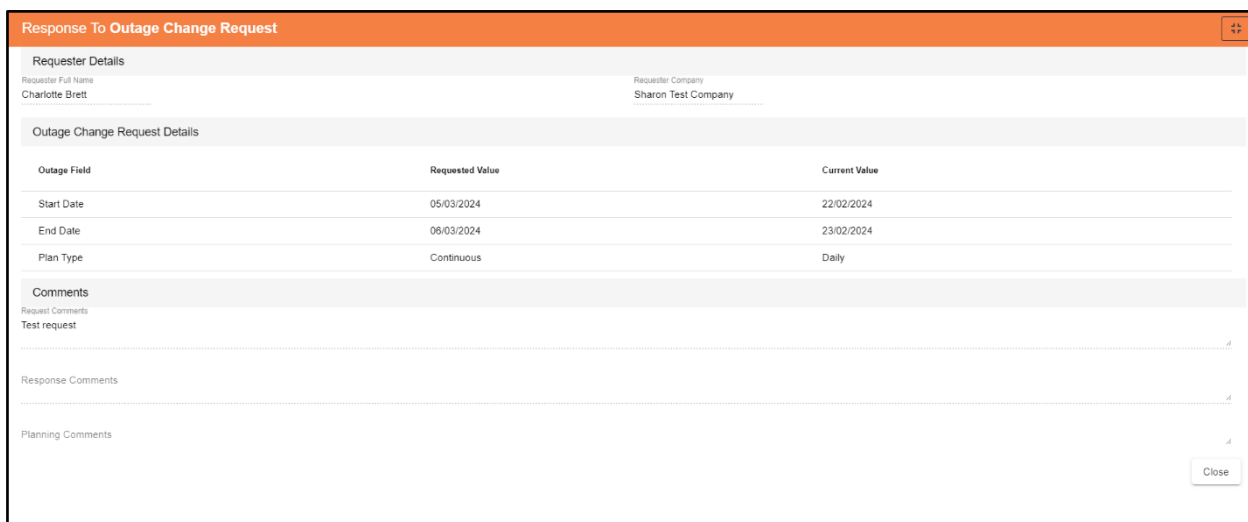
10. Select the 👁 icon to view the change request you have made

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

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

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