



servicenow

One platform. One process. One team.

Service – right first time

Amend or cancel an existing SAR (Site Access Request)

- Where to find your SAR's
- Amend
- Cancel
- Export a summary



Where to find your SAR's



arqiva Find Site Details Check Availability for Permit Request Requester & Engineer Details My List PWR Report 1 Tours sam

Home > My SAM Requests

My Site Access Permit Request

All > Requestor is sam .or. Opened by is sam

Access Request ID	Site	Start Date	End Date	Site Access Permit Type	test access Type	Short description	State
SAR0001126	LEY COURT	30/05/2021 09:00:00	30/05/2021 13:00:00	Standard Permit		FaultTestAndyP	Permit Approved
SAR0001120	LEY MOOR SC	14/05/2021 07:00:00	14/05/2021 08:00:00	Standard Permit		Fault investigation	Closed Complete

< > Rows 1 - 2 of 2

1) Click on My List in the top menu bar
2) Choose My site access requests
3) You can order the list by clicking on a column header (ID by default)

Amend your SAR



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Home > SAMForm

SAR0001126

You can make changes to:

- The End Date & Time
- The attending Engineer(s)

- if you need to make any other changes to your SAR Permit you will need to cancel the existing request and begin afresh

1

1) Open the SAR to be amended and scroll down to the fields to be amended
- fields that cannot be changed are greyed out

2) When you're ready, scroll down and click on the Save button

2

Cancel Request Copy Request Generate RR + AIR Report Save (Ctrl + s)

Cancel your SAR



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Home > SAMForm

SAR0001126

Attachments Edit
Site_Access_Permit 25/05/2021 14:03:16.pdf 0.jpg

Site Access Request

Access Request ID: SAR0001126 Assignment group: SAM_test_group

Notes
* Cancellation Reason
-- None --
Please select your cancellation reason.

1) Open the SAR to be cancelled and scroll down towards the bottom of the form, choose the reason from the drop-down menu
2) Scroll down further and click on the Cancel Request button
- your request state will change to Cancellation pending until it is processed.

Cancel Request Copy Request Generate RR + AIR Report Save (Ctrl + s)

Export a summary of your SAR's



arqiva Find Site Details Check Availability for Permit Request Requester & Engineer Details My List PWR Report 1 Tours 5 sam

Home My SAM Requests

My Site Access Permit Request

- Export as PDF
- Export as Excel
- Export as CSV

Site	Start Date	End Date	Site Access Permit Type	test access Type	Short description	State
SAR0001126	CRAWLEY COURT	30/05/2021 09:00:00	30/05/2021 13:00:00	Standard Permit	FaultTestAndyP	Permit Approved
SAR0001120	EMLEY MOOR SC	14/05/2021 07:00:00	14/05/2021 08:00:00	Standard Permit	Fault investigation	Closed Complete

< > Rows 1 - 2 of 2

You can get a summary of your requests by clicking here and choosing your preferred export medium