

# Acknowledging Assignment in Remedy ITSM IM 9.1 Quick Reference

This quick reference describes how to accept an assignment via mobile device or email in Remedy ITSM 9.1



## Accessing Assignment Acknowledgement

Click the link in your text notification:

<http://hstsrn.hscs.virginia.edu/updateitsm/RmLoginFrm.aspx>

Pager Message Alpha  
(limited to 128 chars)

Notification Text  
(limited to 255 chars)

#Incident Number# assigned to you. Acknowledge:  
<http://hstsrn.hscs.virginia.edu/updateitsm/RmLoginFrm.aspx>

Incident #Incident Number# has been assigned to you.  
Service Type: #Service Type#  
Priority: #Priority#  
Summary: #Description#

## Acknowledge Assignment

To acknowledge an assignment in the Remedy ITSM 9 system log into the acknowledgement on your device.

1. In the form enter your Remedy ITSM Login and password, which is the same as your Network Login and password. Then click the Login button.

2. The form will display with all your assigned records. Ones that have not yet been acknowledged will have the **Acknowledge** button on the end.

Entry ID	INC00000006711	Status	Assigned	Summary	Test Request for training	Note	Here are the details of my issue.	Site	Floor	Room	Department	Acknowledge
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3. Click the **Acknowledge** button. The record is updated as shown below.

## Log Off

To Log off of the Assignment acknowledgement screen.

1. Click the Log Off button on the top right of the form.