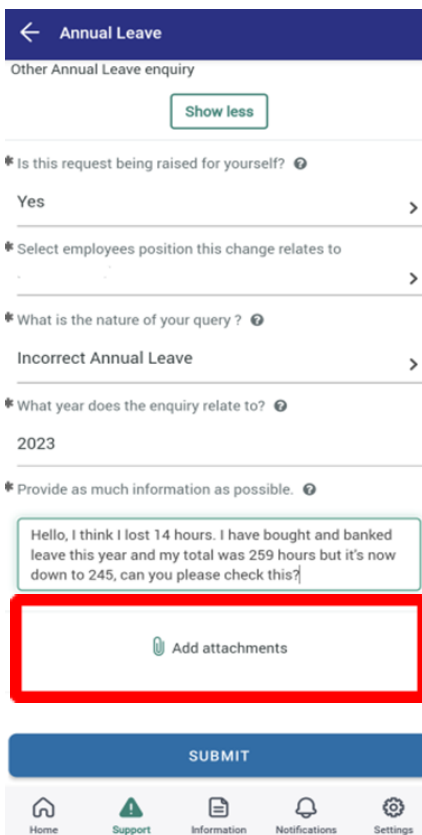
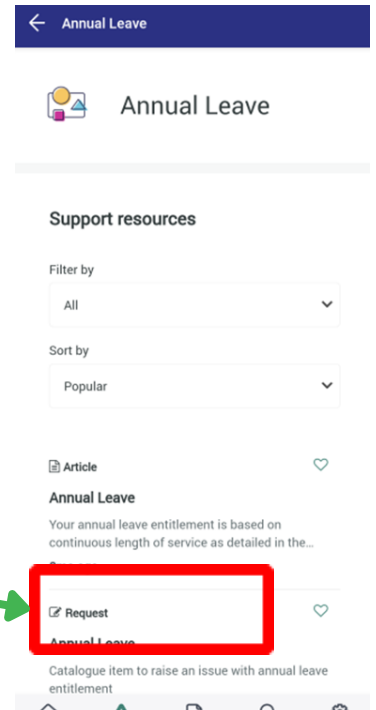


Open the Now mobile app, you can access this from the Google/Apple store

To raise a request, you can use the search function to locate the request

This example shows Annual Leave has been typed into the search bar

Select **'Request'**



The screenshot shows the 'Annual Leave' request form. The form has a title bar 'Annual Leave' and a subtitle 'Other Annual Leave enquiry'. There is a 'Show less' button. The form contains several questions:

- * Is this request being raised for yourself? (Yes)
- * Select employees position this change relates to (Incorrect Annual Leave)
- * What is the nature of your query? (Incorrect Annual Leave)
- * What year does the enquiry relate to? (2023)
- * Provide as much information as possible. (Hello, I think I lost 14 hours. I have bought and banked leave this year and my total was 259 hours but it's now down to 245, can you please check this?)

Below the text input field, there is an 'Add attachments' button highlighted with a red box. At the bottom of the form, there is a 'SUBMIT' button. The bottom navigation bar shows 'Home', 'Support', 'Information', 'Notifications', and 'Settings'.

You will then be directed to mandatory questions to submit the form

Complete all questions and provide as much information as possible for the agent to assist you

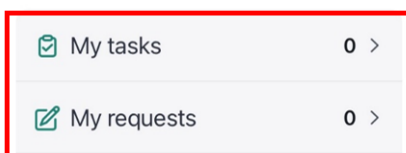
You can attach any documents e.g. payslip

Select **'Submit'** once you have completed all questions



You can view your requests under **'My Requests'** on the homepage

An agent will receive your query. If they have replied to you, you will see a notification of this beside **'My Tasks'**

My items



The screenshot shows the 'My items' section of the mobile app. It contains two items:

 My tasks	0 >
 My requests	0 >

The 'My requests' item is highlighted with a red box. A green arrow points from the 'My requests' item in this section to the 'Request' item in the search results section above.