

## Frequently Asked Questions

### **Are there out of the box starter Request templates available?**

Yes, BrightWork 365 comes with starter Request templates that are each associated with a type of project the requestor is interested in using, i.e., Project Light, Project Standard, Project Structured, New Product Introduction, and Product Update. The Request templates come with customizable forms that include fields to capture relevant information approvers will need to make an approval decision. For additional details, see [Project Request Approval Process](#).

### **Does a user require a paid license to enter a project request?**

No, a user who is only entering project requests into the system (with no additional interaction with the BrightWork 365 app) will be provided with a free BrightWork 365 license. Another option you can discuss with your Customer Success Partner is to enter project requests using a custom intake form your organization has built.

### **Can I add multiple approvers as part of the approval process?**

Yes, you can add multiple approvers to the request approval process via the Request **Approvals** tab.

### **Can I use Microsoft Teams to approve a request?**

Users can take action on approval requests with the Microsoft Teams Approvals app. See [Approvals in Microsoft Teams](#).

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