


Submitting and viewing requests

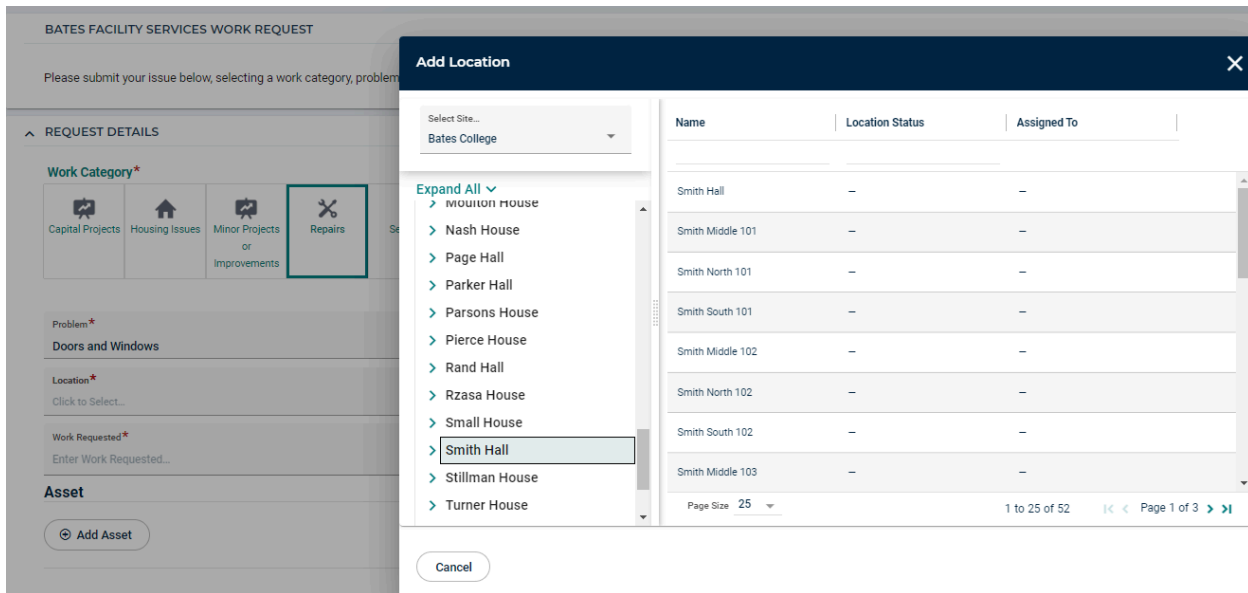
When you log into your Asset Essentials account you will immediately be taken to a request form. If you are already logged in, and on your list of requests, click the **New** button at the top of the page to start a new request.

How to submit a request

- Choose the **Work Category**, **Subcategory**, and **Issue** codes that best fit the nature of your request.
 - If you are unsure of what to select, choose the 'Other/Not Listed' code in the issue field.

The screenshot shows a web form titled "BATES FACILITY SERVICES WORK REQUEST". At the top, there are two buttons: "Submit" (with a checkmark) and "Cancel". Below the title, a message reads: "Please submit your issue below, selecting a work category, subcategory, and issue to help us route your request to the appropriate party for completion." The form is divided into a section labeled "REQUEST DETAILS" with an expandable arrow. Under "Work Category*", there are six buttons: "Capital Projects", "Housing Issues", "Minor Projects or Improvements", "Repairs" (highlighted with a red box and a red circle with the number 1), "Services", and "Vehicles". Below this, there are two dropdown menus. The first is labeled "Subcategory*" and has "Doors and Windows" selected, with a red circle and the number 2 next to it. The second is labeled "Issue*" and has "Door Stuck or Not Closing" selected, with a red circle and the number 3 next to it.

- Use the drop-down or plus icon () to select the Location.



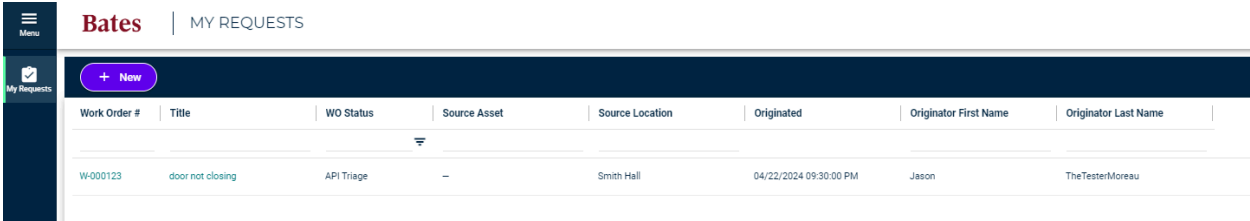
The screenshot shows the 'Add Location' dialog box. On the left, there is a list of locations under 'Bates College'. The 'Smith Hall' location is selected. On the right, there is a table with columns for 'Name', 'Location Status', and 'Assigned To'. The table lists various locations such as Smith Hall, Smith Middle 101, Smith North 101, etc.

Name	Location Status	Assigned To
Smith Hall	-	-
Smith Middle 101	-	-
Smith North 101	-	-
Smith South 101	-	-
Smith Middle 102	-	-
Smith North 102	-	-
Smith South 102	-	-
Smith Middle 103	-	-

- Enter the **Area or Room Number**.
- Provide a detailed description of what needs to be done in the **Work requested** section. Use the text editing options if you need to bold, italicize, underline, or add links to your description.
 - If you are submitting a request for someone else, provide this information in the work requested field so that Work Control can update this information as the request is processed into a work order.
- In the **Upload Document/Image** section, click **Add Attachment** to browse your computer to find any applicable attachments. **Note: You can also drag and drop the file you want to attach into this field to upload it.*
- If your request is for a Capital Project request, additional required fields will display for completion.
- Click the **Submit** button at the top of your page to submit the work request. You will be taken to your My Requests page after submitting the work request.

How to view your requests

- After submitting a work request, you will automatically be taken to your My Requests page. You also have the option of clicking the **My Requests** menu icon on the side of the page at any time.
- From the My Requests page, you can quickly see the Title, WO Status, Originator First and Last Name, and various other details of your requests.
- In order to see more information about a work request, click on the work order number to navigate into the record.



The screenshot shows the 'Bates MY REQUESTS' interface. On the left is a dark sidebar with a 'Menu' icon and a 'My Requests' icon. The main header area contains the 'Bates' logo and 'MY REQUESTS' text. Below the header is a dark blue bar with a '+ New' button. The main content is a table with the following columns: Work Order #, Title, WO Status, Source Asset, Source Location, Originated, Originator First Name, and Originator Last Name. A single row of data is visible.

Work Order #	Title	WO Status	Source Asset	Source Location	Originated	Originator First Name	Originator Last Name
W-000123	door not closing	API Triage	-	Smith Hall	04/22/2024 09:30:00 PM	Jason	TheTesterMoreau