

# Facilities Work Request Guide

## Where to find it

Open your internet browser and log into MyCState, then click on the Tools and Applications tab.

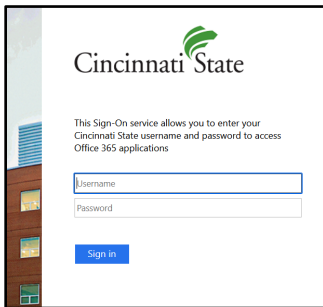
Either click on the Facilities Work Request link, or click on Search for an eForm>Search by Category=Facilities>Facilities Work Request. Both ways take you to the Facilities request login page.

OR, you can go straight to

<https://assetessentials.dudesolutions.com/CincinnatiState>. Bookmark the site for future quick access.

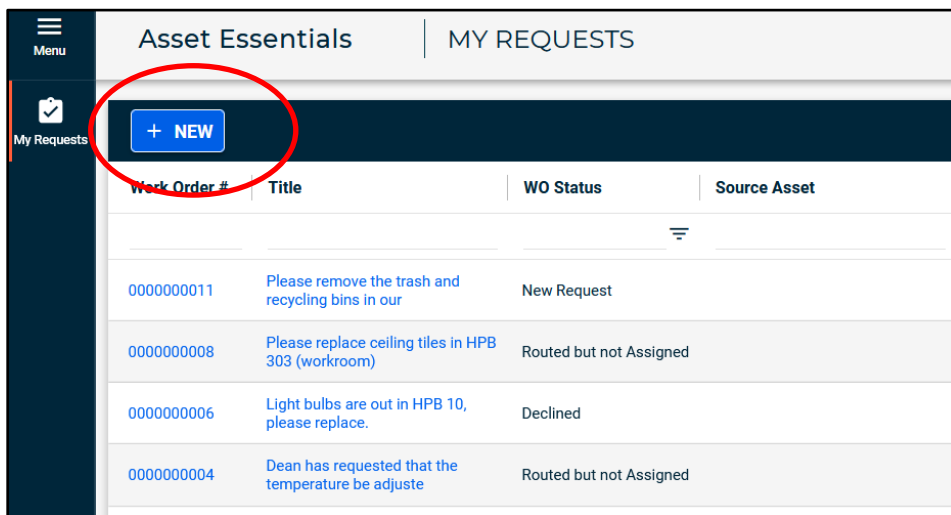
## How to log in

Log in at <https://assetessentials.dudesolutions.com/CincinnatiState> using your full Cincinnati State email and your network password. The College's network may ask you to log in again.



## How to submit a request

Click on the blue New button at the top.



# Facilities Work Request Guide

Fill in your request details on the Request page, then click Submit at the top. Uploading a document/image is optional.

Asset Essentials | MY REQUESTS

WELCOME TITLE

Please complete this form with as much detail as possible. Work will be assigned, prioritized, and scheduled accordingly. If this is an emergency, please call 513.569.1559 and follow the prompts.

REQUEST DETAILS

Work Category\* Ceiling Tile Location\* Main Building

Area/Room Number\* 114

Work Requested\* Please replace burned out light bulb.

Work Type Reactive Maintenance

UPLOAD DOCUMENT/IMAGE

## Now what?

This new request will now be added to your list of "My Requests". From the list displayed, you can click on the work order # link to view where it is in the system, along with any comments added by Facilities.

Work Order #	Title	WO Status	Source Asset	Source Location	Originated	Originator First Name	Originator Last Name
000000012	Please replace burned out light bulb.	New Request		Main Building	08/05/2021 06:40:00 AM	test	test
000000001	Test	New Request		Main Building	07/29/2021 09:48:00 AM	test	test

You will receive email notifications from *Asset Essentials Administrator* <ae-noreply@smtp.dudesolutions.com> as the request status is changed. You can also check on the progress at any time by returning to My Requests. All of your requests will be listed. The Status identifies where your request is in the work flow.

Asset Essentials | MY REQUESTS

Menu

My Requests

NEW

Work Order #	Title	WO Status	Source Asset
000000011	Please remove the trash and recycling bins in our	New Request	
000000008	Please replace ceiling tiles in HPB 303 (workroom)	Routed but not Assigned	
000000006	Light bulbs are out in HPB 10 please replace.	Declined	
000000004	Dean has requested that the temperature be adjuste	Routed but not Assigned	

# Facilities Work Request Guide

## Facilities request status flow:

### **New Request**

Your request has been submitted but not yet received by Facilities office.



### **Routed but not Assigned**

*Other status options include Parts, On Hold, and Decline*  
Request has been sent to appropriate area within Facilities.



### **In Progress**

Request has been assigned to a specific technician and work is being scheduled.



### **Completed**

Technician has completed the work requested.

## **Help**

Should you have any questions about submitting a Facilities request or about the work itself, please contact Christine Barrow at x1559 or [christine.barrow@cincinnatiastate.edu](mailto:christine.barrow@cincinnatiastate.edu).