Facilities Work Request Guide

Where to find it
Open your internet browser and log into MyCState, then click on the Tools and Applications tab.
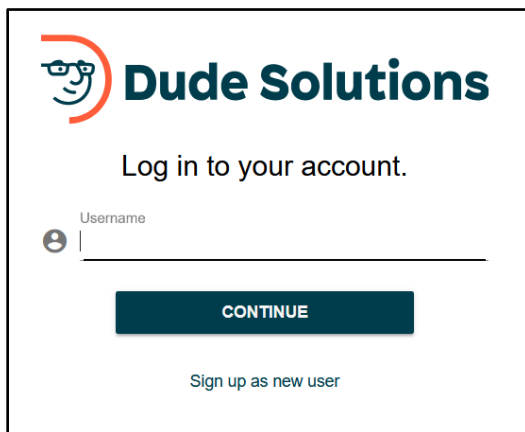
Either click on the Facilities Work Request link, or click on Search for an eForm>Search by Category=Facilities>Facilities Work Request. Both ways take you to the Facilities request login page.
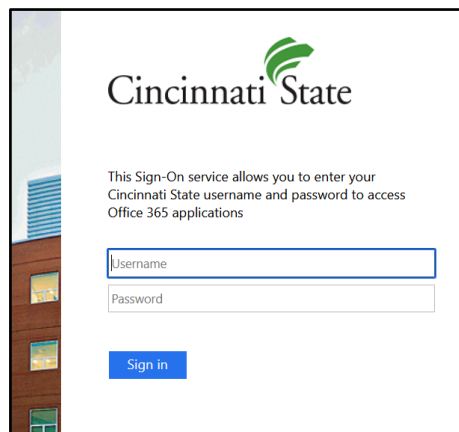
OR, you can go straight to https://assetessentials.dudesolutions.com/CincinnatiState. Bookmark the site for future quick access.

How to log in
Log in at https://assetessentials.dudesolutions.com/CincinnatiState using your full Cincinnati State email then click Continue. The College's network will ask you to log in again using both your Cincinnati State username and network password.
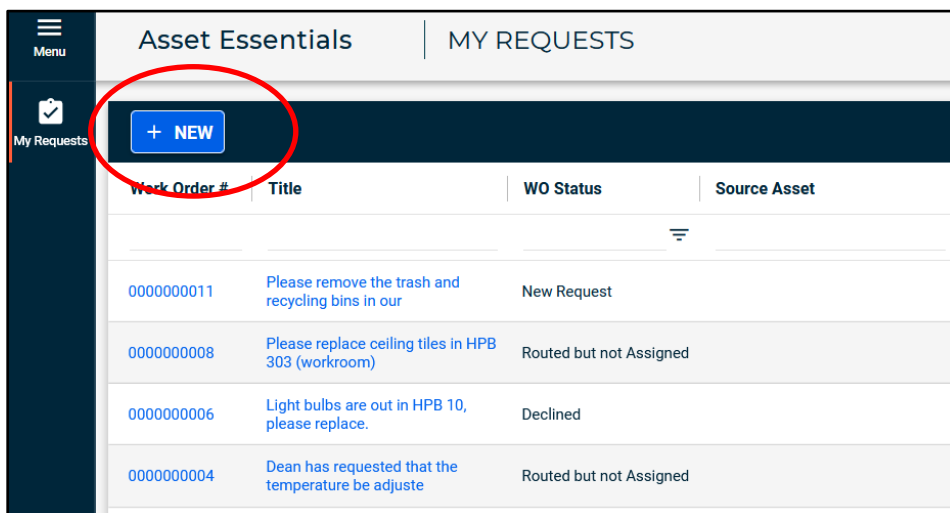

How to submit a request
Click on the blue New button at the top.

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

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.

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.

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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@cincinnatistate.edu.