

Facilities Work Request Guide

Where to find it

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

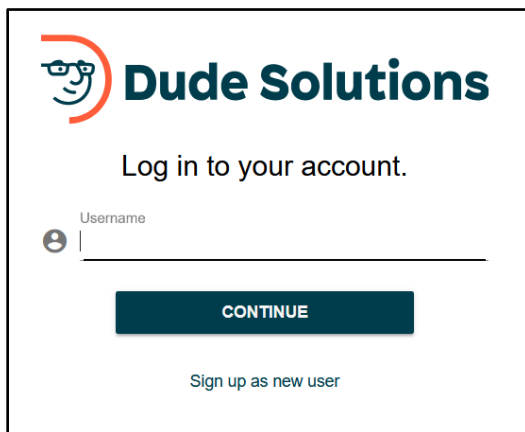
Either click on the Facilities Work Request link, or click on Search for an eForm>Search by Category=Facilities>Facilities Work Request. Both ways take you to the Facilities request login page.

OR, you can go straight to

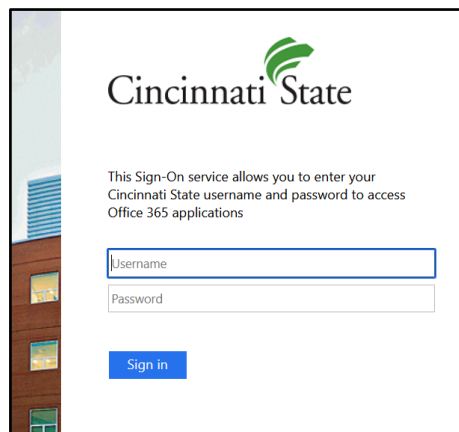
<https://assetessentials.dudesolutions.com/CincinnatiState>. Bookmark the site for future quick access.

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.



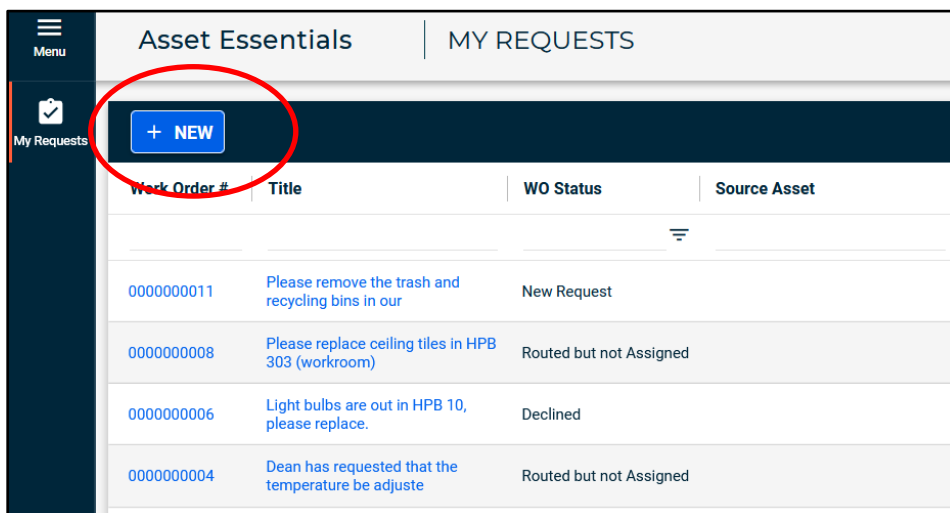
The image shows the Dude Solutions login interface. At the top left is the Dude Solutions logo, which consists of a stylized face with glasses and the text "Dude Solutions". Below the logo, the text "Log in to your account." is displayed. There is a "Username" label above a text input field. Below the input field is a dark blue button with the word "CONTINUE" in white. At the bottom of the screen, there is a link that says "Sign up as new user".



The image shows the Cincinnati State sign-on interface. At the top right is the Cincinnati State logo, which features a green leaf-like symbol and the text "Cincinnati State". Below the logo, there is a paragraph of text: "This Sign-On service allows you to enter your Cincinnati State username and password to access Office 365 applications". There are two input fields: "Username" and "Password". Below these fields is a blue button with the text "Sign in".

How to submit a request

Click on the blue New button at the top.



The image shows a screenshot of the "Asset Essentials" application. The top navigation bar includes "Asset Essentials" and "MY REQUESTS". On the left side, there is a "Menu" icon and a "My Requests" icon. A blue button with a white plus sign and the word "NEW" is circled in red. Below the navigation bar is a table with the following columns: "Work Order #", "Title", "WO Status", and "Source Asset".

| 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

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

✓ SUBMIT CANCEL

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.