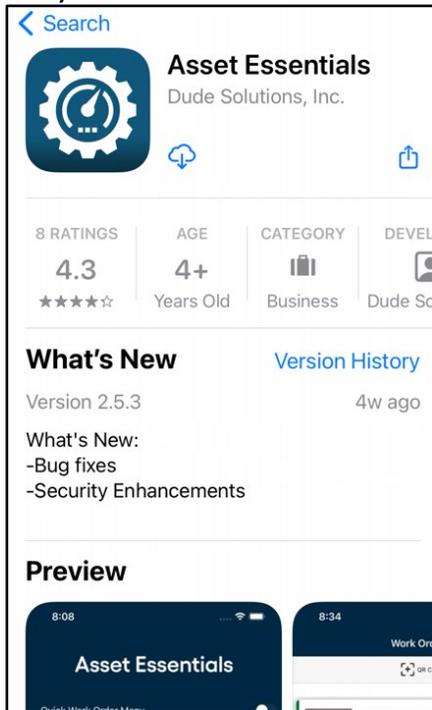


Facilities Work Request Guide for Mobile App

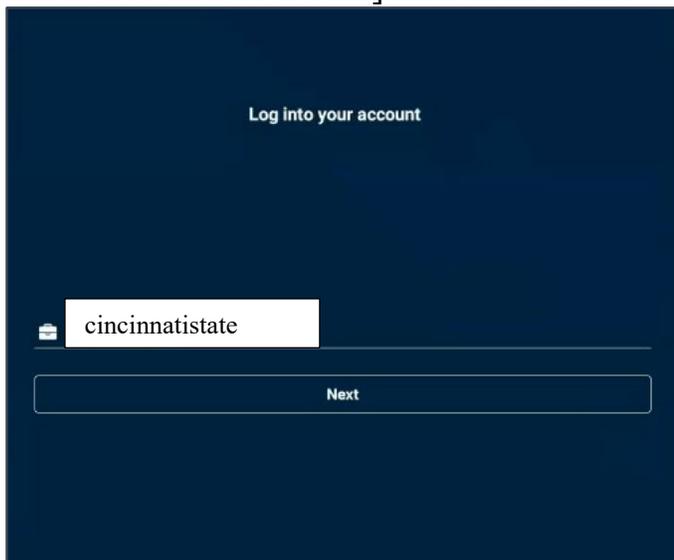
The Facilities work request site, called Asset Essentials, also has a mobile app feature. You may enter your Facilities work requests from a computer or the mobile app on your mobile device. This guide will walk you through set-up and using the mobile app.

How to find the app

On your mobile device, go to the App store and search Asset Essentials. Install it on your device.

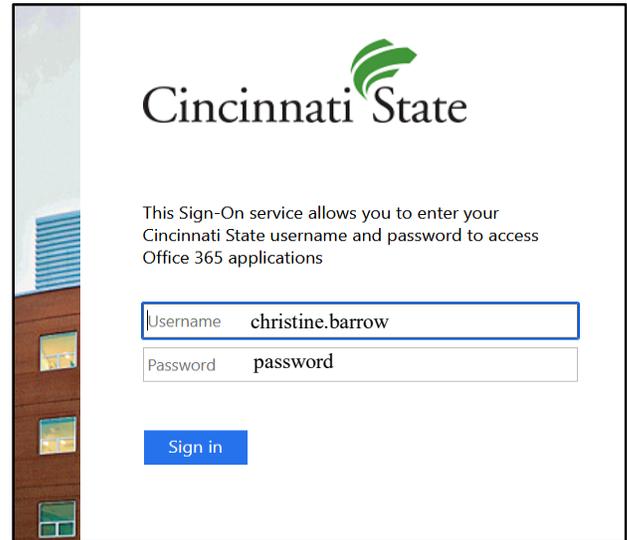
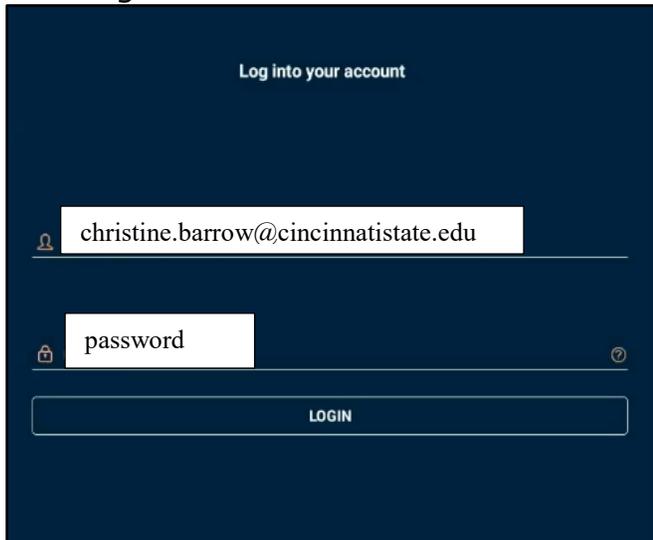


When you open the app, it will ask for your Client ID. Type `cincinnati` [all one word and all lowercase] and click Next.

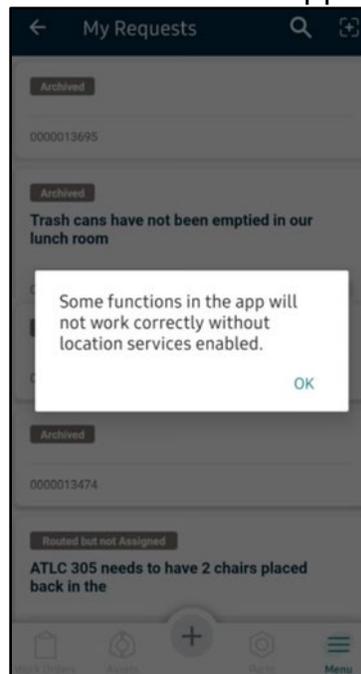
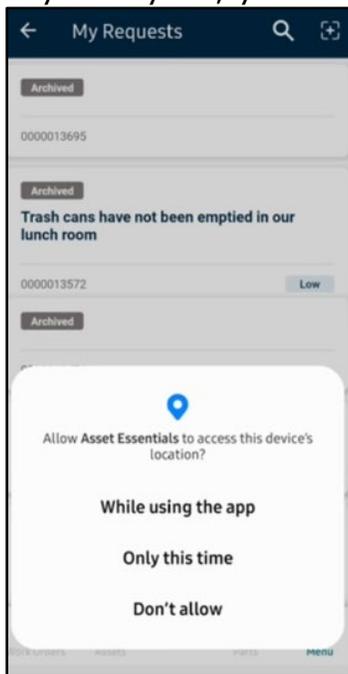


Facilities Work Request Guide for Mobile App

Log in using your full Cincinnati State email and your network password, then click LOGIN. The network may ask you to log in again. If so, enter it again and then click Sign in.

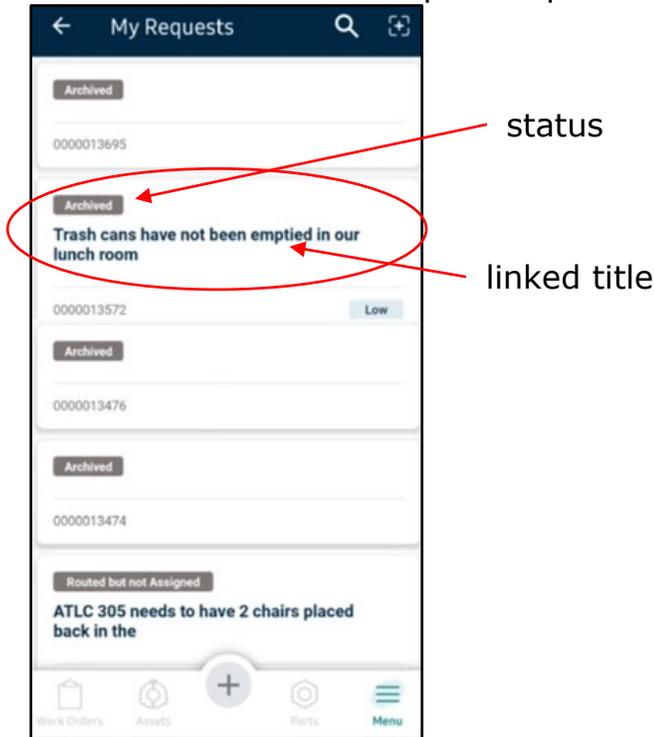


The first time you use the app, you will be asked if you want to allow Asset Essentials to access your device's location. Choose your preference; either is fine. If you say no, you will next see a notice about app functionality. Click OK.

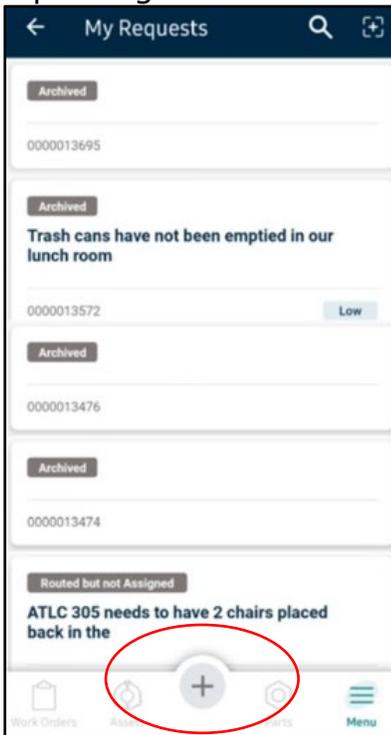


Facilities Work Request Guide for Mobile App

The landing page is your My Requests screen, showing each past request you have made and its current status. See page 8 of this guide for status summary. You can click the linked title of a past request to view completion information.

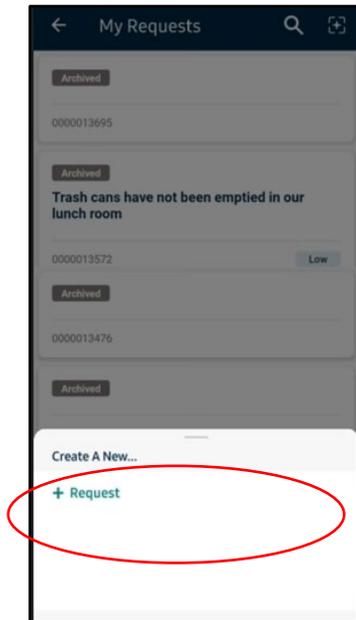


To place a new request, click the button at the bottom of the screen that looks like a plus sign.



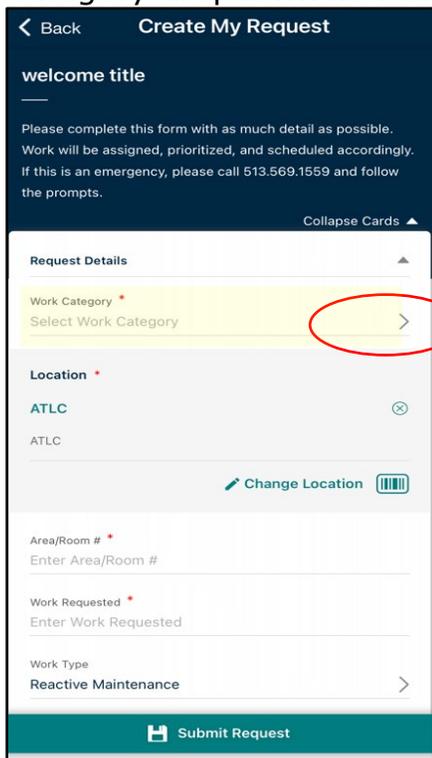
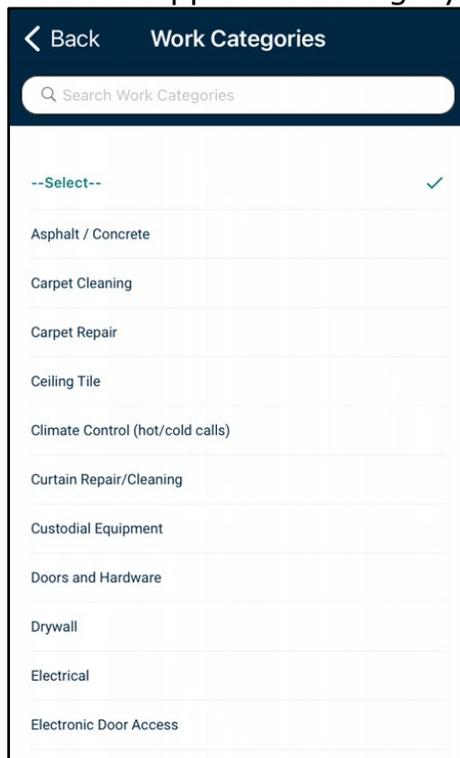
Facilities Work Request Guide for Mobile App

When the screen comes up, click + Request.



Fill out all the required parts of the form: Work Category, Location, Room #/Area, and Work Requested.

Work Category: Click the arrow toward the right to choose from the Work Category dropdown list. Click the best applicable category for your request.

A screenshot of the 'Create My Request' mobile app screen. The top bar shows a back arrow and 'Create My Request'. Below the header, there is a 'welcome title' and a paragraph of instructions: '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.' There is a 'Collapse Cards' toggle. The form has several sections: 'Request Details' with a 'Work Category' field (highlighted in yellow and circled in red) containing 'Select Work Category' and a right-pointing arrow; 'Location' with a dropdown menu showing 'ATLC' and a 'Change Location' button; 'Area/Room #' with a text input field; 'Work Requested' with a text input field; and 'Work Type' with a dropdown menu showing 'Reactive Maintenance'. At the bottom, there is a green 'Submit Request' button.A screenshot of the 'Work Categories' mobile app screen. The top bar shows a back arrow and 'Work Categories'. Below the header, there is a search bar with the text 'Search Work Categories'. The main content is a list of work categories: '--Select--' (checked with a green checkmark), 'Asphalt / Concrete', 'Carpet Cleaning', 'Carpet Repair', 'Ceiling Tile', 'Climate Control (hot/cold calls)', 'Curtain Repair/Cleaning', 'Custodial Equipment', 'Doors and Hardware', 'Drywall', 'Electrical', and 'Electronic Door Access'.

Facilities Work Request Guide for Mobile App

Location: Click the +Add Location link to click on the appropriate building for your request. You may need to scroll on your screen to view the building you want to choose.

The screenshot shows the 'Create My Request' form. The 'Location' field is highlighted in yellow, and the '+ Add Location' link is circled in red. The form includes a 'Request Details' section with fields for 'Work Category', 'Location', 'Area/Room #', 'Work Requested', and 'Work Type'. A 'Submit Request' button is at the bottom.

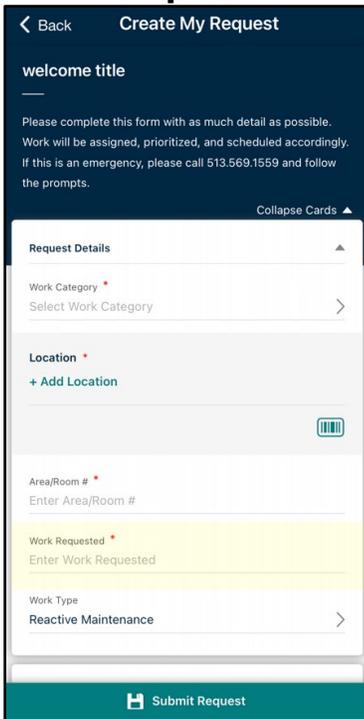
The screenshot shows the 'Locations' list. The list includes: Airport, ATLC, Central Pkwy Garage, Evendale, FST Leased Space, 5746 Este Ave., Green House, Grounds outside, Harrison, HPB, Ludlow Garage, and Main Building. A search bar is at the top.

Room Number/Area Description: Type the room number or area description on the next line. *For example, Main room 114 or 1st floor lobby by the Gym.*

The screenshot shows the 'Create My Request' form. The 'Area/Room #' field is highlighted in yellow. The form includes a 'Request Details' section with fields for 'Work Category', 'Location', 'Area/Room #', 'Work Requested', and 'Work Type'. A 'Submit Request' button is at the bottom.

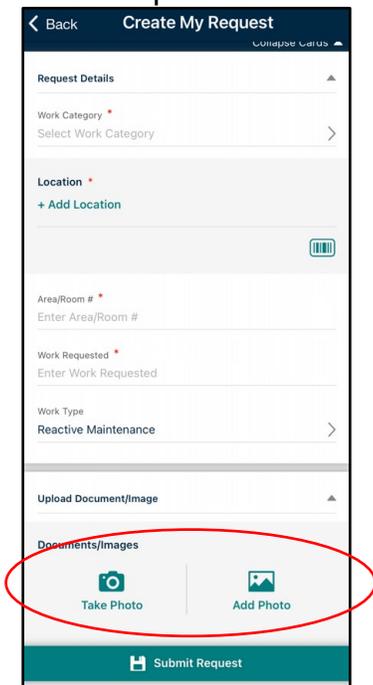
Facilities Work Request Guide for Mobile App

Work Requested: Enter the Work Requested on the next line.



The screenshot shows the 'Create My Request' form in a mobile app. At the top, there is a 'Back' button and the title 'Create My Request'. Below the title is a 'welcome title' and a paragraph of instructions: '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.' A 'Collapse Cards' button is visible in the top right of the form area. The 'Request Details' section is expanded, showing several input fields: 'Work Category' with a dropdown arrow, 'Location' with a '+ Add Location' button and a QR code icon, 'Area/Room #' with a text input field, 'Work Requested' with a text input field, and 'Work Type' with a dropdown menu currently set to 'Reactive Maintenance'. At the bottom of the form is a 'Submit Request' button with a document icon.

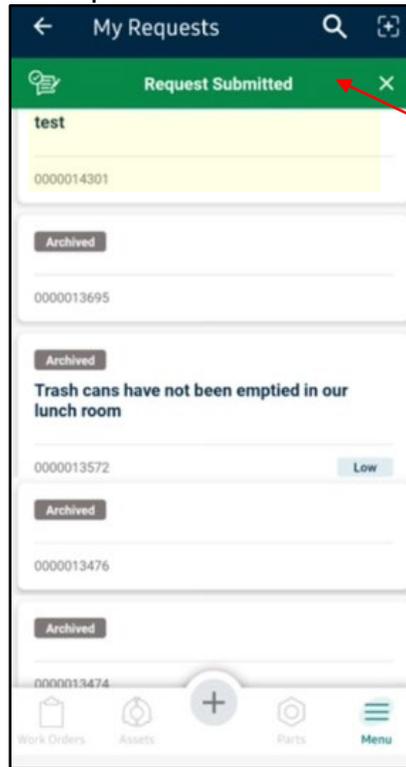
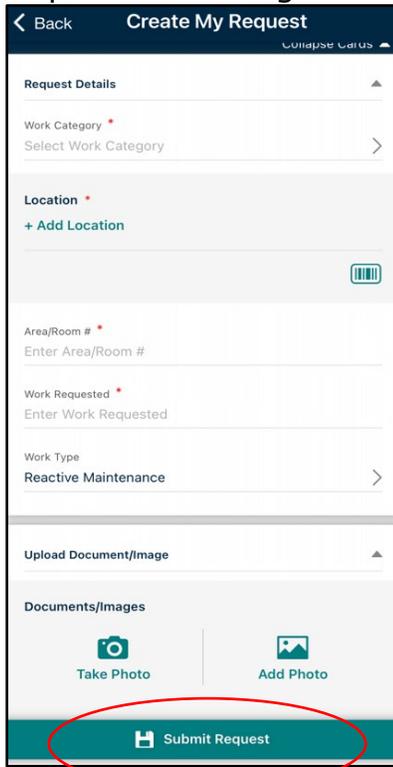
If desired, attach an image to your request by clicking Take Photo or Add Photo. This is optional.



This screenshot shows the same 'Create My Request' form as the previous one, but with the 'Upload Document/Image' section expanded. This section contains a 'Documents/Images' header and two buttons: 'Take Photo' with a camera icon and 'Add Photo' with a photo gallery icon. These two buttons are circled in red. The 'Submit Request' button remains at the bottom.

Facilities Work Request Guide for Mobile App

Click Submit Request at the bottom and you will see confirmation that it has been submitted. You will be redirected back to My Request screen to see all your requests including this new one at the top.



Confirmation that request was submitted

Facilities Work Request Guide for Mobile App

Facilities request flow

New Request

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. See Action Taken box for any related comments from technician.



Archived

Labor has been recorded and work order data is being used for reporting.

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.