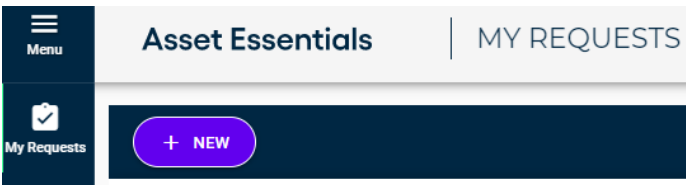


Please use JobAid below to submit a Work Order Request

- AE Account URL: <https://assetessentials.dudesolutions.com/UMassD>
- On the Mobile app, enter Client ID: UMassD

### **SUBMITTING A WORK ORDER REQUEST**

Once you've logged into Asset Essentials, your page will open directly to the "My Requests" tab. Here, you can create new requests or view previous submittals along with the status of those submittals. To create a new request, make sure you are on the 'My Requests' tab and click on 'New.'



**SELECT SITE/LOCATION/ENTER ROOM NUMBER:** Click to select the specific **Site** and **Location** for your request. Using the text box, identify the specific **Area/Room Number** for the request.

#### ^ SELECT REGION/SITE

Site  
Main Campus - Residence Halls ▼ ⊕

#### ^ REQUEST DETAILS

Location\* ⊕  
Click to Select...

Area/Room Number\*  
Enter Area or Room Number...

**DEFINE YOUR REQUEST:** Click on the dropdown menu and select the appropriate **Work Category** that best fits the nature of your request. In the **Work Requested**, define your request, and include any relevant information that will aid the maintenance team. Be as descriptive as possible.

Work Category\*

Select Work Category...

Work Requested\*

Enter Work Requested...

**UPLOAD DOCUMENT/IMAGE:** If there are any pictures or documents associated with the request, you can add them in the **Documents/Image** section of the request page. These can be added by clicking on the “Add Attachment” button or dragging and dropping the file in the box.

⊕ ADD ATTACHMENT

OR

📁 Drag and Drop File Here

Once all the information has been entered, click **SUBMIT** to save and enter your request.

✓ SUBMIT CANCEL

**VIEWING YOUR REQUESTS:** After submitting a work request, you will automatically be taken to your My Request summary page. This will allow you to see a summary list of all requests that you have submitted and the status of those.

**ADDITIONAL RESOURCES:**

- See Video Here → [How to put in a request](#)
- [Requester Help Page](#)
- [Mobile App Requests](#)