

New Look for Work Request Form and How to Submit a Work Request

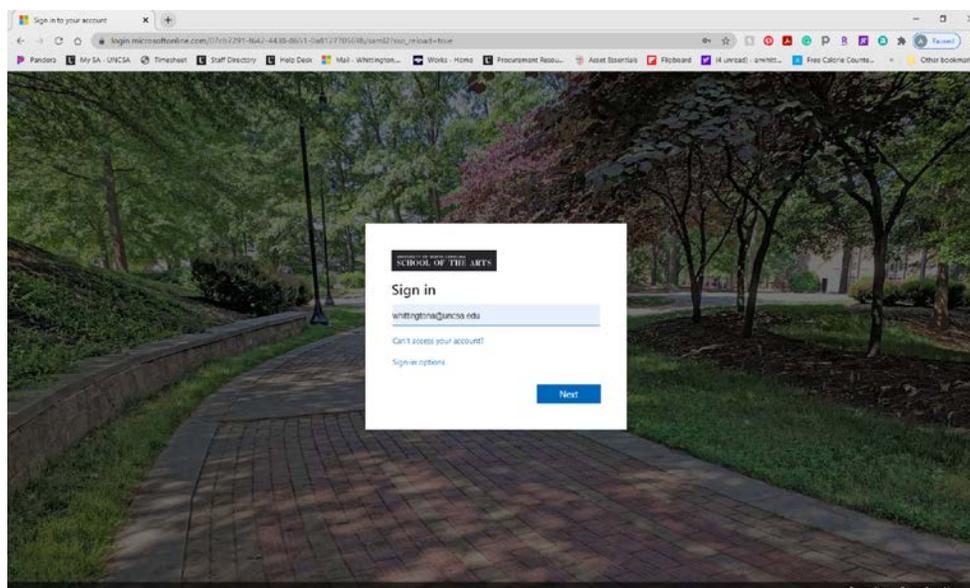
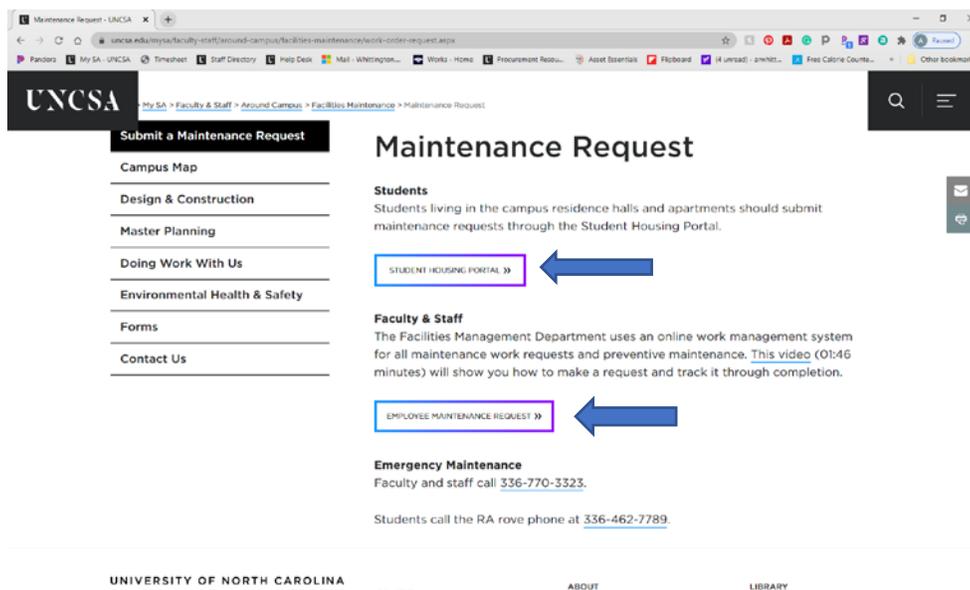
The UNCSA Facilities Management Department is comprised of skilled professionals dedicated to providing a safe, clean, well-functioning campus community. As such, we would like to take a moment to provide a brief refresher on submitting a work order request.

First, as some of you may already know, the Work Request Form looks quite a bit different from the way you may be used to seeing it. A system update by Dude Solutions to Asset Essentials has refreshed and updated the look of the Work Request Form and made it simpler to use.

Second, for those of you who are not familiar with the Work Request Form, it is quite simple to submit a work request via our work order system, Asset Essentials. See the attached document for what to do.

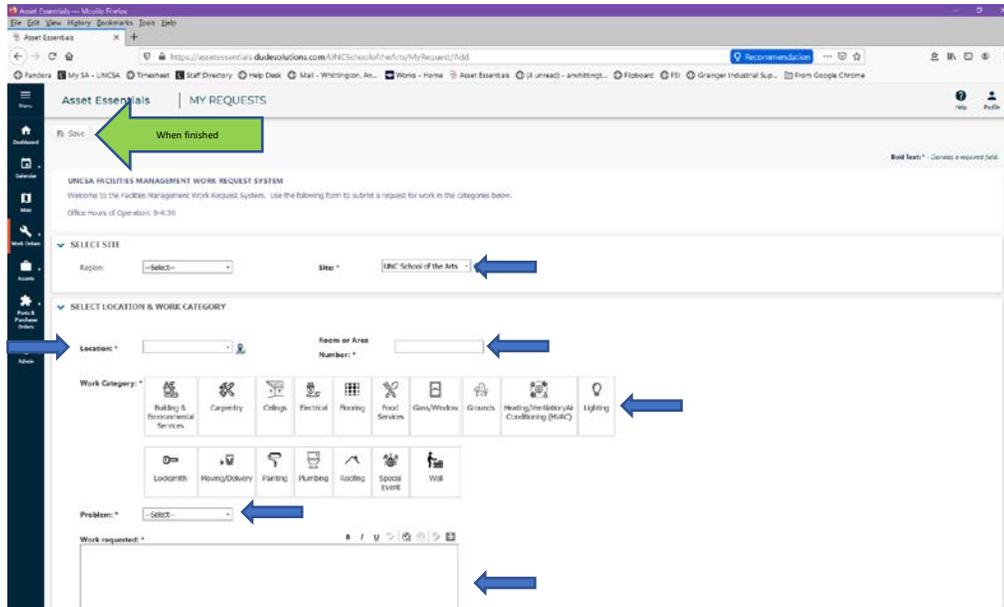
Click on this link: <https://www.uncsa.edu/mySA/faculty-staff/around-campus/facilities-maintenance/work-order-request.aspx>. IMPORTANT: Bookmark the link for easy referral later.

Click on the appropriate link for either a student or employee maintenance request and the University single sign-on screen will open asking you to select your account and login (you will be using your University credentials to sign in).



The Work Request window will open in Asset Essentials.

Enter the required information (anything with an *) and click on Save once completed. The completed Work Request Form will then be routed to the appropriate crew lead for assignment to a technician who will respond to your request as soon as possible.



If it is true emergency (such as life safety, flooding, disruption of services – electrical, plumbing, no heat/air, elevator, etc., wildlife or insect issues where someone could be bitten or stung), during regular business hours, please call Facilities Management at 336-770-3323. After hours, employees call Campus Police at 336-770-3321 and they will contact a Facilities Crew Lead. After hours for students, call the RA rove phone at 336-462-7789 to report the issue and someone will be sent out ASAP. We do ask that even though you have called us, you also complete the Work Request Form, to assist us with tracking, historical, and documentative purposes. Be sure that you have selected "High" in the Priority dropdown.

For all non-emergency requests, just complete the Work Request Form; there is no need to call first.