

NTU Guide for Submitting Requests

If you end up resolving the issue by yourself, then please email maintenance@navajotech.edu and we will close out your work order.

Submitting and Viewing Requests

Submitting a work request in Asset Essentials may vary depending on the settings of your organization. When you log into your Asset Essentials account you may immediately be taken to a request form. If you are already logged in and on your list of requests click the **New** button at the top of the page to start a new request.

Watch the Video Tutorial:



How to Submit a Request

- The request will default to your assigned site, but if you have the appropriate permissions you can expand the **Select Region/Site** panel to choose a different site, if needed.
- Choose a **Problem** and **Work Category** that best fit the nature of your request.
- Select the appropriate **Location** and/or **Asset**.
- Select a **Priority** from the drop down menu.
- Provide a detailed description of what needs to be done in the **Work requested** section. Use the text editing options if you need to bold, italicize, underline, or add links to your description.
- In the **Upload Document/Image** section, **Browse** your computer to find any applicable attachment.

- Click the **Save** button at the top of your page to submit the work order. You will be taken to your My Requests page after saving the work order.

The screenshot shows a web form titled "DUDE ORGANIZATION REQUEST FORM". At the top, there are "Save" and "Cancel" buttons. Below the title, a message reads: "Please fill out the request form with as much information as possible so we can address your request promptly." The form is organized into several sections:

- SELECT REGION/SITE**: A section header with a right-pointing arrow.
- SELECT PROBLEM TYPE**: A section header with a downward-pointing arrow. It contains two dropdown menus: "Problem:" with the value "Heating Ventilation/Air Cond" and "Work Category:" with the value "Corrective Maintenance".
- SELECT LOCATION/ASSET**: A section header with a downward-pointing arrow. It contains two dropdown menus: "Location:" with the value "Warehouse" and "Asset:" which is currently empty.
- REQUEST DETAIL**: A section header with a downward-pointing arrow. It contains a "Priority:" dropdown menu with the value "Medium". Below this is a "Work requested:" text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, image) and the text "It is far too hot in the warehouse. I think the AC may be broken."
- UPLOAD DOCUMENT/IMAGE**: A section header with a downward-pointing arrow. It contains a "Documents/Images:" label and a dashed box for file upload with a "Browse" button.

How to View your Requests

- After submitting a work request, you will automatically be taken to your My Requests page. You also have the option of clicking the **My Requests** link at the top of the page at any time.
- From the My Requests page, you can quickly see the Title, WO Status, and various other details of your requests.
- In order to see more information about a work request, right click on the record and select **View**.

- If you need to change something about a request you have submitted, right click on the record and select **Edit**. **Note: If the request is no longer in the status of New Request, you will not be able to edit the record. Please contact your Administrator to make any changes.*

<input type="checkbox"/>	Work Order # ▾	Title	WO Status	Source Asset	Source Location	Originated
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	0000000017	The light over the sink in the men's bathroom is o	In Progress		Bathroom (M)	12/04/2017 03:52:00
<input type="checkbox"/>	0000000016	It is too hot in the warehouse. I think the AC is	New Request	A/C Units		11/30/2017 06:52:23
<input type="checkbox"/>	0000000014	Lights keep flickering.	New Request		Warehouse	11/27/2017 06:07:17