

How to Submit a Request in HeroHQ - Regional School District 10

You may submit a Work Request from any device such as a Phone, Tablet, or Computer. All you need is access to the internet.

This is your school's personalized link. Visit the following site from your web browser and mark it as a bookmark for future use:

<https://auth.operationshero.com/login?accountId=c53dce63-5a63-4701-bd34-c9e9385b925e>

Make sure you use your Regional SD 10 email account
ex: ohero@region10ct.org

Click the "Sign in with Microsoft" button to get started.



[Sign in with Email and Password](#)

By continuing you agree to our [Terms of Service](#) and [Privacy Policy](#)

Powered by OperationsHERO

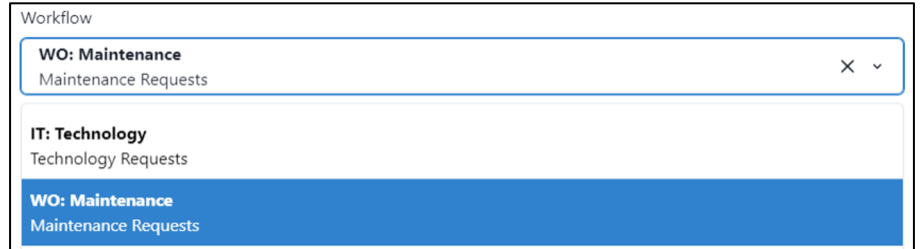


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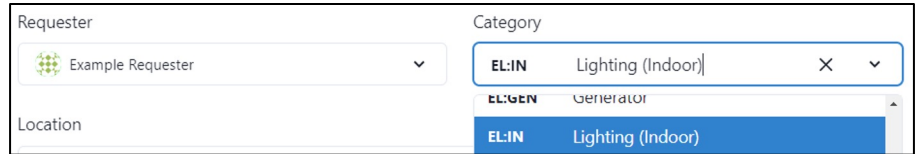
1. Once logged in, click the **New Request or Create** button
2. Choose the **Maintenance Workflow**.
If it is not available, move to the next step to select the Category.
3. For the **Category**, type out the word closest to your issue or select on in the dropdown.
4. Pick your **Location (Building and Room)** where the work needs to be done and it will save it for the next time you submit a Request



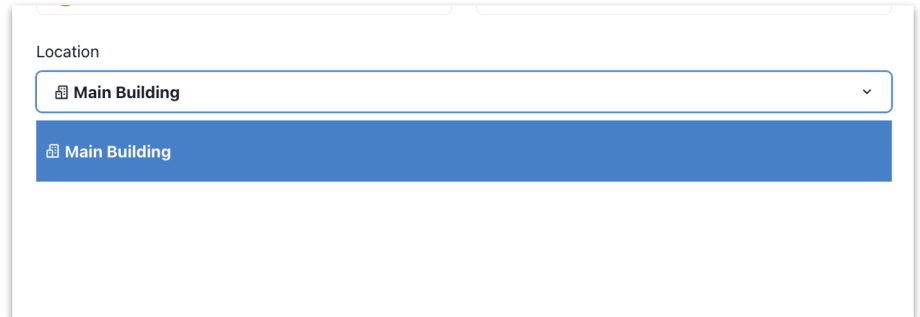
The header navigation bar includes a blue 'Create' button with a dropdown arrow, a QR code icon, the 'Hero Schools' logo, and a user profile dropdown menu showing 'Example Requester' with a green and white checkered icon.



The 'Workflow' dropdown menu is open, showing three options: 'WO: Maintenance Maintenance Requests', 'IT: Technology Technology Requests', and 'WO: Maintenance Maintenance Requests'. The 'WO: Maintenance Maintenance Requests' option is highlighted in blue.



The 'Requester' dropdown menu is set to 'Example Requester'. The 'Category' dropdown menu is open, showing 'EL:IN Lighting (Indoor)' selected and highlighted in blue, with 'EL:GEN Generator' visible below it.



The 'Location' dropdown menu is open, showing 'Main Building' selected and highlighted in blue.



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5. Enter the **Description/Summary** of your problem and any other details that will be helpful for the team.
6. If needed, upload/take a picture with your mobile device or **Upload Files** from your computer.
7. Finally, Click '**Save Request**'.

Description/Summary

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Please replace the light bulb above my desk. Thanks!

📎 Upload Attachments

+ **Drag and drop here or [Select Files](#)**
You can add images, pdfs, or docx



How to Submit a Request in HeroHQ - Regional School District 10

Access to Your Settings

If you would like to change the emails you receive follow these steps:

1. Click on your name
2. Select User Profile
3. Toggle On/Off Notification Settings
4. Turn on 'Email me when my requests change to one of these statuses'

You can also turn on "Dark Mode" and Have the system remember your last Location as well.

