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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.



How to submit a request

- The request will default to your assigned site, but if you have the appropriate permissions you can choose a different site, if needed.
- Use the drop-down arrow or plus icon (+) to select the Location.
- Enter the **Room Number** or other description in the free text field.
- Choose the **Work Category** that best fits the nature of your request.
- 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, click **Add Attachment** to browse your computer to find any applicable attachments. **Note: You can also drag and drop the file you want to attach into this field to upload it.*
- Click the **Submit** button at the top of your page to submit the work request. You will be taken to your My Requests page after submitting the work request.

Asset Essentials | MY REQUESTS

WELCOME TO THE ASSET ESSENTIALS REQUEST FORM!

Complete this form with as much detail as possible. Work will be assigned and prioritized accordingly.

REQUEST DETAILS

Location: Building

Area/Room Number: 102

Work Category: Doors and Hardware

Work Requested: The lock on the door to my classroom is broken.

UPLOAD DOCUMENT/IMAGE

Documents/Images

ADD ATTACHMENT

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** menu icon on the side of the page at any time.
- From the My Requests page, you can quickly see the Title, WO Status, Originator First and Last Name, and various other details of your requests.
- You may also see requests submitted by other requesters at your assigned site, depending on your user role.
- If you only want to see your own requests, you can filter the list by typing your name into the **Originator First Name** and **Originator Last Name** columns and pressing Enter on your keyboard.
- 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.*

Work Order #	Title	WO Status	Source Asset	Source Location	Originated	Originator First Name	Originator Last Name
1001	Low water pressure in the bathroom restroom	New Request	-	Library	05/19/2021 02:04:00 PM	Phonix	Requester
1002	Paint Conference Room	New Work Order	-	Meeting Room	01/19/2021 02:30:00 PM	Phonix	Requester
1004	Carpet in hallway	In Progress	-	1st Floor	02/03/2020 10:29:00 AM	Phonix	Requester

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Using the mobile app

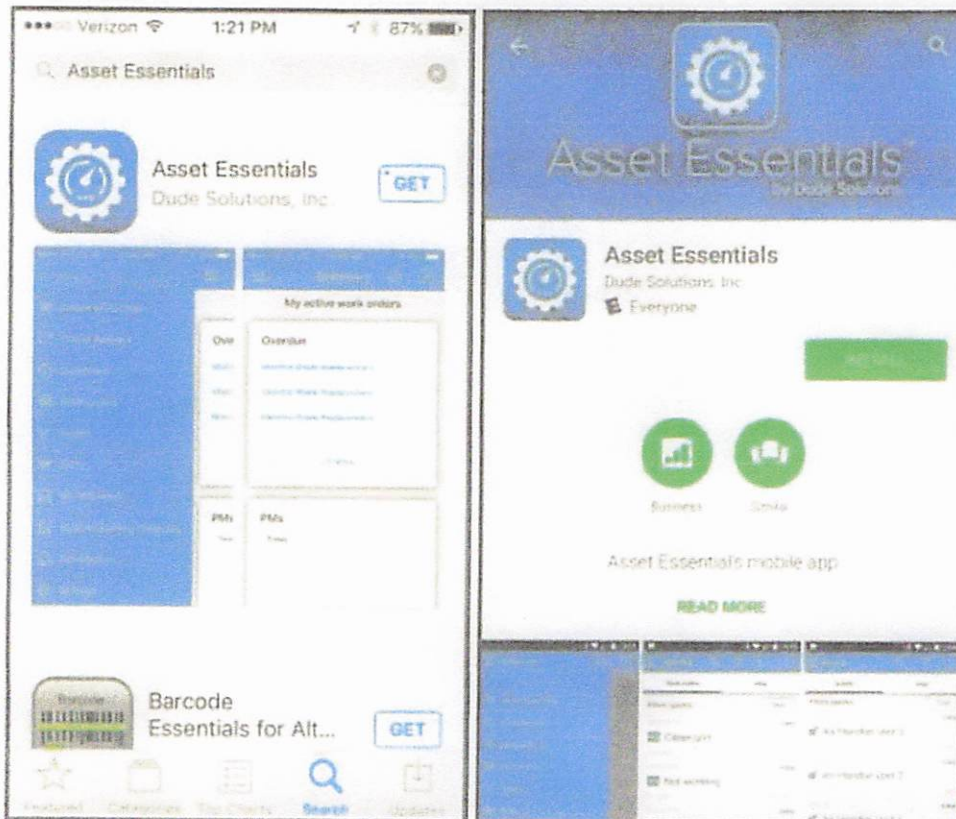
The Asset Essentials Mobile App allows you to access your Asset Essentials account on the go. The app can be downloaded to your smartphone or tablet through either the Apple App Store or Google Play Store.

Watch the video tutorial:



Downloading the Asset Essentials mobile app

- Access the app store on your smartphone or tablet.
- Search for **Asset Essentials**.
- Install the app on your device.



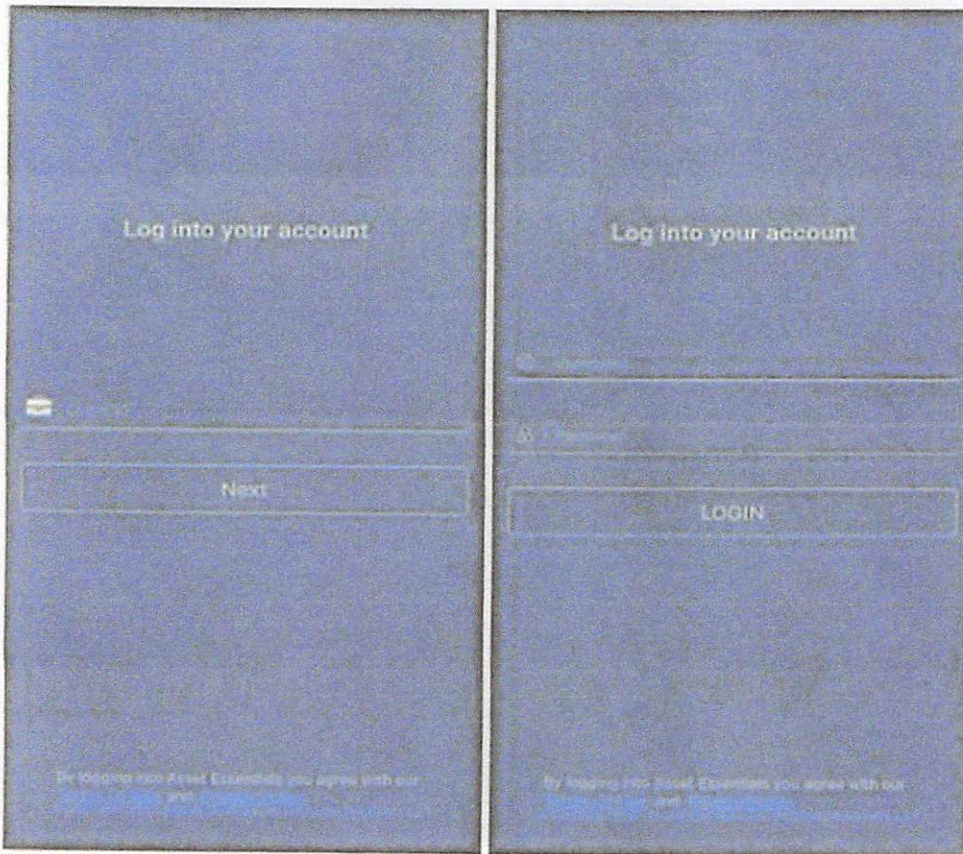
Logging into the Asset Essentials mobile app

**Note: If your organization is using SSO (single sign on) for user authentication, your login experience may be different. If you are having difficulty logging in using SSO or you are unsure whether your organization utilizes SSO for their Dude Solutions products, please contact your technology help desk for assistance.*

- Tap the **Asset Essentials** app icon on your smartphone or tablet.



- Enter your **Client ID** and tap **Next**. **Note: Your client ID can be found in the web address you use to log into Asset Essentials. Example: <https://assetessentials.dudesolutions.com/clientID>. If necessary you can also type in the full web address.*
- On the next screen, enter your **Username** and **Password**.
- Tap **Login**.



Submitting a request

When you log into your Asset Essentials account you will immediately be taken to your My Request list. **Note: Your request form may be different depending on your account's configuration.*

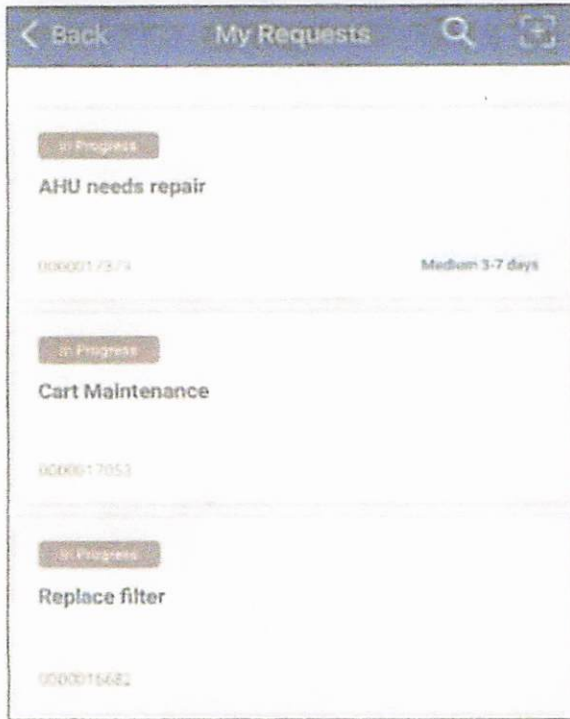
- Tap the **plus** button (**+**) at the bottom of the screen.

- Tap **+ Request**.
- The request will default to your assigned site, but if you have the appropriate permissions you can choose a different site, if needed.
- Select the appropriate **Location**.
- Enter a **Room Number**.
- Choose a **Work Category** that best fits the nature of your request.
- Provide a detailed description of what needs to be done in the **Work Requested** section.
- In the Upload Document/Image section, tap **Take Photo** to take a picture with your device's camera, or tap **Add Photo** to select an image from your device's storage.
- Click **Submit Request** at the bottom of the screen to submit the work order. You will be taken to the My Requests page after the work order has been submitted.

< Back Create My Request
 Welcome to the Asset Essentials
 Request Form!
 Complete this form with as much detail as possible.
 Work will be assigned and prioritized accordingly.
 Request:
 Brightly School District
 Site:
 District Office
 Collapse Cards ▲
 Request Details ▲
 Location *
 + Add Location
 Area/Room # *
 Brightly School District
 Work Category *
 Submit Request

Managing your requests

- Tap the menu icon (☰).
- Tap **My Requests**.
- All work requests you have submitted will appear in the list. Tap on a work request to access the work request form.
- You can search for a work request by tapping on the search icon (🔍) and entering a Work Order ID.
- Tap the scanner icon (📷) to scan a barcode and filter the list of requests related to the scanned asset.



Updating the Asset Essentials mobile app

We strongly recommend using the most up to date version of the Asset Essentials mobile app to ensure that it remains functional and maintains compatibility for future releases.

How to update your mobile app on android devices

1. Open the Google Play Store app.
2. Tap **Menu**.
3. Tap **My apps & games**.
4. Search for the Asset Essentials app.
5. Tap **Update**.

How to update your mobile app on iOS devices

1. Open the App Store.
2. Tap your profile icon in the top right corner of the screen.
3. Scroll down to the pending updates section until you see the Asset Essentials mobile app.
4. Tap **Update** next to the Asset Essentials mobile app.

Did you find this helpful?

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