

HOW TO PLACE A WORK ORDER

Work orders are to be submitted to correct non-emergency facility concerns in your room. Please contact your hall staff immediately for issues such as running water, lost keys, lack of heat or emergencies. Internet concerns should be reported through the ITS Help Tech System.

STEP 1

Go to my.PennWest.edu and log into your student account.

STEP 2

Under **“Student Quick Access”** scroll until you find **“Asset Essentials – Work Orders”**.

You will then be logged in under your student account.

This system operates on a single sign on.

STEP 3

Look for the **“New”** button to create a Work Order Request.

This will take you to a new screen.

STEP 4

Expand the first **“Request Details”** and a few required fields will pop up.

- Location — Search for your residence hall building
- Area — Select area (residents typically are entering for “dorm room”)
- Area/Room Number — Put your room number and letter
- Work Category — Pick which category applies to your request.
If you are unsure, you may select “Miscellaneous.”
- Work Requested — This is where you briefly describe the problem

STEP 5

Answer the final three **“Yes”** or **“No”** questions under the separate **“Requested Details”** tabs.

STEP 6

Upload any important images/documents (not required) and then select **“SUBMIT”** (located in the top left corner of the screen).