

Simmons University Facilities Work Request Frequently Asked Questions

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How do I create a work order?

Visit fixit.simmons.edu and login with your Simmons network username and password. Follow instructions on the page to submit your request. For additional guidance on logging in for the first time and submitting work requests, download Instructions documents from facilities.simmons.edu.

How do I check on the status of a request?

While logged into the Asset Essentials system, click on the “My Requests” tab. The table will show all work orders you have entered into the system. Your work order data can be organized in a number of ways depending on your preferences:

Notes from Facilities staff are shown in the comments of the “Request Updates” section.

Completed work orders will show in the WO Status column of the table.

What if I need to talk with someone about my request?

Please call the Facilities Service Center at 617--521--1000. The Facilities Service Center is open Monday--Friday 8:30am--4:30pm.

What if I need to add or change information regarding my request?

Please call the Facilities Service Center at 617--521--1000 during normal business hours.

What if I don't see a work category that is applicable?

Please refer to the work categories section of the Getting Started Guide to select one that best fits your request. If you do not see one that fits, please select “General Maintenance

What if I have an emergency?

Emergency requests such as fire, medical emergencies, water leaks, broken glass, and hazardous chemical or waste spills should be directed to Public Safety at 617--521--1112 any time of day.

When is Asset Essentials monitored?

The work order system is monitored by our staff from 7am--4:30pm Monday--Friday. If you have an urgent request after these hours, please contact Public Safety at 617--521-- 1112.