

Simmons University Facilities Work Request Instructions

Please follow the steps below to submit your work requests.

New Users – Set Up Your Asset Essentials Account

Step 1 Visit FIXIT.SIMMONS.EDU

Step 2 Enter your Simmons network username and password

Step 3 Update your PHONE NUMBERS so we may contact you.

Step 4 Click SAVE

Submitting a Work Request

Status updates will be sent to the email address associated with your Simmons network account and will be sent from Asset Essentials Message Center.

Step 1 Make sure you are signed into Asset Essentials. Follow above steps to get started.

Step 2 In the “My Request” screen, click “+ New” to start a new work order request.

Step 3 Choose a **Work Category** from the drop down that best fit the nature of your request.

Step 4 Use the drop-down arrow or plus icon (+) to select the **Location**

Step 5 Enter the **Area/Room Number** the request is needed in

Step 6 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.

Step 7 If applicable; 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.*

Step 8 Click the **Submit** button at the top of your page to submit the work order. You will be taken to your “My Requests” page after submitting the work request.

Asset Essentials Work Categories

Boiler

Facilities Department use only

Carpentry

*Install shelf/artwork/bulletin board,
flooring/ceiling repair or maintenance*

Doors and Hardware

*Door/doorknob repair or maintenance (please
note: there is a separate work category for keys)*

Electrical

Blown fuse, no power

Elevators

Elevator repair/maintenance

Furniture/Moving

*Bed bunk/raise, furniture repair
Internal box/supply move*

General Maintenance

*Used for requests that don't belong in any
other category*

Grounds

Exterior landscaping maintenance

HVAC

Room temperature change

Housekeeping/Trash Removal

Cleaning, trash/recycling removal

Inspections

Facilities Department use only

Key and Lock

Lock Repair, Key requests

Kitchen Equipment

*Residence Hall/Dining Hall/Kitchen
appliance repairs*

Lighting

Light bulb replacement

Painting

*Interior painting (subject to approval
by Facilities Department)*

Pest Control

Interior/exterior pest sightings

Plumbing

Clogged toilet/sink/shower, water leaks

Records Management

Facilities Department use only

Shades/Blinds

*Repair window shades/blinds in office
or residence hall room*