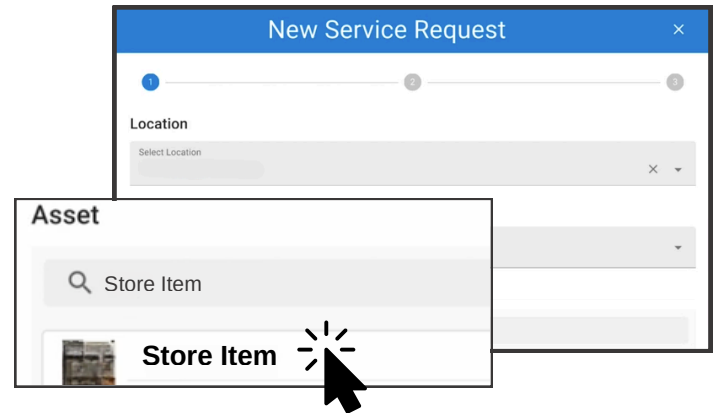




1 From the home screen, in the upper left, click **+ CREATE SERVICE REQUEST**

- In the Asset search, **type** in the equipment that needs to be fixed.
- Assets will populate from your search.
- **Click to choose** the correct asset from the results.



2 Once selected, you can **review** any open work orders for that asset.

TIPS If there are multiple work orders in the system, you will see an alert to avoid duplicate work orders.

3 For a New Service Request, click **YES, PROCEED**

4 **A** Click and choose the problem from the list.

Choose the correct problem type so the request routes to the correct vendor.

B Depending on the issue, you **may be prompted** with troubleshooting resources before contacting the vendor.

- If the troubleshooting does not fix the problem, **click**

NO, PLACE A SERVICE REQUEST

5 **Select** the Service Provider. The vendor that appears **first** is the preferred vendor.

A warning will appear if you are bypassing any warranty.

- **Add** your name and a description of the issue.
- **Add** a photo or video in the Attachments section.

6 Click **SUBMIT**

7 The work order is **sent** to your vendor. You will **see** the work order page in detail where you will **receive** updates.