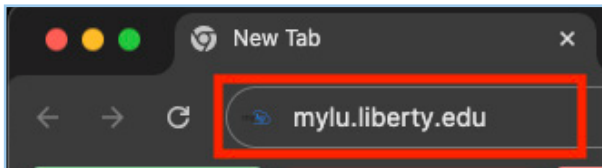


ASSET ESSENTIALS: HOW TO SUBMIT A SERVICE REQUEST

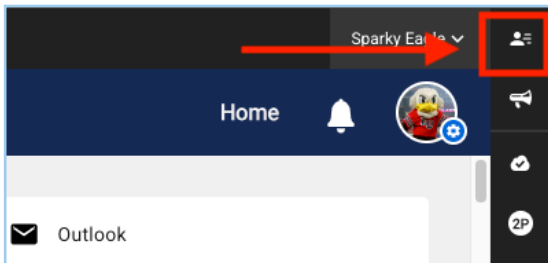
This training document provides instructions on how to submit service requests in the **Asset Essentials** application.

ACCESS THROUGH MYLU

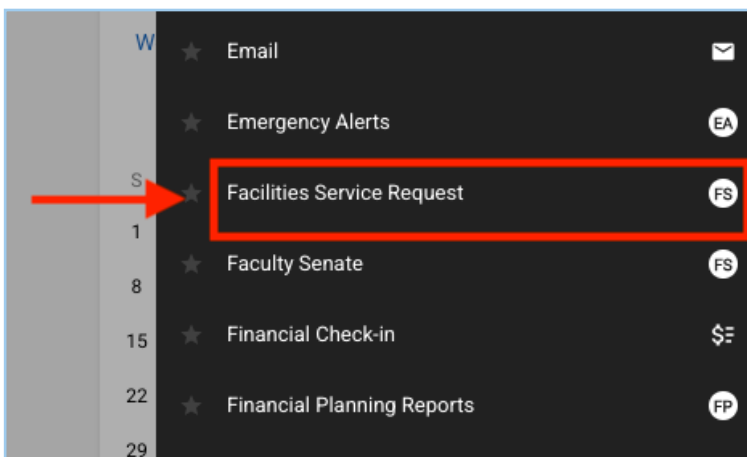
1. To access through myLU, navigate to myLU.Liberty.edu. If prompted, sign into your account with your Liberty email and password.



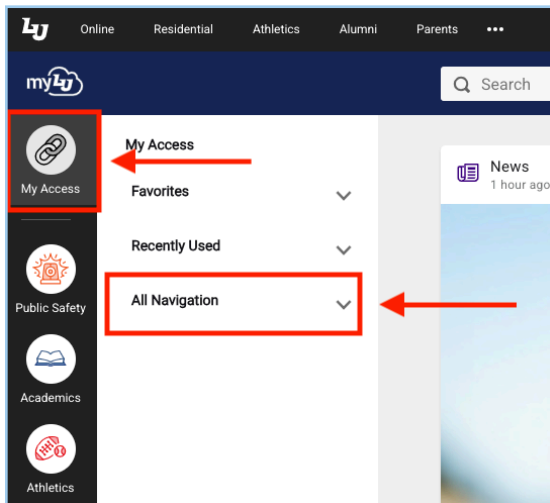
2. Click the **Navigation Menu** on the top right of the page to expand it.



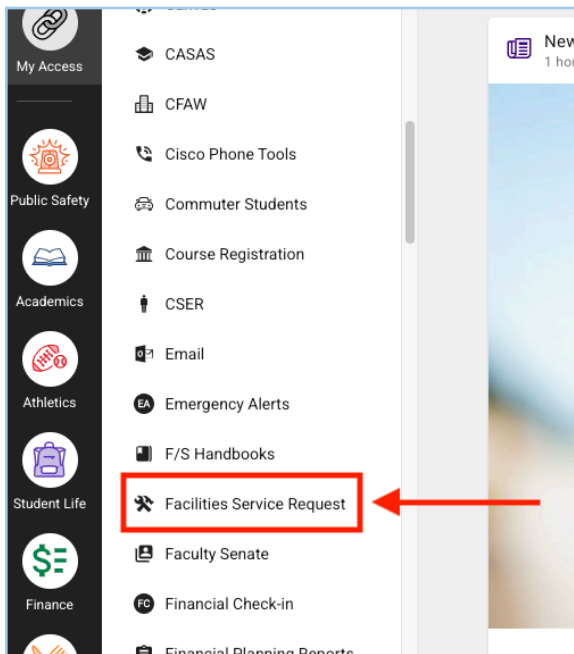
3. Scroll down and select **Facilities Service Request**.



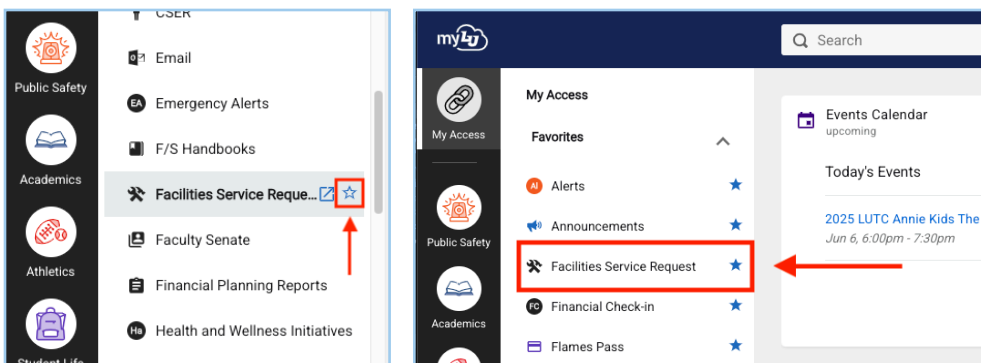
4. Alternatively, you can expand all menu options under **All Navigation** in the **My Access** set.



5. Scroll down to **Facilities Service Request**.

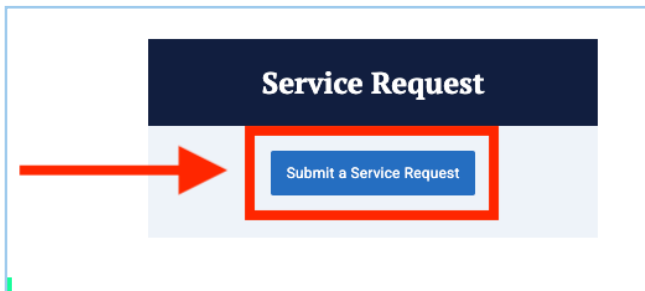


6. Click the star to the right of the item to favorite it for easy access and then select **Facilities Service Request**.

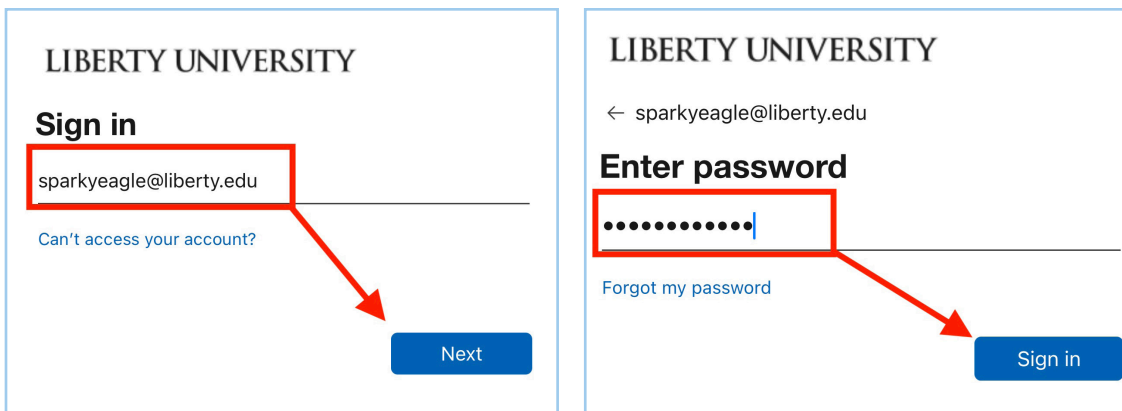


ACCESS THROUGH THE FACILITIES MANAGEMENT PAGE

7. To access through the Facilities Management page, navigate to [Liberty.edu/Facilities-Management](https://liberty.edu/Facilities-Management) and click **Submit a Service Request**.

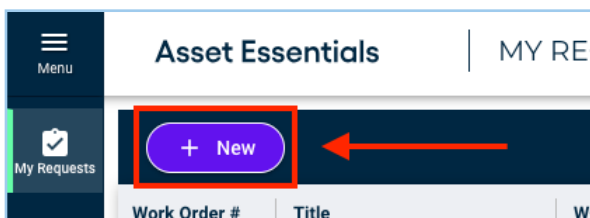


8. Sign in with your Liberty **email** and **password**.

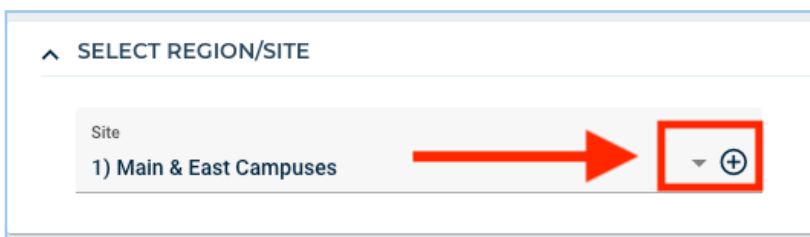


SUBMITTING A SERVICE REQUEST

9. To begin a new service request, click **New** in the top left corner.



10. In the **Site** field, the site will automatically default to Main & East Campus. To change the site location, use the **plus icon** or **dropdown menu** and select a different site location.



Add Site

Name	Site #	Region	Country	Company
1) Main & East Campuses	1	Liberty University	←	—
2) Auxiliary Campus	2	Liberty University	←	—
3) Real Estate - Rental Properties	3	Liberty University	←	—

Select My Site Cancel

11. In the **Location** field, click the **plus icon** to add a location.

REQUEST LOCATION

Location* → + Area/Room Number

Click to Select... Enter Area or Room Number...

12. Use the menu on the left to filter by **building**, **floor level**, and **room number**.

Add Location

Select Site... 1) Main & East Campuses

Expand All

- 001 - Residential Commons 001
 - Level 04
 - Level 06
 - B623
 - A653
 - A633
 - 6E04
 - A607
 - B604
 - B616

Name	Location Status	Assigned To
001 - Residential Commons 001	Occupied	—
002 - Residential Commons 002	Occupied	—
003 - Residential Commons 003	Occupied	—
004 - Residential Commons 004	Occupied	—
005 - Reber-Thomas Dining Center	Occupied	—
017 - Residence Hall 017	Occupied	—
018 - Residence Hall 018	Occupied	—

Cancel

13. Click the arrows next to each one to view the options, and then choose a location from the list on the right.

Add Location

Select Site... 1) Main & East Campuses

Expand All

- 020 - Residence Hall 020
 - Level 02
 - Level 01
 - 101B
 - 107
 - 121
 - 112A
 - 127
 - 122A
 - 104

Name	Location Status	Assigned To
101F	Occupied	—
102	Occupied	—
103	Occupied	—
104	Occupied	—
105	Occupied	—
105A	Occupied	—
105B	Occupied	—
106	Occupied	—

Cancel

14. If you already know the building and room number, you can select the building and type the room number directly into the **Area/Number** field.

The screenshot shows the 'Add Location' form. On the left, a list of locations is expanded under '1) Main & East Campuses'. The location '020 - Residence Hall 020' is selected. On the right, a table lists the details for this location. Below the table, the 'REQUEST LOCATION' section shows the selected location '020 - Residence Hall 020' and the 'Area/Room Number' field containing 'Room 105A'.

Name	Location Status	Assigned To
020 - Residence Hall 020	Occupied	
Level 01	Occupied	—
Level 02	Occupied	—
Level 03	Occupied	—
101	Occupied	—
101A	Occupied	—
101B	Occupied	—

REQUEST LOCATION

Location* 020 - Residence Hall 020

Area/Room Number Room 105A

15. For locations like **Courts**, **Fields**, **Parking Lots**, and **Stormwater Treatment Facility**, scroll down to the bottom of the location menu and pick from one of the options.

The screenshot shows the location menu with a list of options. The options 'Main & East Campus Courts', 'Main & East Campus Fields', 'Main & East Campus Parking Lots', and 'Main & East Campus Stormwater Treatment Facility' are highlighted with a red box. The background shows a list of other locations like '001 - Residential Commons 001'.

Expand All

- > 184 - Residence Hall 184
- > 185 - Residence Hall 185
- > 190 - Residence Hall 190
- > 191 - Runk & Pratt Parking Garage [East Campus]
- > 193 - Residence Hall 193
- > 194 - Residence Hall 194
- > 206 - Spring House
- > Chaplain's Museum
- > Main & East Campus Courts
- > Main & East Campus Fields
- > Main & East Campus Parking Lots
- > Main & East Campus Stormwater Treatment Facility

001 - Residential Commons 001 Occupied —

002 - Residential Commons 002 Occupied —

003 - Residential Commons 003 Occupied —

004 - Residential Commons 004 Occupied —

005 - Reber-Thomas Dining Center Occupied —

017 - Residence Hall 017 Occupied —

018 - Residence Hall 018 Occupied —

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16. Under the **Request Detail** section, provide a description of the requested work in the **Work Requested** field.

The screenshot shows the 'REQUEST DETAIL' section. It contains a text area labeled 'Work Requested*' with the text 'AC in the room is not producing cold air.' entered.

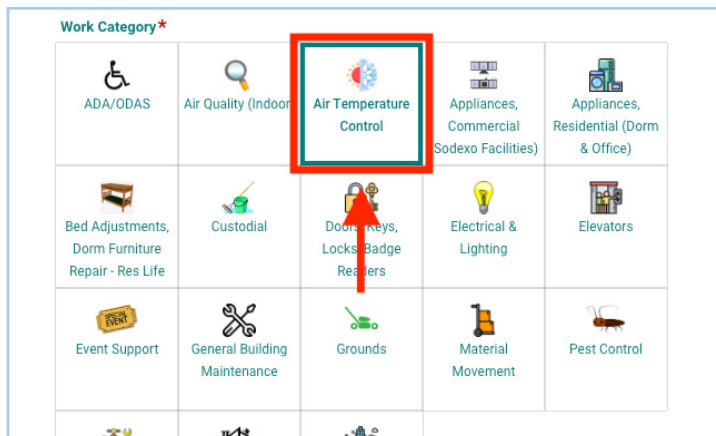
REQUEST DETAIL

Please select the best Work Category that applies to your request.

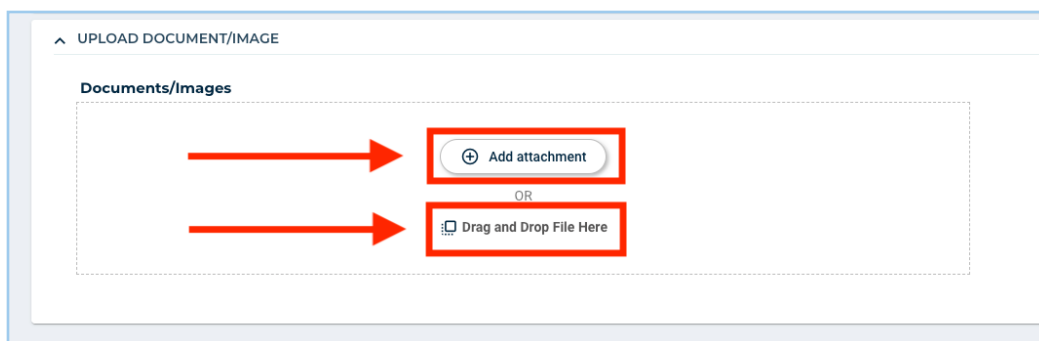
Work Requested*

AC in the room is not producing cold air.

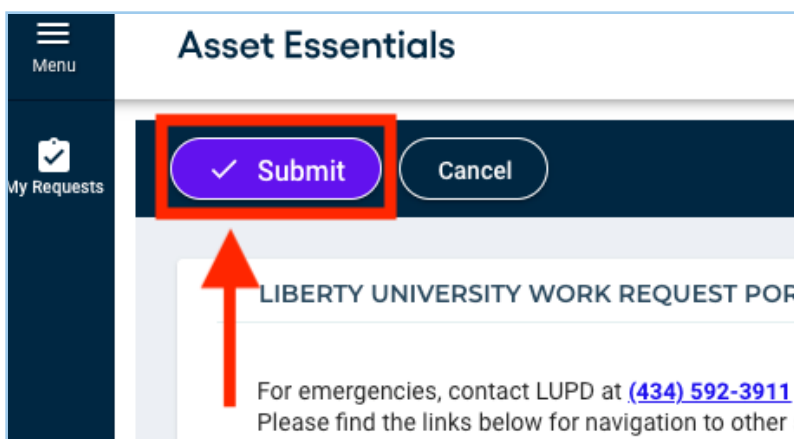
17. Select the **Work Category** that applies to your request.



18. To add a file or photo to your request, locate the **Upload Document/Image** section, and click **Add Attachment** or **drag and drop** the file or photo into the field.



19. After filling out all fields, click **Submit** to complete the request.



20. Once your request has been submitted, you will be taken back to the My Requests page where your submitted request will appear.

The 'My Requests' page is shown. It features a table with the following columns: Work Order #, Title, WO Status, Source Asset, Source Location, and Originated. A red arrow points to the 'Submit' button from the previous screenshot.

Work Order #	Title	WO Status	Source Asset	Source Location	Originated
WO0000003328	AC in the room is not producing cool	New Request - Needs ...	-	105A	06/04/2025 07:23:00 PM

21. To review details of your submitted request, click the **Work Order Number** or **Title**. Here you will find the current status of the request and any related information.

The screenshot shows the 'Asset Essentials' interface with a 'MY REQUESTS' tab. At the top, a summary card displays a request with ID 'WO0000003328' and title 'AC in the room is not producing cold'. Below this, a detailed view of the request is shown, including sections for 'REQUEST UPDATES', 'SELECT REGION/SITE', 'REQUEST LOCATION', and 'REQUEST DETAIL'. The 'REQUEST DETAIL' section shows the work category 'AC in the room is not producing cold air'.

REQUEST UPDATES	
Status	Work Order #
New Request - Needs Approval	WO0000003328
Comment	

SELECT REGION/SITE	
Site	
1) Main & East Campuses	

REQUEST LOCATION	
Location *	Area/Room Number
105A	Room 105A

REQUEST DETAIL	
Please select the best Work Category that applies to your request.	
Work Requested *	
AC in the room is not producing cold air.	

22. To send additional information to the assigned technician, use the **work order messages feature** at the bottom of the page.

The screenshot shows the 'Add Message' form at the bottom of the page. It includes a text input field with a placeholder 'Add message...', a green 'Add' button, and a 'Cancel' button. Below the form, a message history is displayed, showing a message from 'Sparky Eagle' with the text 'Example of additional information for work order request.' and a 'Reply' button.

Add Message

SE Add message... Add Cancel

SE Sparky Eagle Just Now

Example of additional information for work order request.

Reply

Need Assistance?

If you need help or run into any issues during this process, please email ServiceRequest@Liberty.edu.