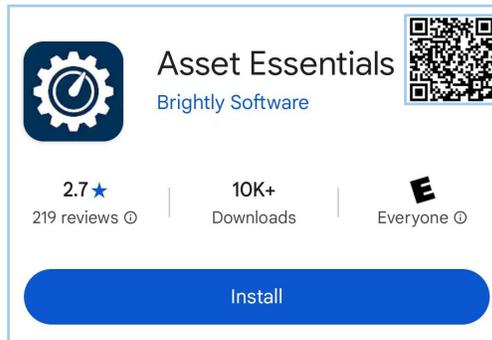
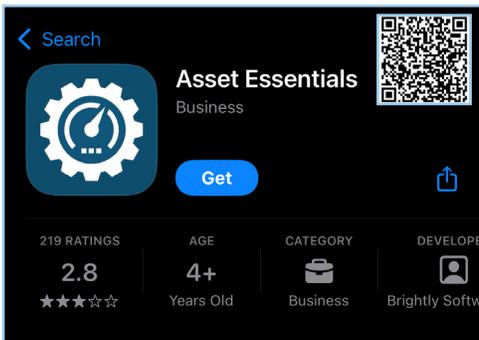


ASSET ESSENTIALS: HOW TO SUBMIT A SERVICE REQUEST IN THE MOBILE APP

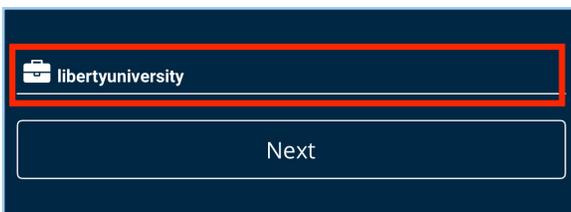
This training document provides instructions for submitting service requests in the **Asset Essentials** mobile application.

DOWNLOAD ASSET ESSENTIALS

1. To begin, navigate to the [Apple App Store\(iPhone/iPad\)](#) or [Google Play Store\(Android\)](#) and download the **Asset Essentials** app.

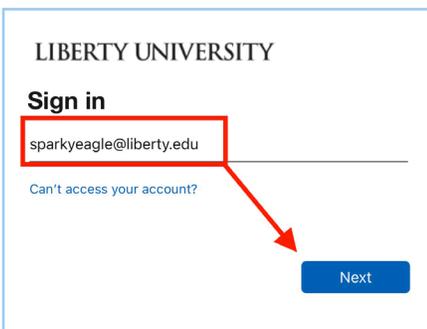


2. Once installed, open the app and enter "*libertyuniversity*" (all one word) in the **Client ID field**, and tap **Next**.

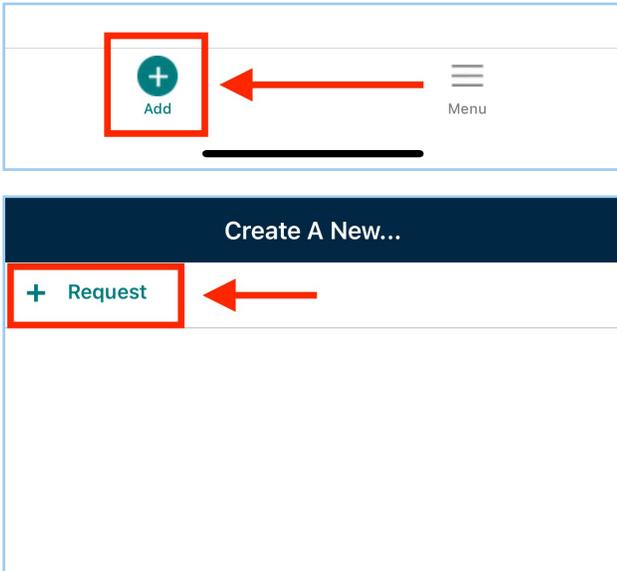


Note: You will only need to enter the Client ID when you first log in to the app.

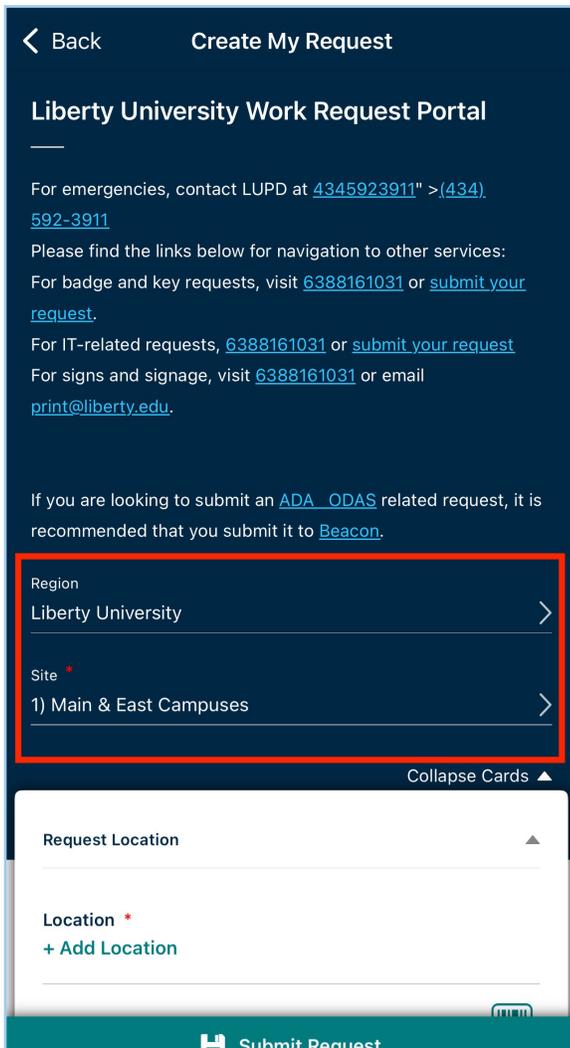
3. You will then be redirected to Liberty's Single Sign On (SSO) page. Enter your Liberty **email** and **password** to log in.



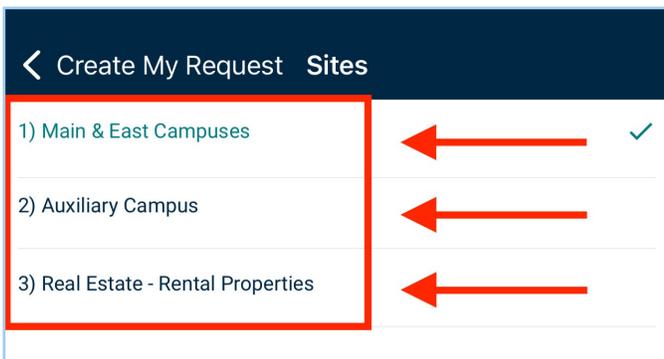
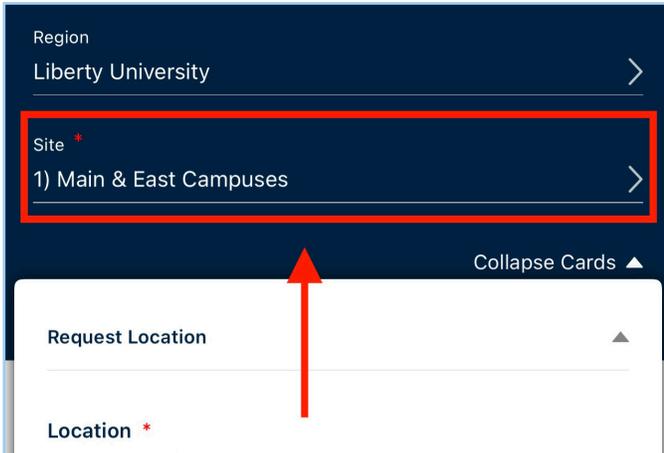
4. Once logged in, tap **Add** and select **Request**.



5. The **Region** and **Site** fields will fill in automatically.



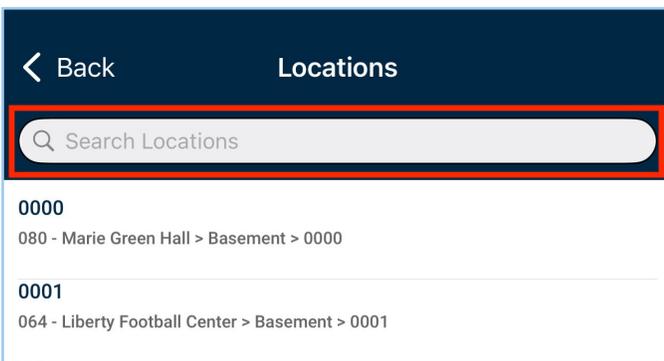
6. To change the site location, tap the **Site field** and select a different site location.



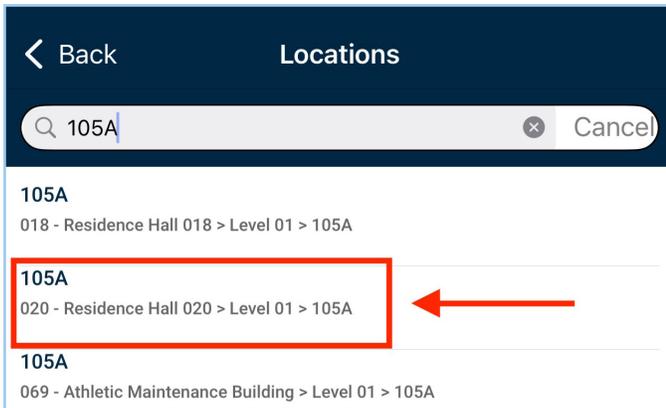
7. In the **Request Location** field, tap **Add Location**.



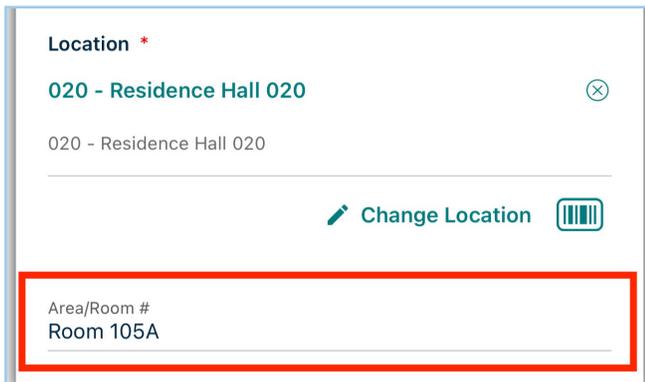
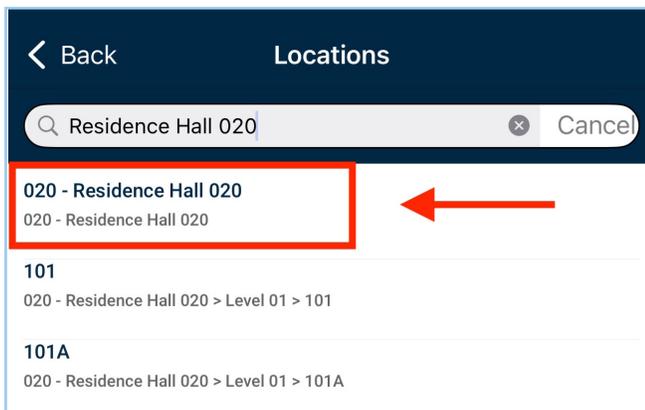
8. Use the search bar at the top to quickly look up the location.



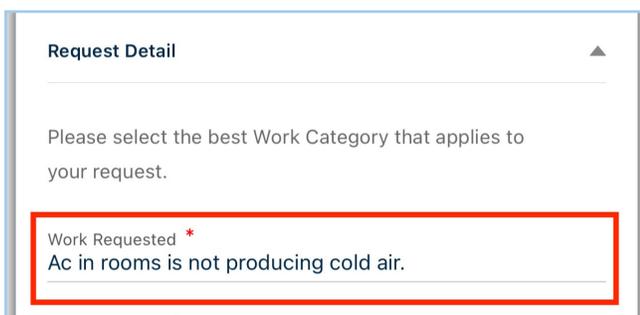
9. Select a **location** from the list.



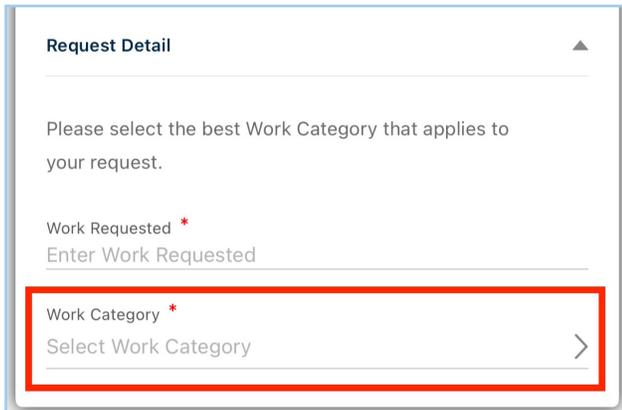
10. If you already know the building and room number, select the building from the location list and type the room number into the **Area/Room #** field.



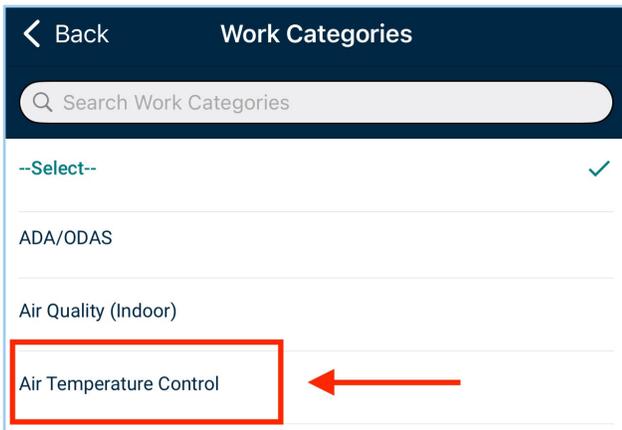
11. In the **Request Detail** field, provide a description of the work being requested.



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

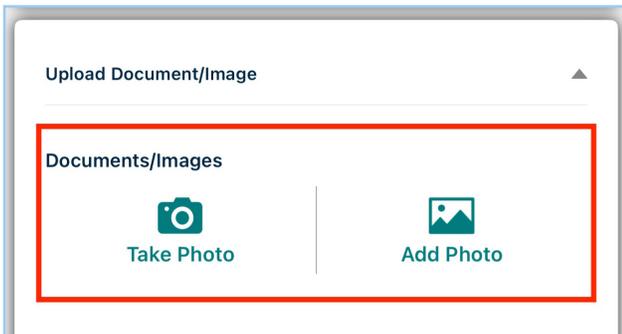


The screenshot shows a mobile app interface for a 'Request Detail' form. At the top, there is a title 'Request Detail' with an upward-pointing triangle. Below the title, a message reads: 'Please select the best Work Category that applies to your request.' There are two input fields: 'Work Requested *' with the placeholder text 'Enter Work Requested', and 'Work Category *' with the placeholder text 'Select Work Category' and a right-pointing chevron. The 'Work Category *' field is highlighted with a red rectangular border.



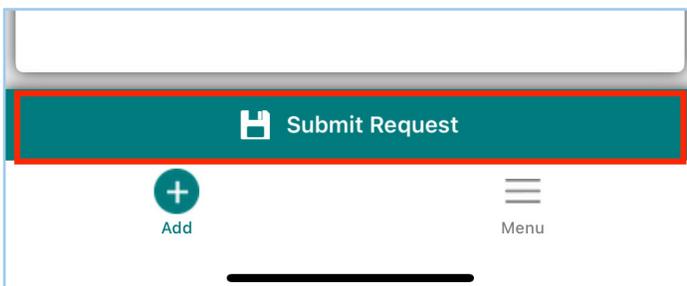
The screenshot shows a mobile app interface for selecting 'Work Categories'. At the top, there is a back arrow, the title 'Work Categories', and a search bar with the placeholder text 'Search Work Categories'. Below the search bar, there is a list of categories. The first item is '--Select--' with a green checkmark to its right. The other items are 'ADA/ODAS', 'Air Quality (Indoor)', and 'Air Temperature Control'. The 'Air Temperature Control' item is highlighted with a red rectangular border, and a red arrow points to it from the right.

13. In the **Upload Document/Image** field, upload supporting files or photos, or take a photo using your device camera.



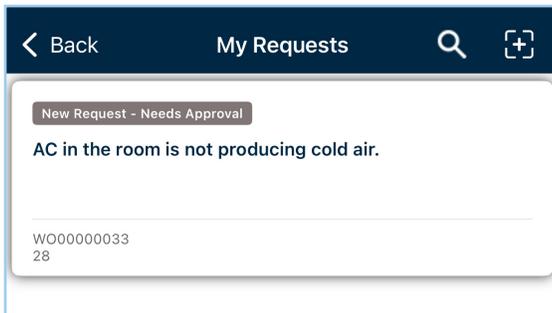
The screenshot shows a mobile app interface for the 'Upload Document/Image' field. At the top, there is a title 'Upload Document/Image' with an upward-pointing triangle. Below the title, there is a section titled 'Documents/Images' which contains two options: 'Take Photo' with a camera icon and 'Add Photo' with a photo icon. This entire section is highlighted with a red rectangular border.

14. After filling out all fields, tap **Submit Request**.

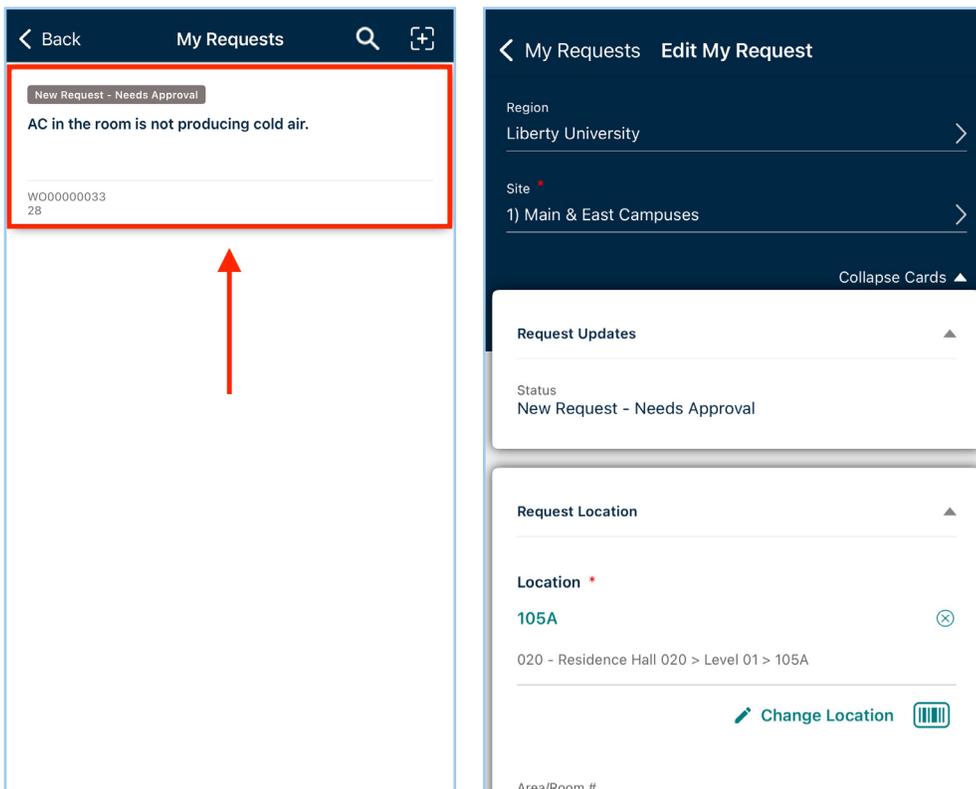


The screenshot shows the bottom navigation bar of the mobile app. It features a teal bar with a white document icon and the text 'Submit Request'. Below this bar, there are two icons: a green circle with a white plus sign labeled 'Add', and a grey hamburger menu icon labeled 'Menu'. The 'Submit Request' bar is highlighted with a red rectangular border.

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



16. To review details of your submitted request, tap the **work order card**. Here you will find the current status of the request and any related information.



Need Assistance?

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