



## WIMS -Engage

### What is Engage?

Engage is a self-service portal solution that provides a user-friendly, fully integrated means of communication between Buildings & General Services and our customers to provide the highest level of service from maintenance repairs to facility use requests, BGS is here to help.

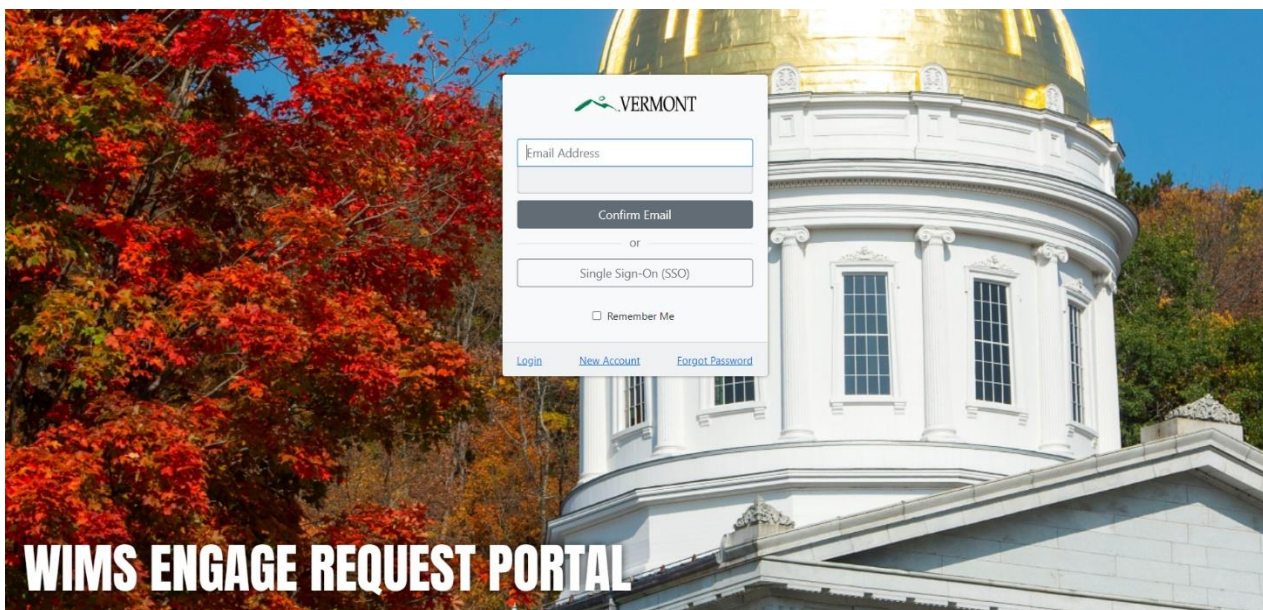
### How to navigate in Engage

Engage Portal link:

<https://sov.assetworks.cloud/engage>

Engage Sign-on Page

- All employees with an email ending with @vermont.gov must use the gray “Single-Sign-On (SSO) button. After you initially sign-in, you will need to navigate to your email and verify your profile information.
- Anyone with an email that doesn't contain @vermont.gov must sign in using their email. After you initially sign-in, you will need to navigate to your email and verify your profile information.



## Engage Home Page



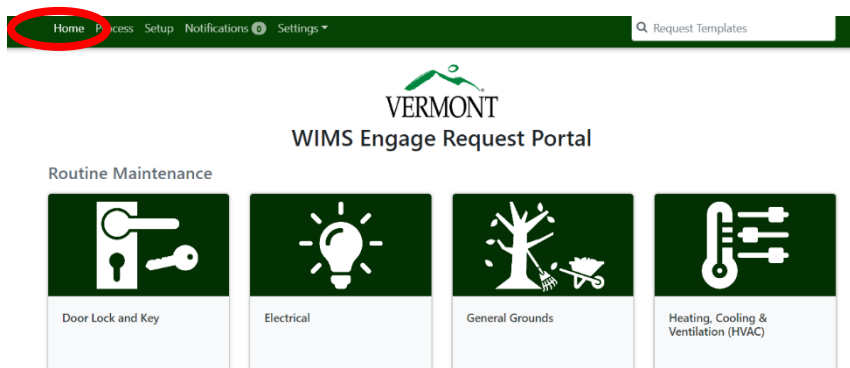
Each category has been defined by individual icon colors.



## Toolbar Navigation

### Home

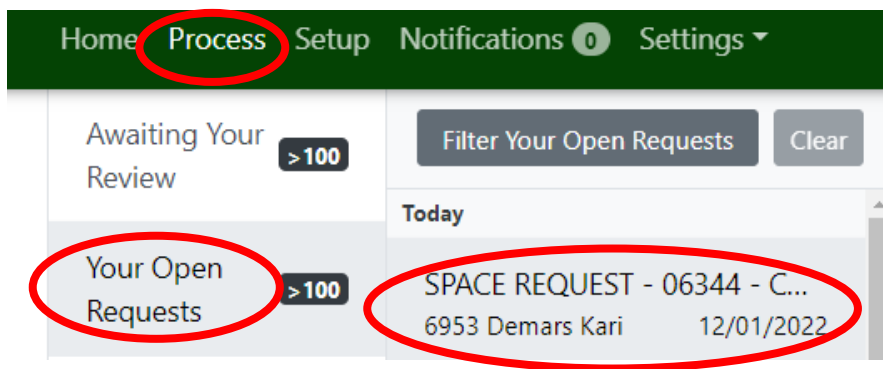
Select the home page to navigate back to your main screen.



## Process

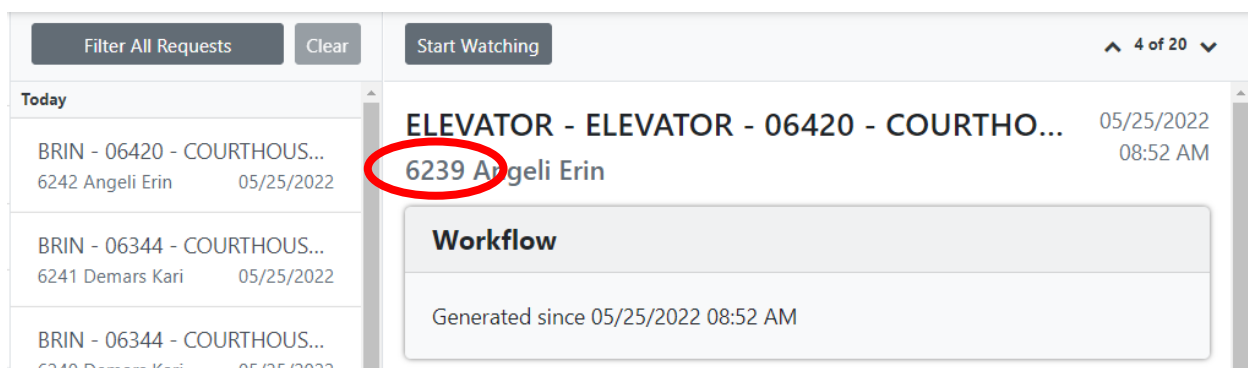
The process screen allows you to view the work orders you have submitted.

1. Select Process Screen
2. Click your "Your Open Requests"
3. Find your open request in the column on the right.

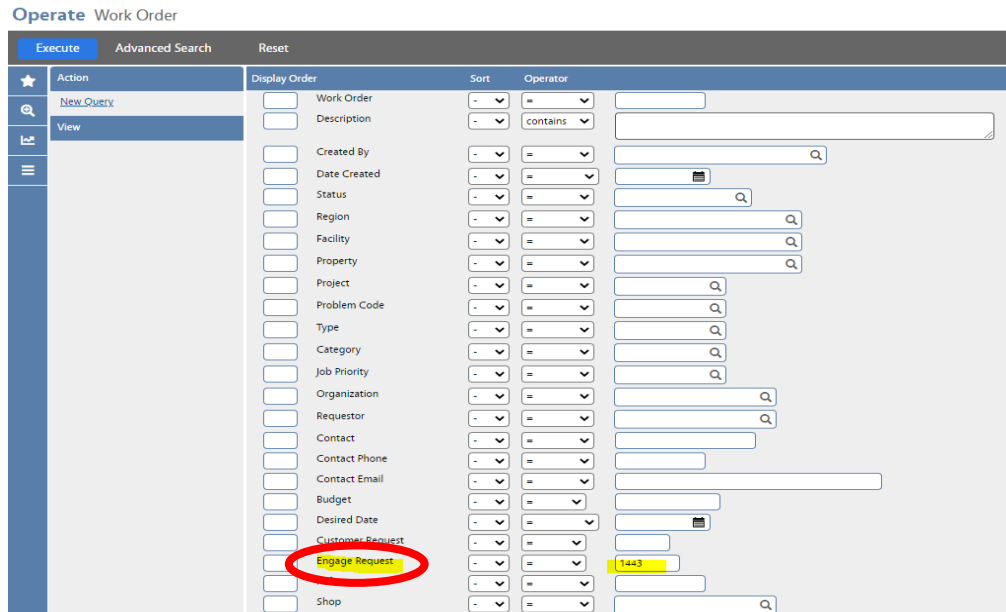


## Engage Request Number

This number is used to search for a specific work order in Operate. Customers can reference this number when referring to a specific work order.

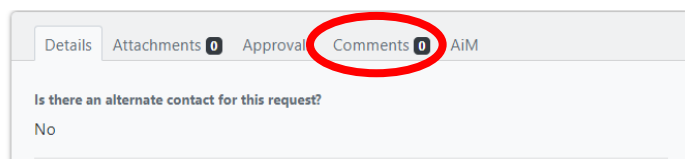


Engage Request in Operate (BGS Staff)– Copy and paste the Engage request number in the search engine of Operate under “Work Order” to find the work order request.



## Comments

Additional information can be shared by adding a comment to any request. You can also include other recipients to your comment by @ them in.



ELEVATOR - ELEVATOR - 06420 - COURTHO... 05/25/2022  
6239 Angeli Erin 08:52 AM

### Workflow

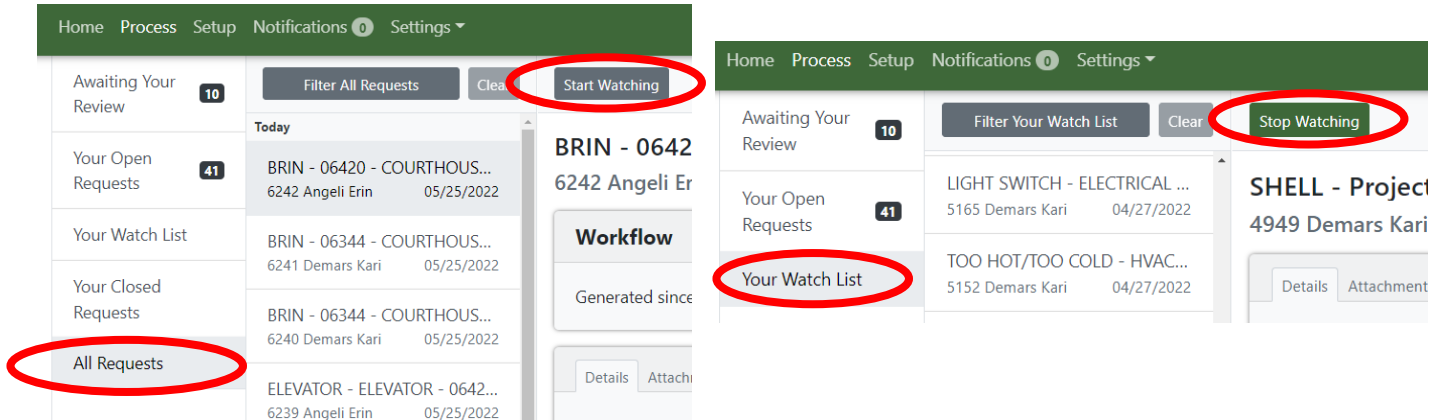
Generated since 05/25/2022 08:52 AM

Details Attachments 0 Approvals Comments 0 AiM

Click to enter comment

## Watching

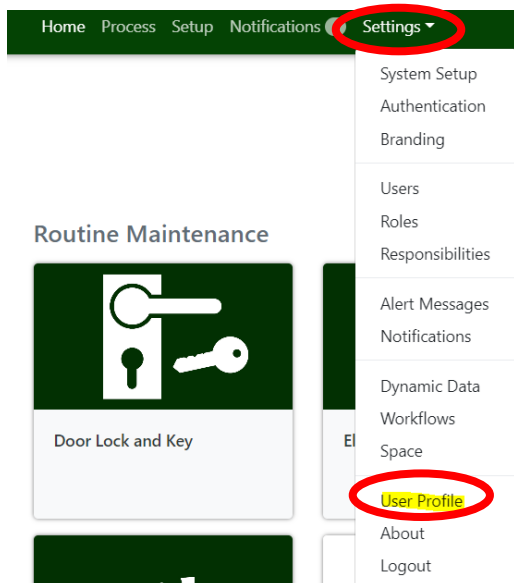
If you wish to receive notification for a specific request that you didn't submit, click "Start Watching". To stop watching, go into your "Your Watch List" and click "Stop Watching".



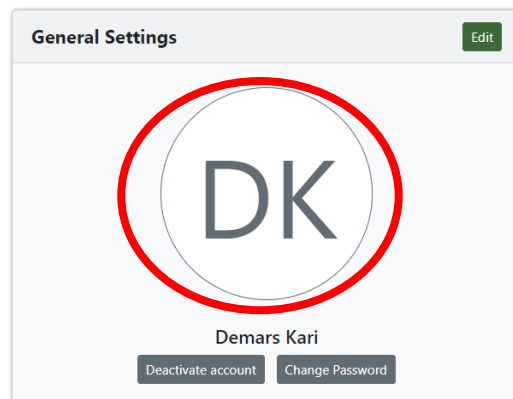
## User Profile

Under your user profile you can add your profile picture and turn notifications on or off.

1. Click "Settings" at the top of your page
2. Select "User Profile"
3. Click on the icon to add or delete your profile picture.



## User Profile



4. Select “Edit” and click the checkbox’s on the notifications you wish to enable or disable. Click “Done” when satisfied.

**Notifications** Edit

I would like to receive email notifications for the following events:

- Task Assignment
- Workflow Activity
- AiM Status Updates
- Comments

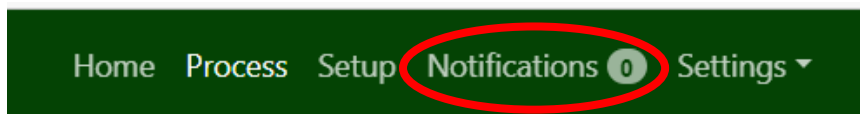
**Notifications** Cancel Done

I would like to receive email notifications for the following events:

- Task Assignment
- Workflow Activity
- AiM Status Updates
- Comments

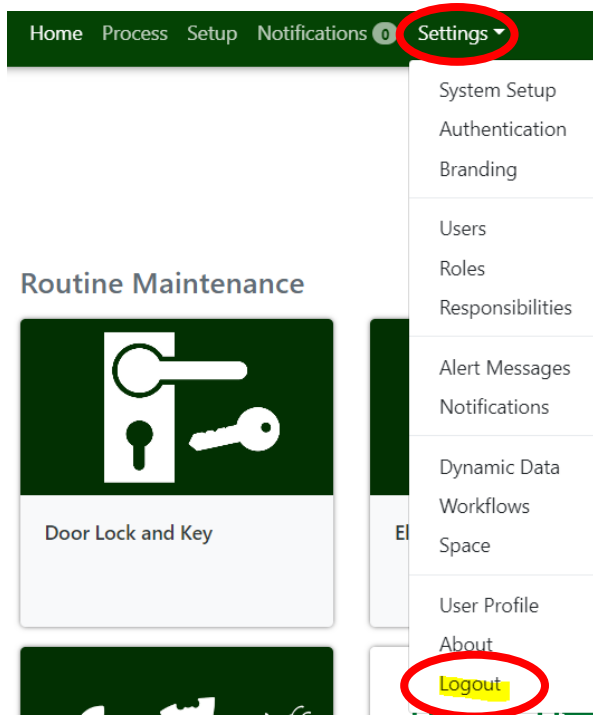
## Notifications

You will receive notifications on changes, new comments or are watching Engage Requests.



## Logout

You may logout by clicking “Settings” at the top of the page and selecting “Logout”.



## Search Field

For your convenience, the search field located on the top of the home page will assist you with selecting the most relevant tile.



## How to submit a work order request in Engage

- Anything with an asterisk is a mandatory field.
- If you are unsure of the question, use the blue “Help” button.
- If you need additional assistance, please contact [BGS.WIMS@vermont.gov](mailto:BGS.WIMS@vermont.gov)

### Work Order Tiles

Select the tile that best fits your request. If you are unsure of which tile to select, use the search field on the home page.

Home Process Setup Notifications Settings ▾

**VERMONT**  
WIMS Engage Request Portal

Routine Maintenance

Door Lock and Key

Electrical

General Grounds

Heating, Cooling & Ventilation (HVAC)

The first page will default your personal information for you. If your information is incorrect, please contact [BGS.WIMS@vermont.gov](mailto:BGS.WIMS@vermont.gov) for assistance.

If you wish to submit a work order for another individual, please use the alternate option. Please note that the person you are submitting the work order for will not receive notifications on the changes, only you will.

**VERMONT**  
Door Lock and Key

Door / Lock / Key Request

**\*Required Fields**

Contact Information

Is there an alternate contact for this request?

Yes

No



Continue to fill in the mandatory fields for the next 1-3 pages. If you need to go back on your form, use the “Previous” button on the bottom. If you have any documents or pictures to attach that are relevant to the request you can attach them here on the “Final Review” page.

### Final Review

Please add any helpful related documents/images as needed below.

If changes to the request are required, select the previous button to go back and modify answers.

Attach helpful pictures, documents or videos.

Drop Files To Attach Or:

Once you're satisfied with your selections, click the review button on the bottom of your page.

The final page gives you one last review before submitting. Once you're completely satisfied with your request, go ahead and select the “Submit”.