# 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
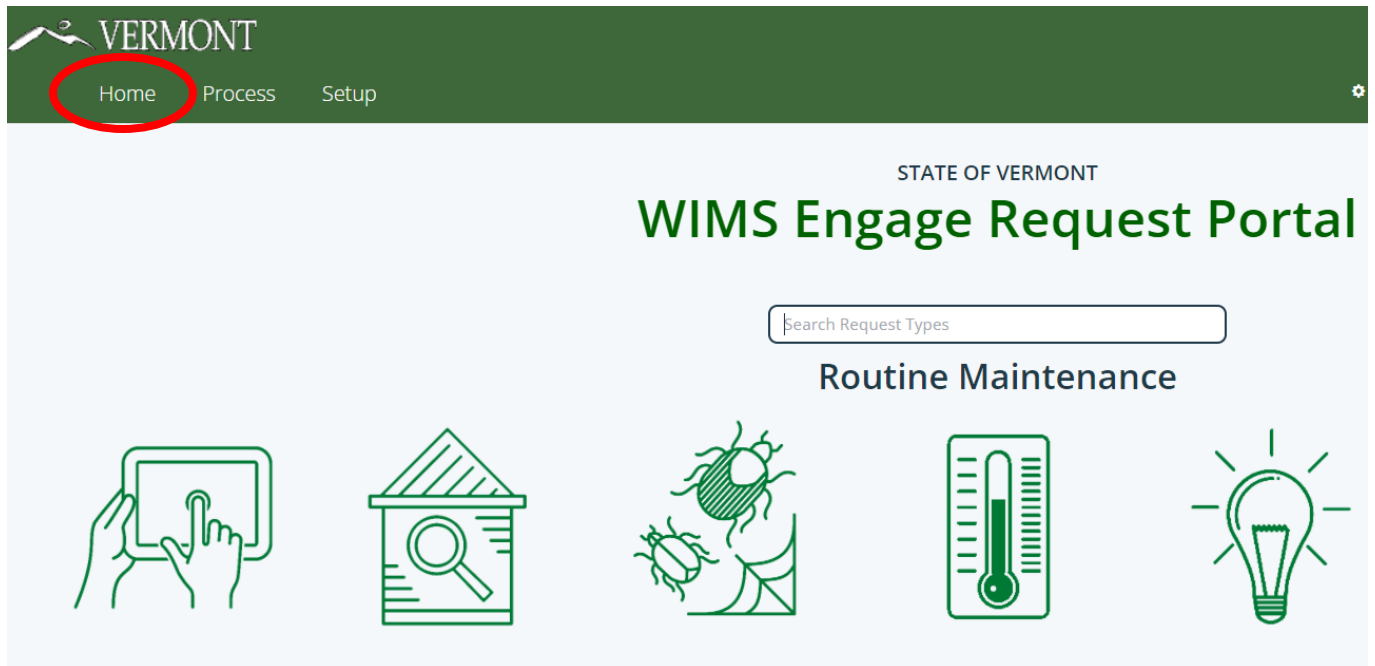
Engage Portal link:
https://sov.assetworks.cloud/engage

Engage Home Page
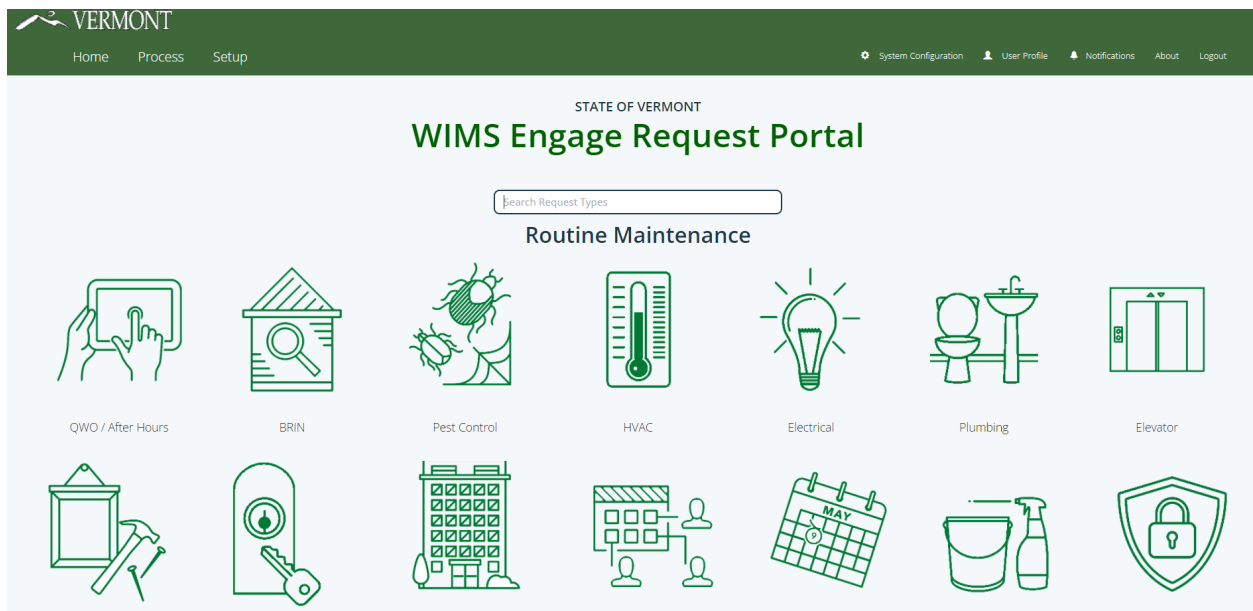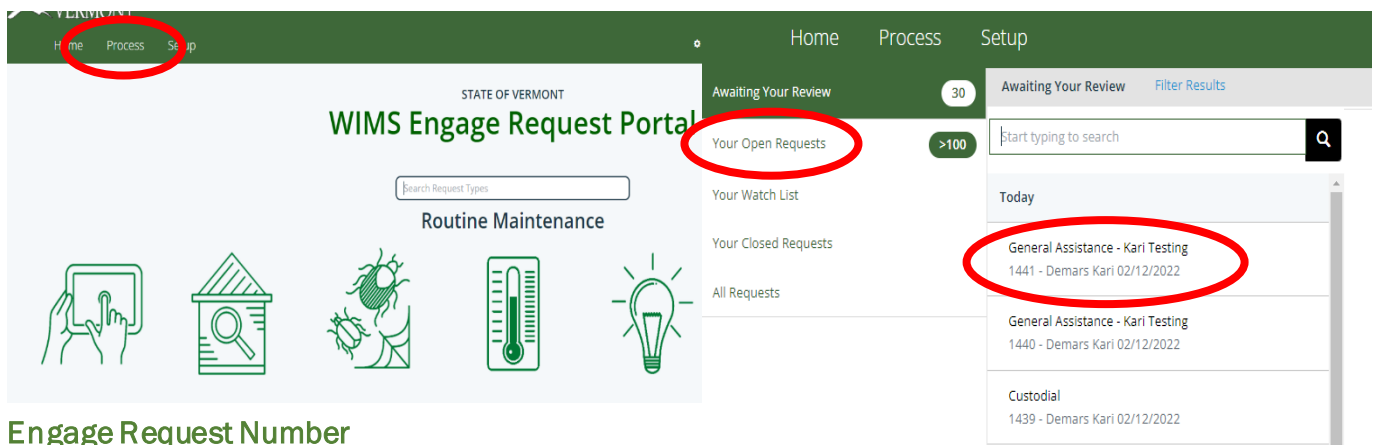

Toolbar Navigation

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.

Watching

If you wish to receive notification for a specific requst click "Watching". To stop watching just click it again and "Watch" should appear. You will find a watch list in the coumn on the left.
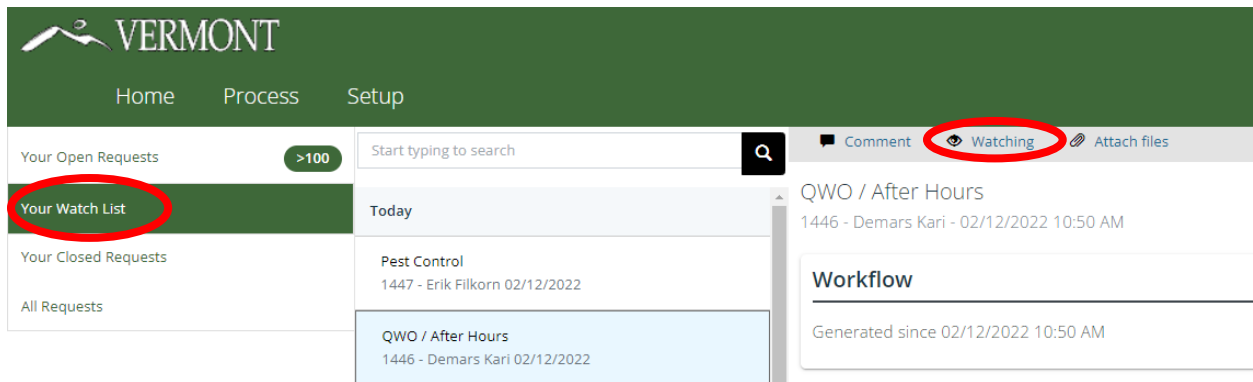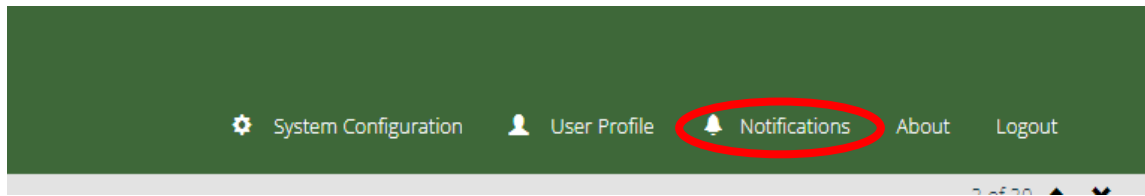

User Profile

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

1. Click on the icon to add or delete you pofile picture.
2. Click the check box to turn on or off your work order notifications.
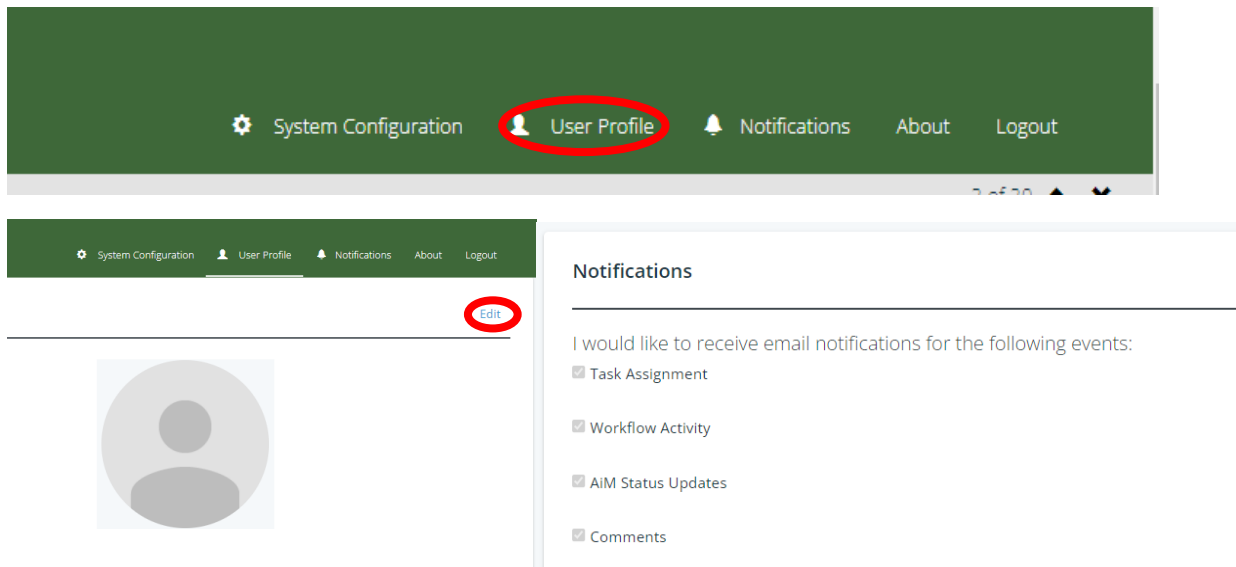
Notifications

You will receive notifications here if you have a new comment or are watching Engage Requests.
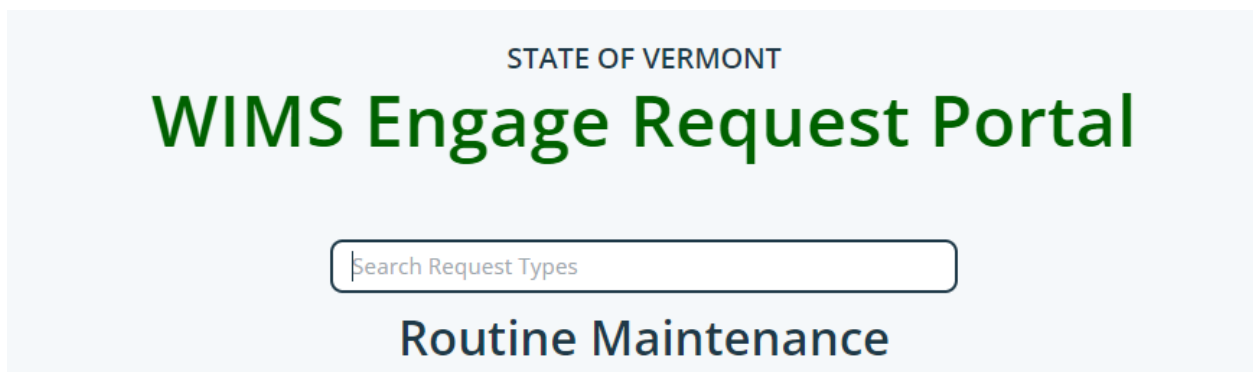
Logout

You may logout by clicking "Logout". Since Engage is designed with customers in mind, you will never have to provide a password to log back in, just provide your email and the Single Sign On do the rest.
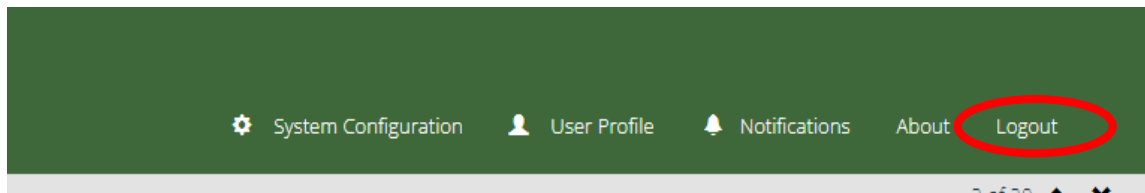

Search Field

For your convnience, the search field located on the home page will assist you with selecting the most relivent 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 question mark to the right of the question to assist you.
- If you need additional assistance, Select the **General Assistance(add the link)** Tile.

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.
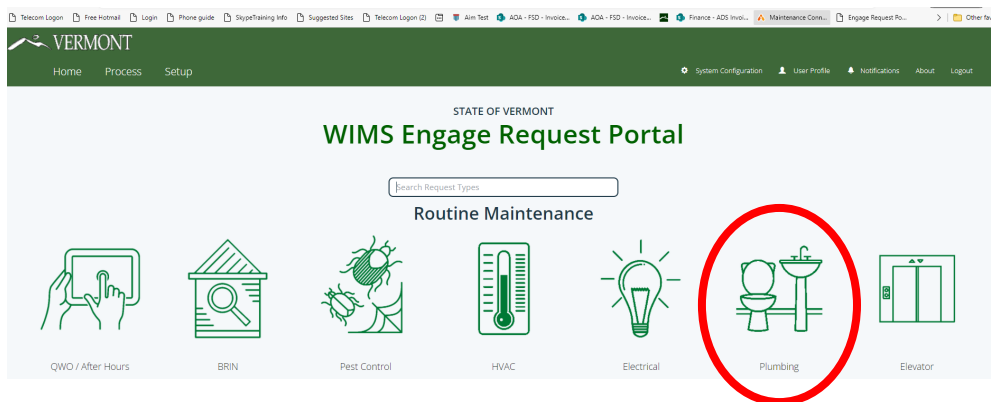
The first page will default your personal information in for you. If your information is incorrect, please Select the **General Assistance(add the link)** Tile for assistance.

If you wish to submit a work order for another individual, please use the alternate option.

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 have any documents or pictures to attached that are relivent to the requst you can attach them here.

Once you're satisfied with your selections, go ahead and select the review button on the bottom of your page.

The final page gives you one last review before submitting. Once you are completely satfied with your request go ahead and select the "Submit" button.

Request Details

Select the type of work order you are submitting. *   Toilet

Select the toilet issue you are reporting.   Clogged

Is this an abuse related issue?*   No

Enter the work description for this work. *   test

Is this affecting the entire building?   Yes

Select / Verify Building: *   06344 - COURTHOUSE & OFFICE - CALEDONIA COUNTY (1126 MAIN ST, SAINT JOHNSBURY VT)

Enter additional location details here.

Final Review

Attach helpful pictures, documents or videos.

☁ Drop files to attach, or Browse

UDF on Work order   Equipment plumbing issue:

Cancel   ‹ Previous   Submit