WIMS -Engage
VT-Partner's User Guide

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.
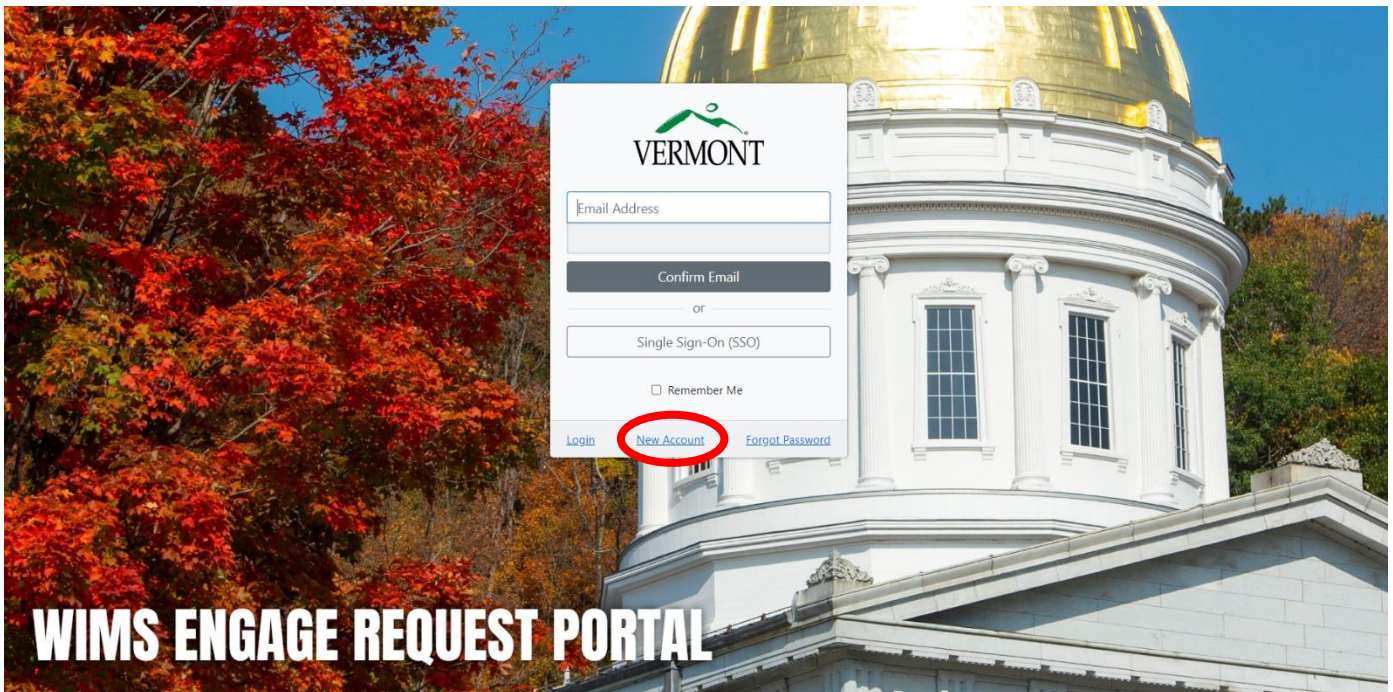
How to navigate in Engage

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

To set up your new user account follow these instructions:

1. Select "New Account".

2. Complete the form and click "Create User".   3. Next, go to your email and approve your request.
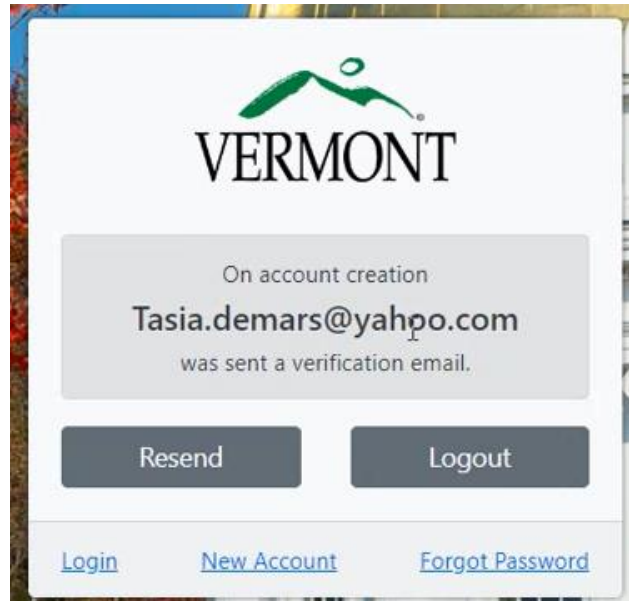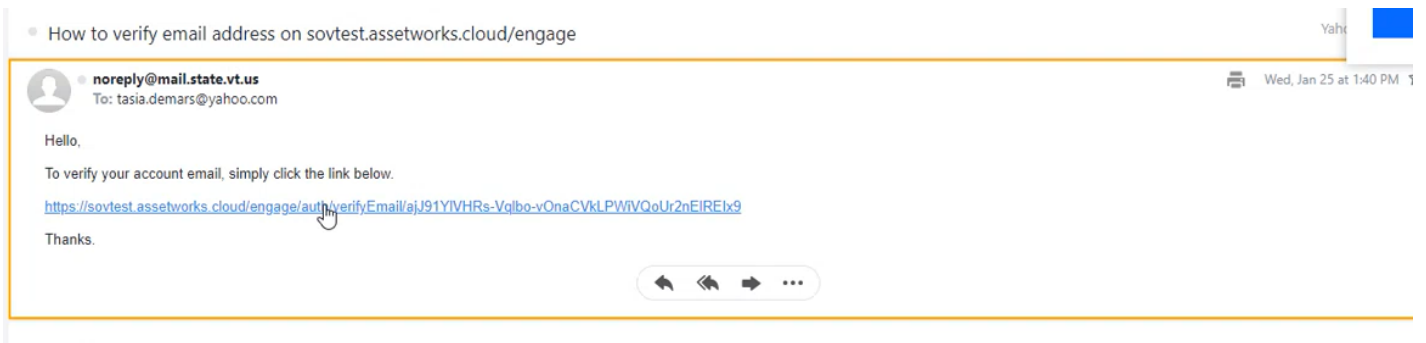

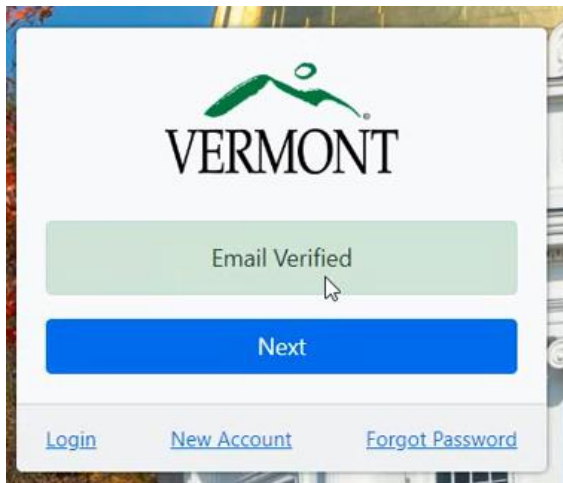3. Navigate to your email and open the one that was sent.

Note: If you don't see the verification email in your regular inbox, check your junk folder.
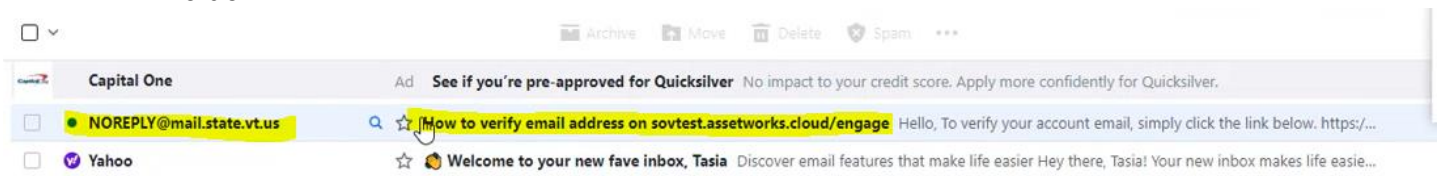
5. Click the link to verify your account.

6. Congratulation! You have been verified in the system.

Engage Home Page

Please note, you will need to submit a request using the "Profile Request – VT Partners" tile to complete your profile and gain access to the rest of the system.

If you only need to submit a request to use State Facilities, then disregard the profile setup and select the "State Facility Use" tile and begin your request.

Profile Request - VT Partners

Complete this form to finalize your profile and gain additional access to the system.

State Facility Use

Use this form to submit RUSF (Request Use of State Facility) requests for any state-owned facility or grounds.

Once your profile is complete, your home page will appear like the one shown below,

Each category has been defined by individual icon colors.
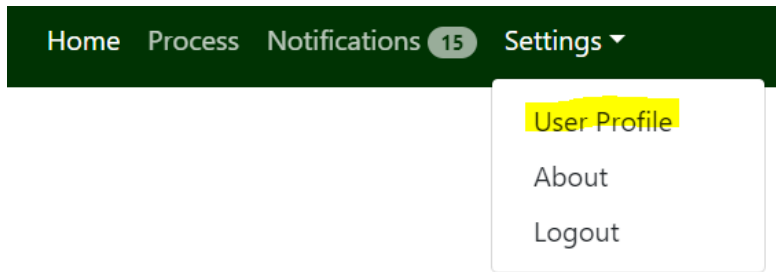

Toolbar Navigation

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

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.
   Click the check box to turn on or off your work order notifications.
2. It is highly recommended that you add your phone number to your profile since it's a required field in the system.

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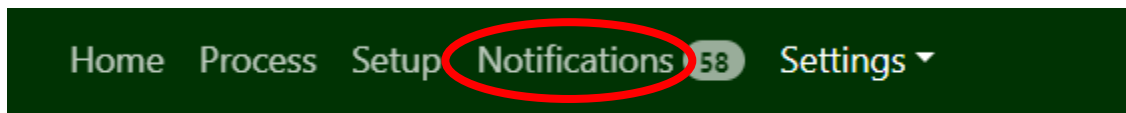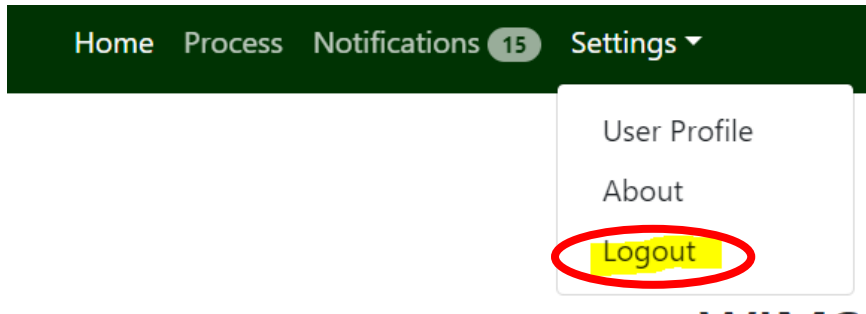
You will receive notifications here if you have a new comment or are watching Engage Requests.

Logout

You may logout by clicking "Logout".

Search Field

For your convnience, the search field located at the top of the home page will assist you when 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, click the "Help" button in blue.
- If you need additional assistance, Select the **Customer Service -VT Partner's** https://sov.assetworks.cloud/engage/request?sectionId=tLwQywzwwc7MmnZiR&templateId=454gm7Fp6Qcydiqzu Tile. The link may take a second to load.

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 **Customer Service – VT Partner** https://sov.assetworks.cloud/engage/request?sectionId=tLwQywzwwc7MmnZiR&templateId=454gm7Fp6Qcydiqzu tile for assistance.

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

Contact Information

Is there an alternate contact for this request?
○ Yes
◉ No

Contact Name: *

Demars Kari

Contact Phone: *   Help

(802) 535-4549

Contact Email: *

Kari.Demars@vermont.gov

Cancel   Next ›

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.

Attach helpful pictures, documents or videos.

Drop Files To Attach Or:
Browse

Please click the Review button to be sure we've captured all of the correct information.

Remember to click the Submit button at the bottom of the screen to submit your request!

Cancel   ‹ Previous   Review

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

Attach helpful pictures, documents or videos.

Drop Files To Attach Or:

Browse

Please click the Review button to be sure we've captured all of the correct information.

Remember to click the Submit button at the bottom of the screen to submit your request!

Cancel   < Previous   Review

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.

Final Review

Attach helpful pictures, documents or videos.

Drop Files To Attach Or:

Browse

Cancel   < Previous   Submit

Process

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

1. Select "Process" on the toolbar.
2. Click "Your Open Requests"
3. Find your open requests 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.

Comments

1. Additional information can be shared by adding a comment to any request.
2. You may also notify others by adding them in the comment by using their email. Example: @Jane.Doe

STATE FACILITY USE REQUEST - 06018 - STA...
01/05/2023
02:12 PM

21161 Demars Kari

Workflow

Work Order Created since 01/05/2023 02:12 PM

Details   Attachments **0**   Approvals   Comments **0**   AiM

Click to enter comment

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.

Home   Process   Setup   Notifications **58**   Settings ▾

Awaiting Your Review **3**

Filter All Requests   Clear   **Start Watching**

21141 Demars Kari   01/03/2023

Move Request

Your Open Requests **51**

Customer Service
21140 Demars Kari   01/03/2023

21134 Thomas DeForge

Workflow

Your Watch List

Customer Service
21139 Demars Kari   01/03/2023

Generated since 12/30/2022

Your Closed Requests

Customer Service
21138 Demars Kari   01/03/2023

All Requests

Details   Attachments **1**   An