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 request click “Watching”. To stop watching just click it again and “Watch” should appear. You will find a watch list in the column 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 your profile 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 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 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 any documents or pictures to attach that are relevant to the request 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 satisfied 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 (1120 MAIN ST. SAINT JOHNSBURY VT)
Enter additional location details here.

Final Review

Attach helpful pictures, documents or videos.

UDF on Work order: Equipment plumbing issue:

[Submit]