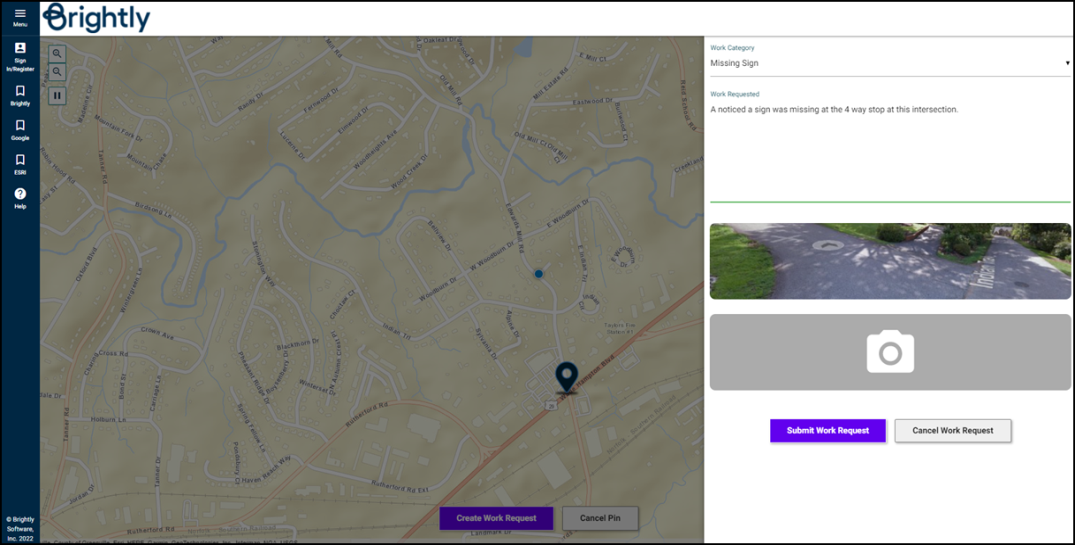
**Submitting and viewing work requests**

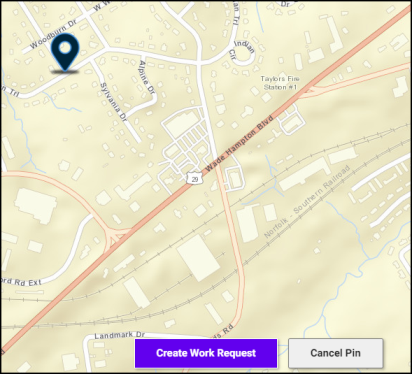
You are able to create work requests directly from the map by selecting a location or by entering an address or landmark in the upper right hand corner.



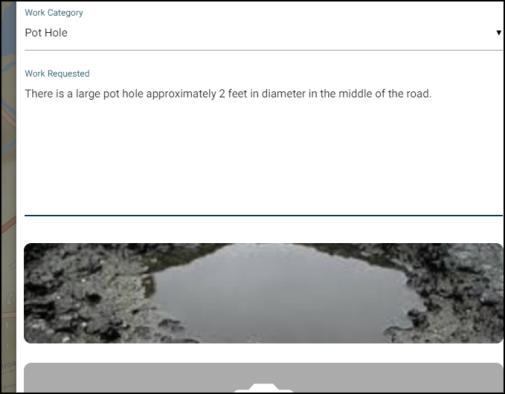
**Submitting a new request**

From the map, click on the location for which you would like to submit the request. Once you have selected your location, you will see a GPS pin at that spot.

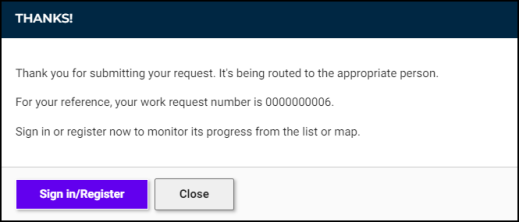
* Click **Create Work Request** at the bottom of the map.



* In the side panel, select the **Work Category** that best describes what type of work needs to be done.
* Depending on which Work Category was selected, you may be asked to select the appropriate **Site** related to your request.
* Enter a description with details regarding the request in the **Work Requested** field.
* If you have photos you would like to attach, click on the camera image. You will have the option of choosing a photo from your computer or photo gallery if you are using a mobile device. *\*Note: There is no limit to how many photos can be attached to the request however, the maximum file size is 10MB.*
* Once all of your details have been entered, click on **Submit Work Request**.



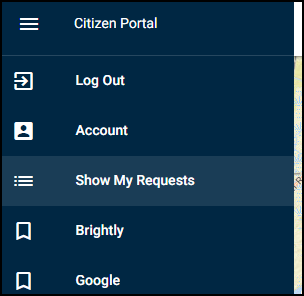
* If you are not currently logged in, a pop-up message will prompt you to click the **Sign In/Register** button to either [log into](https://help.dudesolutions.com/Content/Documentation/Maintenance/Asset%20Essentials%20Gov/User%20Roles/Citizen/Registering-and-Logging-In.htm#LoggingIn) your account or [create a new one](https://help.dudesolutions.com/Content/Documentation/Maintenance/Asset%20Essentials%20Gov/User%20Roles/Citizen/Registering-and-Logging-In.htm#NewAccount). *\*Note: If you would like to track the status of your request you must have a Citizen Portal account.*



**Viewing work requests**

You must have created an account to view existing work requests.

* Be sure you are [logged into](https://help.dudesolutions.com/Content/Documentation/Maintenance/Asset%20Essentials%20Gov/User%20Roles/Citizen/Registering-and-Logging-In.htm#LoggingIn) your **Asset Essentials Citizen Portal** account, and select **Show My Requests** from the menu.



* A side panel will open displaying the requests you have submitted. Click on a request to view additional information. *\*Note: Once a request has been submitted, you are not able to make any changes to it. You are only allowed to add additional photos.*

