



How to Submit a Request in HeroHQ

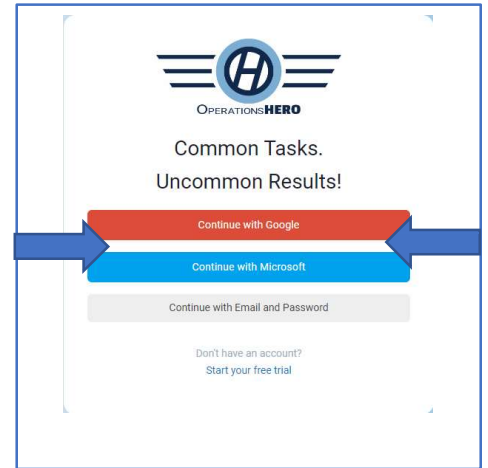
You may submit a Work or IT Request from a Phone, Tablet, Mac, Computer or Chromebook!

Visit the following site from your web browser and mark it as a bookmark:

<https://auth.operationshero.com/login>

Use the Red button for Google/Gmail or Microsoft/Outlook

Make sure you use your **Organization's** email account (name@organization.org)



1. Once logged in, click the **'New Request'** button



2. Choose the **Workflow**. If it is not available, move to the next step to select the Category.

Workflow

WO Maintenance

3. For the **Category**, type out the word closest to your issue or select one in the dropdown.

Category

EL:IN Lighting (Indoor)

4. Pick your **Location** where the work needs to be done and it will save it for the next time you submit a Request

Location

Edgewood Elementary School

Castlewood Middle School



5. Enter the **Summary (description)** of your problem along with the **Directions/Room** to indicate where the technician needs to go.

Description/Summary

B *I* U {} ☰ ☷ 🔗 😊

Light is out at the front of the room

Directions/Room Number

Front of Room 203

6. If needed, upload/take a picture with your mobile device or **Upload Files** from your computer.

Upload Attachments

+ or 📷

Upload Files

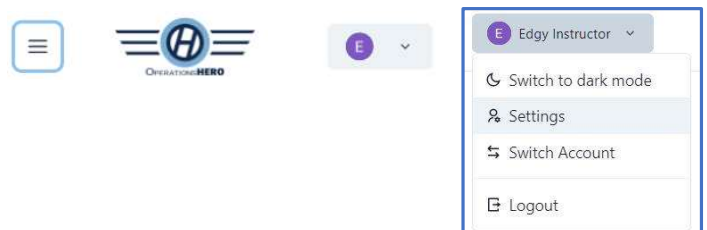
You can add images, pdfs, or docx

Cancel Save Request

7. Finally, Click **'Save Request'**.

*****Important*****

If you would like to change the emails you receive, click on your name, select Settings, Turn on 'Email me when a status has changed for my requests'



Notification Settings

HeroHQ Settings

- Email me when a request has been assigned
- Email me when I am mentioned in a request
- Email me when a request needs my approval
- Email me when as issue is ready for me to review

Email me when my requests change to one of these statuses:

APPROVED +6

Search and select: Clear all

- APPROVED
- QUEUED
- STARTED
- REVIEW
- HOLD
- CLOSED
- CANCELED