

Submitting a Service Request on the Web Browser

A quick step-by-step guide for requestors using the web browser

Please Note: Please submit all IT related requests through HelpDesk.

Log In

1. **Open your browser** and go to <https://us.assetplanner.com>.
2. **Enter your email address** and press the green arrow. Single Sign-On logs you in automatically.

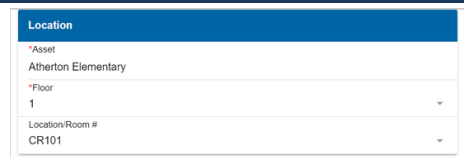
Create Your Request

3. **Select New Request** from the navigation menu on the left side of the screen.
4. **Confirm your contact details.** Your name and phone pre-populate. Complete any mandatory fields marked with an asterisk (*), and add a CC Email to copy others on updates.
5. **Choose the Asset & Location.** Select the Asset (e.g., your building) and, if shown, the Floor and Location/Room. Be as specific as possible.
6. **Select the Type of Request,** set a Priority if prompted, and describe the issue clearly in the Details/Comments box.
7. **Add an attachment or picture** (optional) from your device to help the support team understand the issue.
8. **Click Submit.** Your request is sent to the support team. You can't edit after submitting, but you can add notes.

See It In Action



Confirm your contact details



Choose the asset & location



Select request type & details



Attach a picture, then Submit

Helpful Tips

- Track your requests anytime using My Requests on the dashboard or navigation bar.
- You'll receive email updates as the status of your request changes.
- To add information after submitting, open the request and use Add Note.