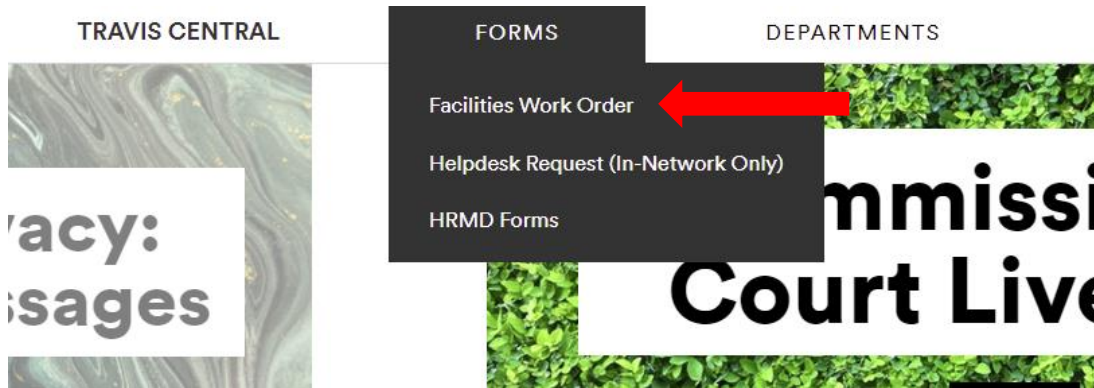


## Facilities Management Department Work Order System Asset Essentials by Brightly (formerly Dude Solutions)

**Internet Explorer is no longer supported by Asset Essentials. You must use another browser such as Firefox, Chrome, or Edge.**

1. In Travis Central, hover over **Forms** at the top of the page and click on **Facilities Work Order** or go to <https://traviscentral.traviscountytexas.gov/forms/facilities-work-order>



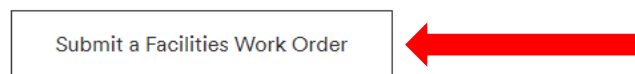
2. Click on **Submit a Facilities Work Order**

1. Open Chrome or Firefox. (You cannot use Internet Explorer.)
2. Use your Travis County email address for your username on the Dude Solut
3. Use your Travis County SAP login on the Secure Logon for Travis County sc

Read the [instructions](#) before submitting a work order.

Watch the [video tutorial](#) on how to login and submit a work order.

See the [list of official building names](#).



To report EMERGENCIES, or cancel or update a work order, please call the

3. On the Brightly (formerly Dude Solutions) login screen, use your Travis County email address for your username - e.g., [jane.doe@traviscountytexas.gov](mailto:jane.doe@traviscountytexas.gov)



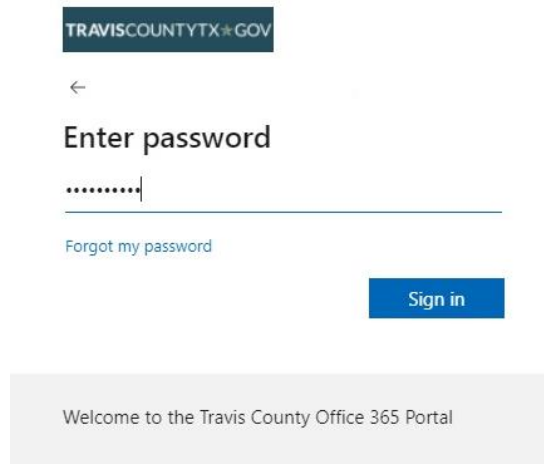
Log in to your account.

Username  
①



## Facilities Management Department Work Order System Asset Essentials by Brightly (formerly Dude Solutions)

4. Enter your Travis County password as you would when logging in to your work computer.



TRAVISCOUNTYTX.GOV

←

### Enter password

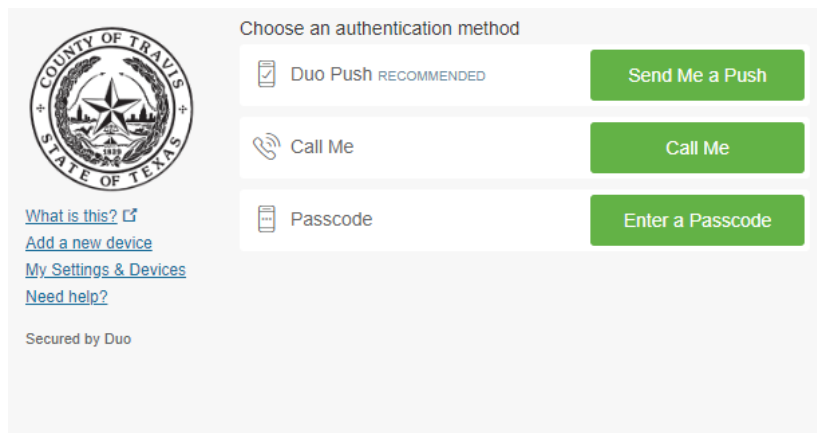
.....|

[Forgot my password](#)

**Sign in**

Welcome to the Travis County Office 365 Portal

5. Proceed through the Duo Mobile two-factor-authentication.



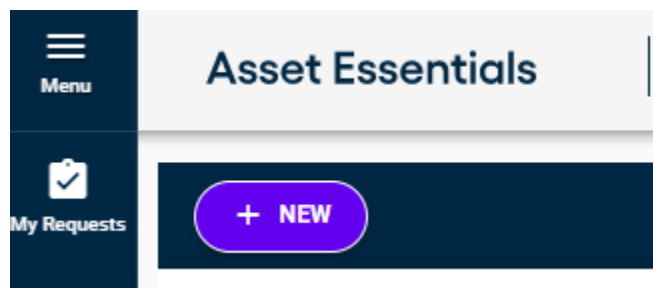
Choose an authentication method

- Duo Push RECOMMENDED **Send Me a Push**
- Call Me **Call Me**
- Passcode **Enter a Passcode**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Secured by Duo

6. Your first page should be the New Request form. If it is not, you may click on the New button at the top left of the page to take you to the New Request form.



Menu

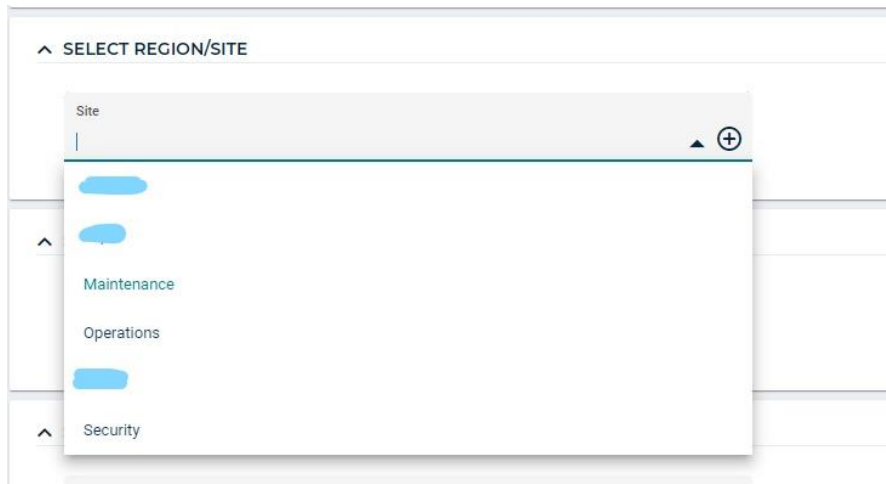
# Asset Essentials

My Requests

**+ NEW**

## Facilities Management Department Work Order System Asset Essentials by Brightly (formerly Dude Solutions)

7. You will first need to select a Site for your work order request. This routes the work orders to the correct Division. Please choose the correct site based on what work you are needing:
  - a. Maintenance – For building maintenance issues such as leaks, lighting, elevators, HVAC, plumbing, etc.
    - i. **\*Note – Locksmith requests have been moved to the Security Site**
  - b. Operations – For requests for groundskeeping items, moves, or custodial requests.
  - c. Security – For locksmith requests, access badges, security cameras, panic buttons, or other security systems.



SELECT REGION/SITE

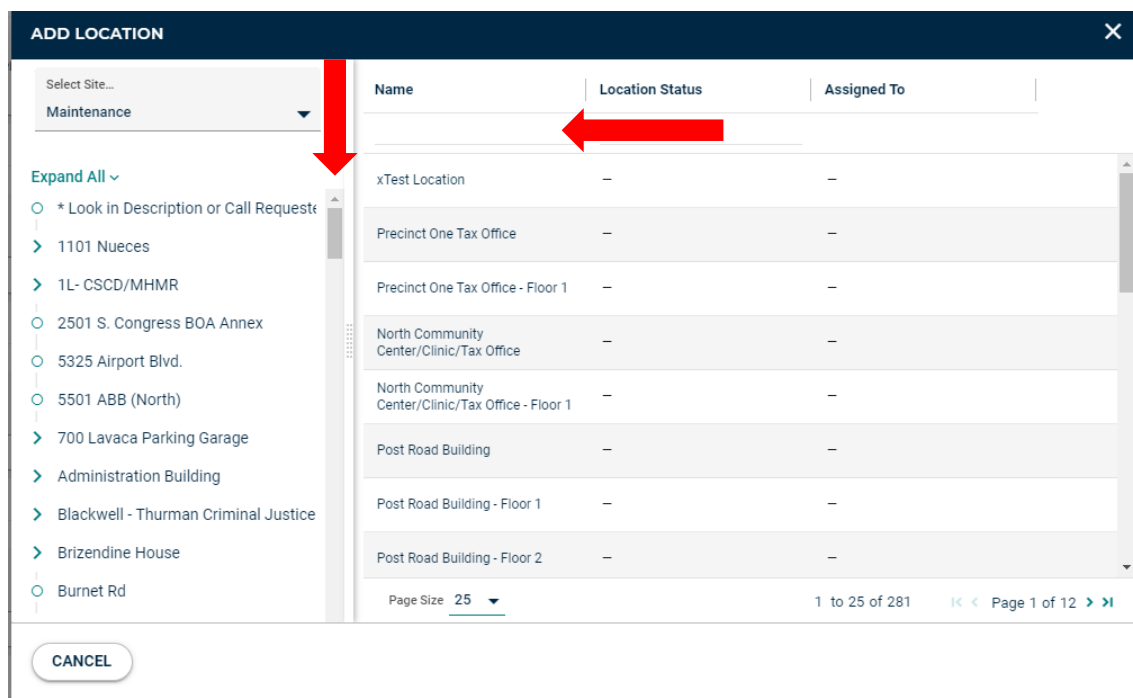
Site

Maintenance

Operations

Security

8. Next, choose your location. This will be which building the work order requested is for. You can either use the scroll bar on the left or begin typing your location name in the box below the Name section. If you cannot find your location name, please refer to the List of Official Building Names link located on the Travis Central page from Step 2.



ADD LOCATION

Select Site...  
Maintenance

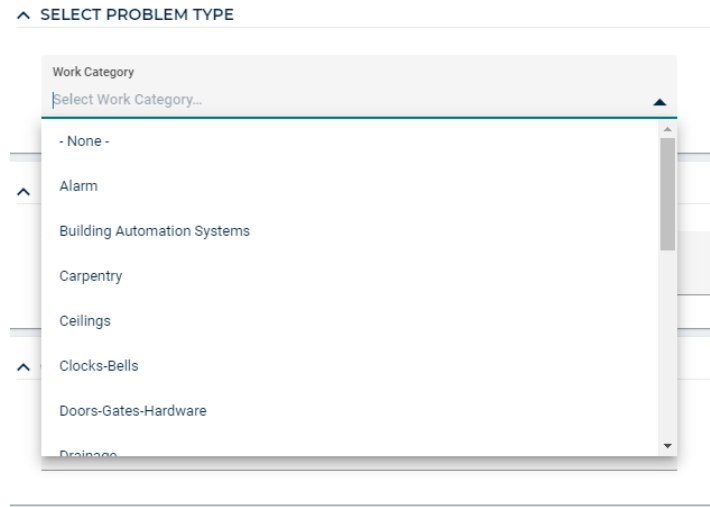
Name	Location Status	Assigned To
xTest Location	-	-
Precinct One Tax Office	-	-
Precinct One Tax Office - Floor 1	-	-
North Community Center/Clinic/Tax Office	-	-
North Community Center/Clinic/Tax Office - Floor 1	-	-
Post Road Building	-	-
Post Road Building - Floor 1	-	-
Post Road Building - Floor 2	-	-

Page Size 25 1 to 25 of 281 Page 1 of 12

CANCEL

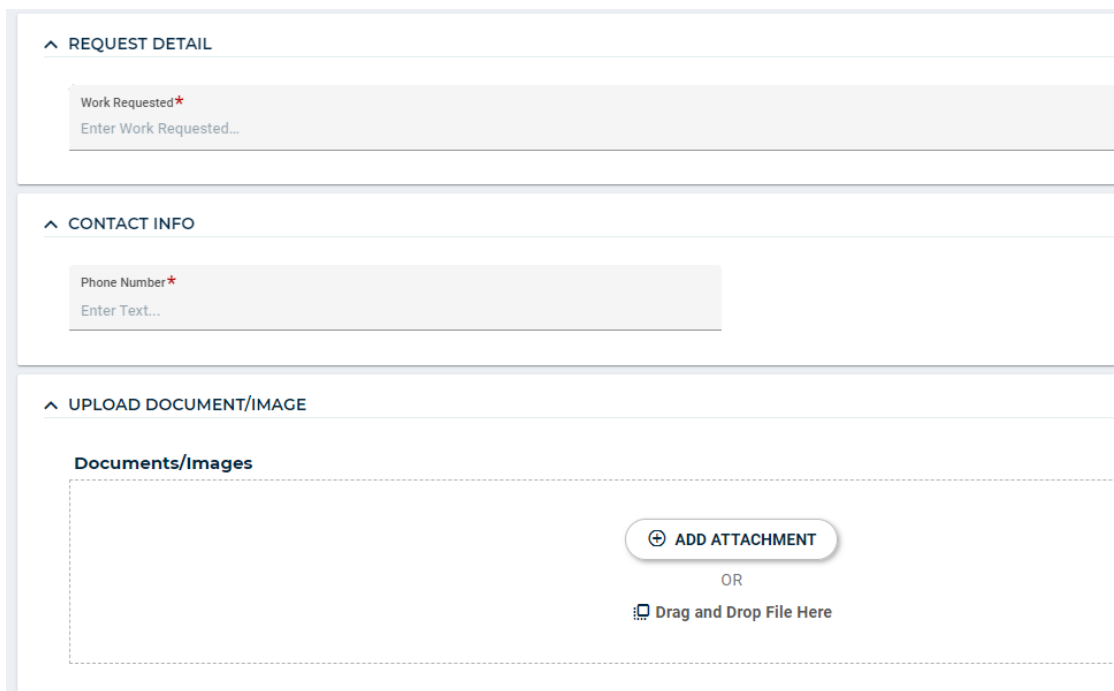
## Facilities Management Department Work Order System Asset Essentials by Brightly (formerly Dude Solutions)

9. Select your Problem Type. This is what kind of work you are requesting. These categories change depending on what Site has been selected. Please look over the entire list to find what fits your request. If you are unsure what category to select, then please choose Other.



The screenshot shows a dropdown menu titled "SELECT PROBLEM TYPE". The menu is open, displaying a list of work categories. The categories listed are: - None -, Alarm, Building Automation Systems, Carpentry, Ceilings, Clocks-Bells, Doors-Gates-Hardware, and Drainage. The dropdown is positioned over a form field with the placeholder text "Select Work Category...".

10. In the Work Requested section, describe the work you are requesting. Please be as detailed as possible and include room/suite numbers when applicable.
11. Under Contact Info, please enter your phone number where the building mechanic can reach you if they need additional information.
12. Optional – you may attach documents or images to your work orders. You can either click on Add Attachment and select your file from the pop-up window or drag your file from the File Browser window into the Documents section.
13. Click Submit at the top left corner, and your work order request has been completed.

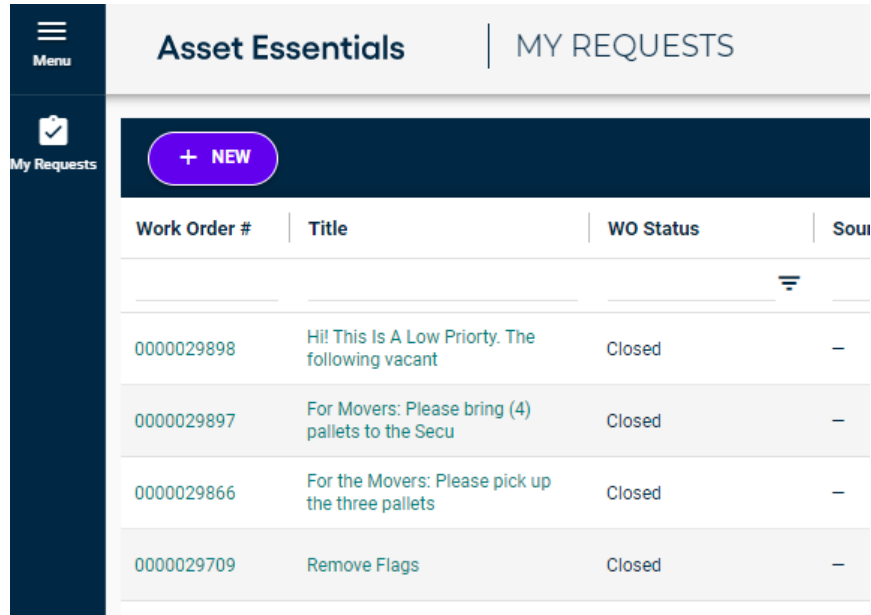


The screenshot shows a form with three sections: "REQUEST DETAIL", "CONTACT INFO", and "UPLOAD DOCUMENT/IMAGE".

- REQUEST DETAIL:** Contains a text input field labeled "Work Requested\*" with the placeholder text "Enter Work Requested...".
- CONTACT INFO:** Contains a text input field labeled "Phone Number\*" with the placeholder text "Enter Text...".
- UPLOAD DOCUMENT/IMAGE:** Contains a dashed box labeled "Documents/Images". Below the box are two options: "ADD ATTACHMENT" (with a plus icon) and "OR Drag and Drop File Here" (with a file icon).

## Facilities Management Department Work Order System Asset Essentials by Brightly (formerly Dude Solutions)

Upon submitting your work order request, you will be redirected to the My Requests screen. This page will list all your previous work orders, along with their status. You can click on an individual work order to see any updates or comments that the Technicians have made to your request.



Work Order #	Title	WO Status	Sou
0000029898	Hi! This Is A Low Priority. The following vacant	Closed	-
0000029897	For Movers: Please bring (4) pallets to the Secu	Closed	-
0000029866	For the Movers: Please pick up the three pallets	Closed	-
0000029709	Remove Flags	Closed	-

You will receive email updates from Asset Essentials Administrator as your work order is updated, along with a final email once the work order has been closed.

If you are having any problems with the system, you can connect with the Brightly (formerly Dude Solutions) help team using the Help button at the top right corner of the screen. They provide options for chat, email, or phone call.

You can reach the Facilities Management Work Order Coordinator at 512-854-9500, or email at [FMDWO@traviscountytexas.gov](mailto:FMDWO@traviscountytexas.gov)

For after-hours emergency work orders, please call (512) 854-5555.