

## How to Submit a Request in HeroHQ - Salem State University

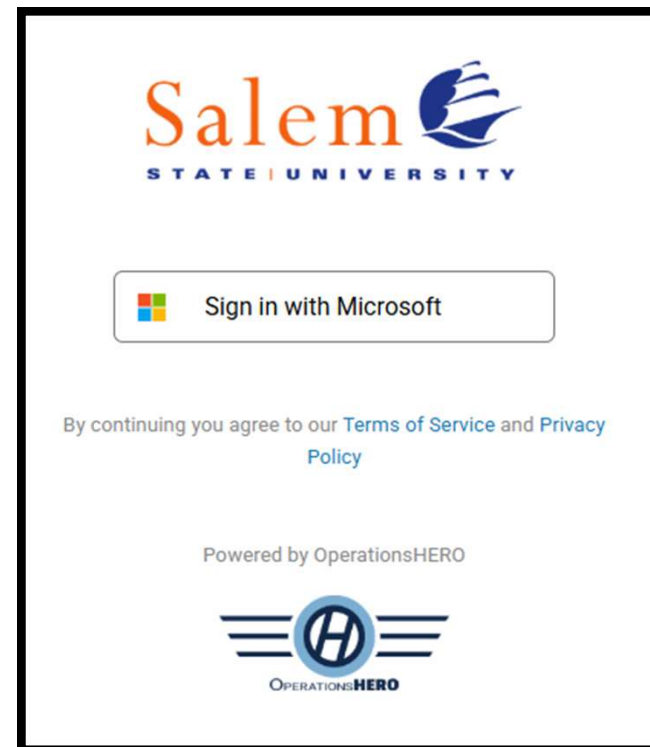
You may submit a Work Request from any device such as a Phone, Tablet, or Computer. All you need is access to the internet.

This is your campus personalized link. Visit the following site from your web browser and mark it as a bookmark for future use:

<https://auth.operationshero.com/login?accountId=256d1c3a-75af-404d-b2e2-35ac52a7cc06>

Make sure you use your **Salem State University** email account

Click the “**Sign In with Microsoft**” button to get started.



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



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

A screenshot of the request form. The 'Requester' dropdown is set to 'Campus Requester'. The 'Category' dropdown is open, showing 'EL Electrical' selected. The 'Location' dropdown is also open, showing 'EL Electrical' selected.

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

A screenshot of the 'Location' dropdown menu. The search bar contains 'Search Locations...'. The dropdown list shows several options: 'Public Safety Building', 'Rose Insurance Agenc', 'Salem State University', 'Salem State University', and 'Sophia Gordon Center for Creative and Performing Arts'.

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5. Enter the **Description/Summary** of your problem along with the **Directions/Room Number & Phone Number** to indicate where the technician needs to go.
6. If needed, upload/take a picture with your mobile device or **Upload Files** from your computer.
7. Finally, Click '**Save Request**'.



Description/Summary

**B** *I* U {} ☰ ☷ 🔗 😊

A/C unit is making a loud banging noise and it is pushing out warm instead of cool air 🔥 🔥 🤖

Directions/Room Number

Whole Building

Phone Number

x373

📎 Upload Attachments

Upload Images



Cancel

Save Request

# How to Submit a Request in HeroHQ - Salem State University

## Access to Your Settings

If you would like to change the emails you receive follow these steps:

1. Click on your name
2. Select User Profile
3. Toggle On/Off Notification Settings
4. Turn on 'Email me when my requests change to one of these statuses'

You can also turn on "Dark Mode" and Have the system remember your last Location as well.

