



# How to Submit a Request in HeroHQ – Hampden - Wilbraham Regional School District

You may submit a Work 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?accountId=adfb1534-ad4e-40b3-b915-ae9afa68581&provider=google>

Make sure you use your Hampden – Wilbraham RSD email account  
ex: dsmith@hwrtd.org



Common Tasks.  
Uncommon Results!



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Requests

New Request



Edgy Instructor

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

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

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

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

Workflow

WO Maintenance

Category

EL:IN Lighting (Indoor)

Location

Search Locations...

Minechaug Regional High School

Wood Shop-D156  
Minechaug Regional High School

Workroom-A226  
Minechaug Regional High School

Workroom-B132  
Minechaug Regional High School

Soule Road Elementary School

Art Room  
Soule Road Elementary 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

Upload Attachments

Upload Files

You can add images, pdfs, or docs.

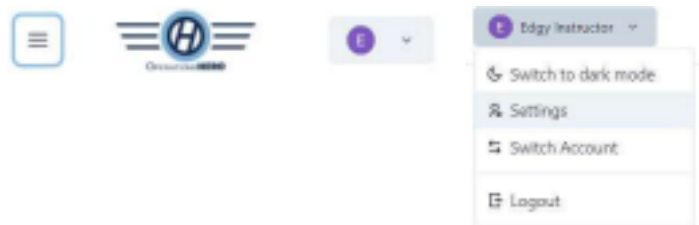
Cancel Save Request

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

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 an 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

