

## Operations Hero: Instructions to Submit **Maintenance** Requests

1. Go to **Operations Hero** <https://hq.operationshero.com/>
2. Click on the “**Sign in with Google**” option



Routine Tasks.  
Remarkable Results!



3. Sign in with your **Plainville** email address. **Note: You may be prompted to enter a 2Factor Authentication (2FA)/Multi Factor Authentication (MFA) (i.e. password and/or code) to keep your account secured.**
4. Click **Create**. On the drop down menu, select **New Request**



5. On the **New Request** screen, under workflow, select **WO: Maintenance for Staff**

### **New Request**

Workflow






**WO: Maintenance for Staff**

6. Fill out the required fields (**Category, Location, Description, and Room Number**) on the form

Location

 **AW Jackson School**

Description/Summary

**B** *I* U     


There is water leaking through the ceiling tile. Thank you.

Room Number

C5

7. You may attach images (JPG), PDFs, and Word documents (DOCX) to this form when submitting your tech request. Note: This is optional.

 Upload Attachments

 Drag and drop here or [Select Files](#)  
You can add images, pdfs, or docx

Cancel

Save Request

8. Once you have completed the form, click the **Save Request** button
9. Once submitted, you will receive an email from [no-reply@operationshero.com](mailto:no-reply@operationshero.com) confirming that your request has been received, followed by another notification when the request has been completed.
10. You may view the status of your submitted requests by clicking on the **Requests** tab at the top menu.