

## Collington WORX HUB - How to use it

### How to get there

Type: [collington.theworxhub.com](http://collington.theworxhub.com)

Search: worx hub collington or work hub collington

Do not type 'work orders' because it will often lead you to Collington's RA website. Do not type www. because it could lead you to non-secure sites.

### Logging in

**Username** is created by Lula Jones in WorxHub and you can call her on x2151 to get your Username. It is usually your first initial and last name - all lowercase.

**Password:** collington - all lowercase

After you log in, you will find **Go to Profile** in the drop down menu by clicking on your Username in the upper right hand corner. This will allow you to verify your email address, change the Password and update other information as needed. If you make changes please click **save**. When done, in the upper left corner select **Dashboard**/the house icon to get back to the work order screen.

### Maintenance Request

Select '**Subscribe to email updates**' to receive an email anytime your request is modified.

'**Permission to Enter?**' allows technicians to enter your home when you are not there to address your request

### Description of Issue

Just type a few short words to identify the problem.

If this is a campus related issue, and not with your home, start the description with an identifying word or two: Walkway light, dumpster, grounds, etc.

### Details

This is where you add more details to explain the problem, need or issue. The more detail about the issue the better to help the technician come prepared to resolve the work order.

### Attach a File?

When you select 'Choose a File' then 'From Computer' you have the options of selecting a photo from your Library or taking one right then to attach.

### I'm Done

Your last click to send your request to the Worx Hub system for a permanent record you can see in WorxHub anytime.

*If you scroll down below **I'm Done** you can see more details on any past submitted work order - dates of status changes, technician assigned, comments, etc.*