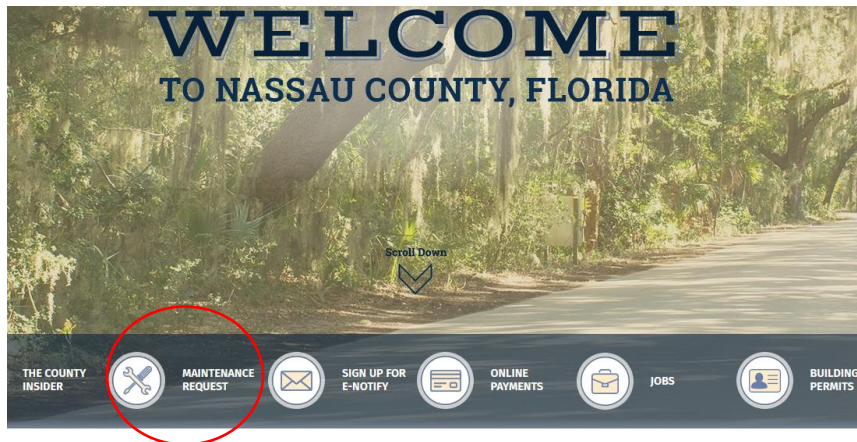


Creating a User Account to Asset Essentials and Tracking Maintenance Requests

- 1) Visit www.nassaucountyfl.com and click on “Maintenance Request”.



WELCOME

Welcome to beautiful Nassau County, located in the northeast corner of Florida along the Atlantic Ocean and Interstate 95. We are proud to serve the eastern gateway to the sunshine state. From our historic island, sandy beaches, and championship golf course to our scenic rivers, green pastures, and majestic timberlands, we truly offer something for everyone.

- 2) Select the type of maintenance request needed (Parks and County Buildings OR Road Department) . In this scenario, we are going to submit a maintenance request for a pothole.

Home › Departments › Facilities Maintenance › Maintenance Request

Maintenance Request

Overview

The Nassau County Board of County Commissioners appreciates all of your comments and recommendations on how to better serve you.

PARKS AND COUNTY BUILDING Maintenance Work Request -Nassau County, Florida

To submit a work request/comment sheet to the Maintenance Department please fill out our [Maintenance Work Request Form](#).

This is for work requests or comments pertaining to county facilities or parks and recreational facilities.

ROAD DEPARTMENT Maintenance Work Request

To submit a work request for the Road and Bridge Department please fill out our [Road and Bridge Work Request Form](#).

This is for work requests that pertain to road issues, drainage problems, or bridge issues.

- 3) Click “Sign up as New User” if it’s your first time utilizing the system, you will need to create user name and password.



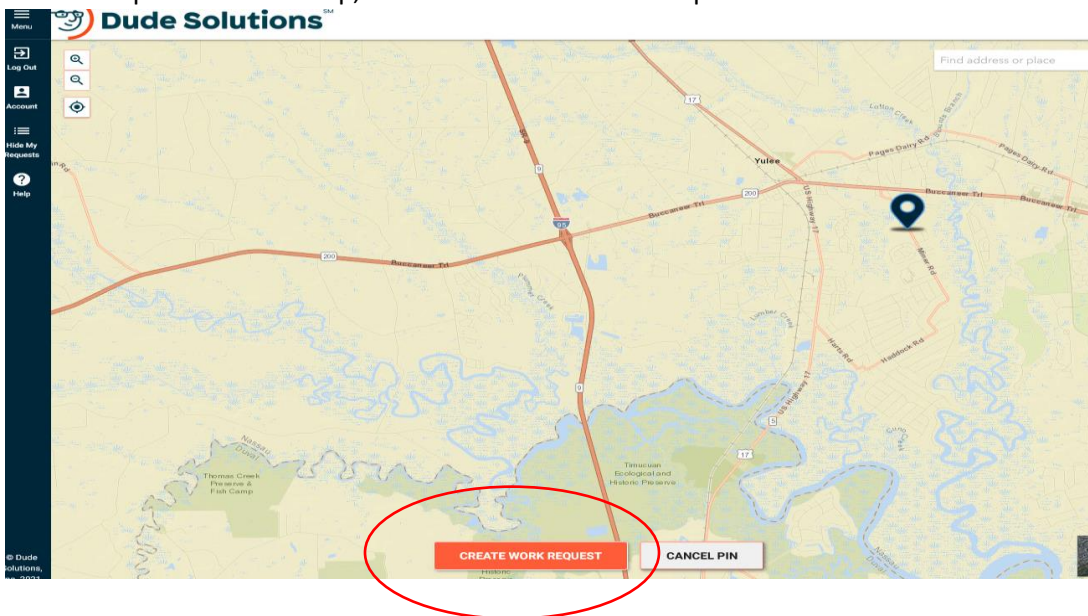
Log in to your account.

 Username

CONTINUE

[Sign up as new user](#)

- 4) You will receive an email containing a link to verify your account. Once your account has been verified, you will be taken to your “homepage” where a map appears. From the map, locate the road you would like to submit a work order for. In this example, we are submitting a request for a pothole on Miner Rd. Once the location is picked on the map, click “create work order request” at the bottom of the screen.



- 5) The next screen allows you to select an option from the drop down menu (we've selected the category "paved road maintenance") and then enter a description of the issue under the "Work Requested box". You can also upload a photo of the issue if you would like. Once finished, click "Submit Work Request".

IT'S IMPORTANT THAT YOU PROVIDE YOUR NAME AND A PHONE NUMBER IN THE "WORK REQUESTED" CATEGORY SO THAT STAFF CAN CONTACT YOU IF NEEDED



Work Category

Paved Road Maint.



Work Requested

There is a large pothole in the northbound lane of Miner Rd. near the high school

Name: Sabrina Robertson Phone

Phone Number: (904) 530-6010



You can even submit a photo of the issue if desired



SUBMIT WORK REQUEST

CANCEL WORK REQUEST

- 6) Once submitted, you will get a message letting you know that the request has been submitted and containing a Request #.

THANKS!

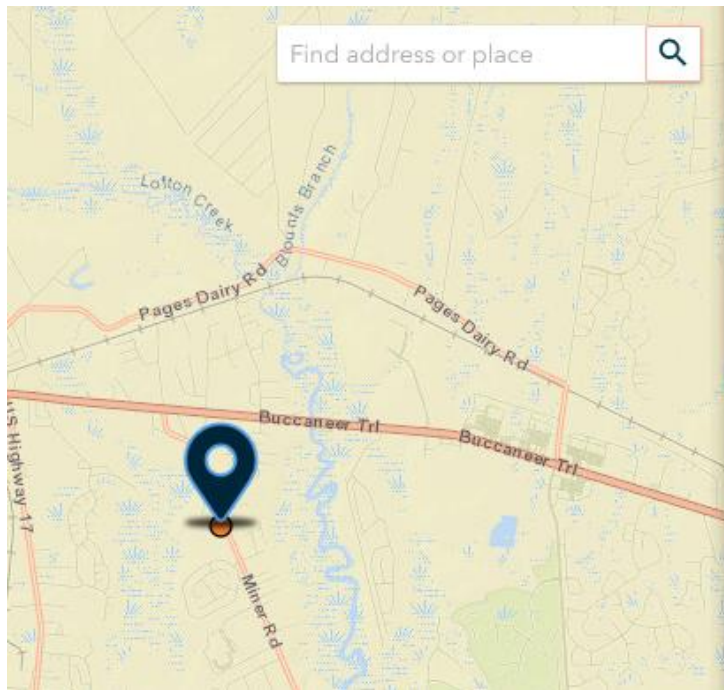
Thank you for submitting your request. It's being routed to the appropriate person.

For your reference, your work request number is ROAD-39848.

You can monitor its progress from the list or map.

CLOSE

- 7) You can now monitor the request easily by viewing the point on the map. Updates will be added as the work order progresses through the system.



Paved Road Maint.

ROAD-39848

8/16/21

New Request

85653 Miner Rd

There is a large pothole in the northbound lane of Miner Rd. near the high school P.S. This is Sabrina and I'm creating a st...