

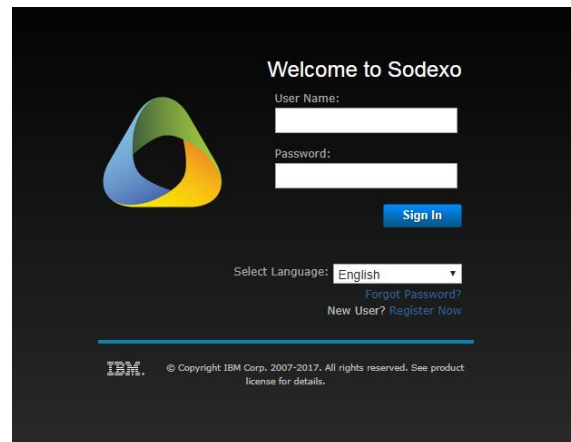
# Work Order Request using Maximo

# Register for access to Maximo

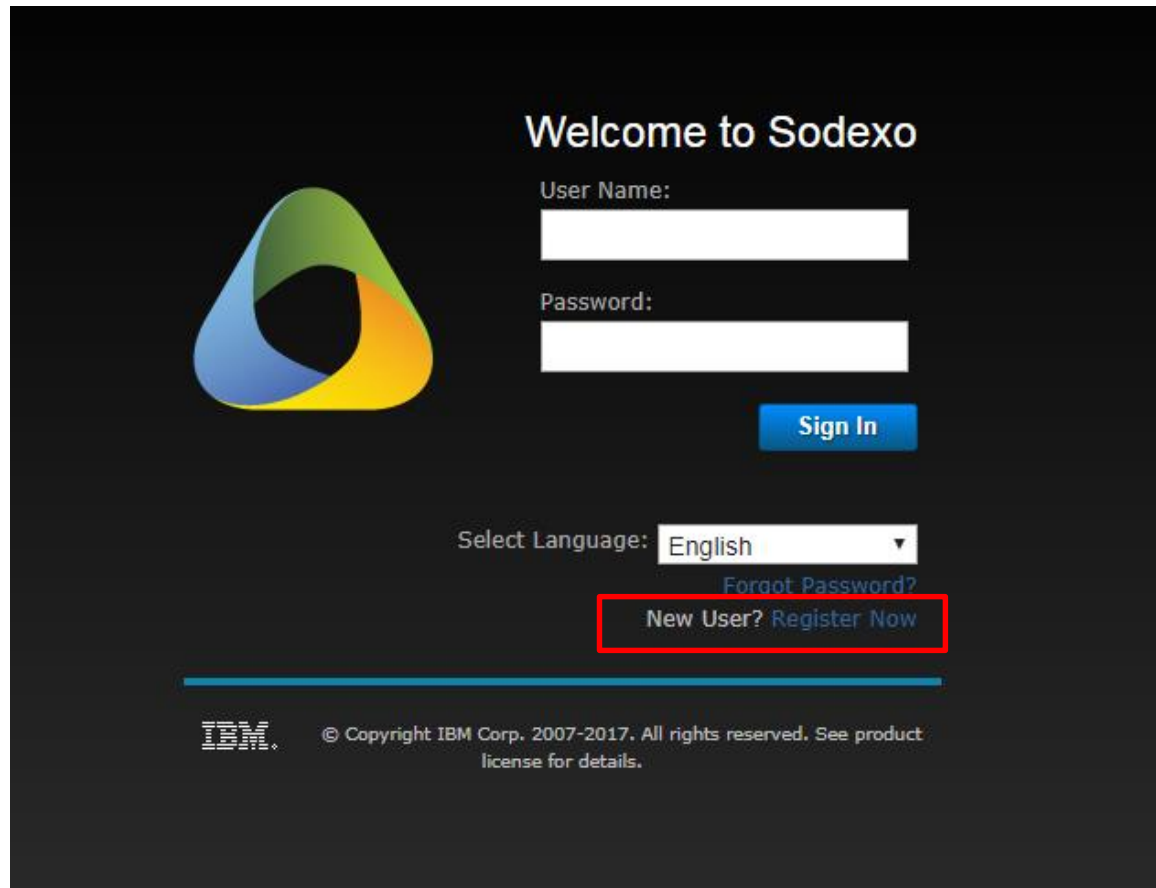
## 1. Using your internet browser, browse to the website:

■ Non-SSO - <https://sodexo-na.maximo.com>

- The following web page will be displayed. This will also be the website to access Maximo after you are granted access.



# 1. Choose New User? Register Now



The image shows a login page for Sodexo. On the left is the Sodexo logo, a stylized three-lobed shape in green, blue, and yellow. To the right, the text "Welcome to Sodexo" is displayed. Below this are two input fields: "User Name:" and "Password:". A blue "Sign In" button is positioned to the right of the password field. Below the "Sign In" button is a "Select Language:" dropdown menu currently set to "English". Below the language menu are two links: "Forgot Password?" and "New User? Register Now". The "New User? Register Now" link is enclosed in a red rectangular box. At the bottom of the page, the IBM logo is on the left, and the copyright notice "© Copyright IBM Corp. 2007-2017. All rights reserved. See product license for details." is on the right.

1. The registration screen will be displayed. Fill out the details of the form based on the following table:

■ Note: All fields with an asterisk are required and must be filled out.

Customer = VCINUS

# What Can the Self Service Center Do?

## Customers and Clients can:

- **Submit a Service Request**
- **Check the Status of a Service Request**
- **See Log Notes for the Facilities staff regarding their Service Request**



## Examples of Service Requests

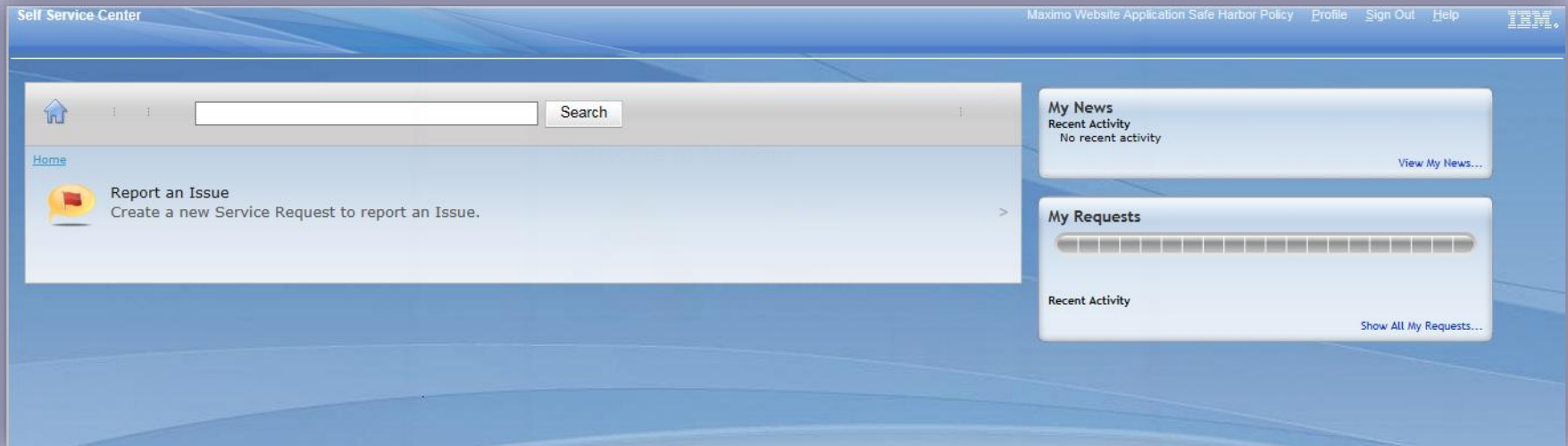
- **My Office is too hot**
- **My Office is too cold**
- **I have a light out over my desk**
- **I need someone to move these boxes into storage**
- **I need a white board hung up in my cubicle**



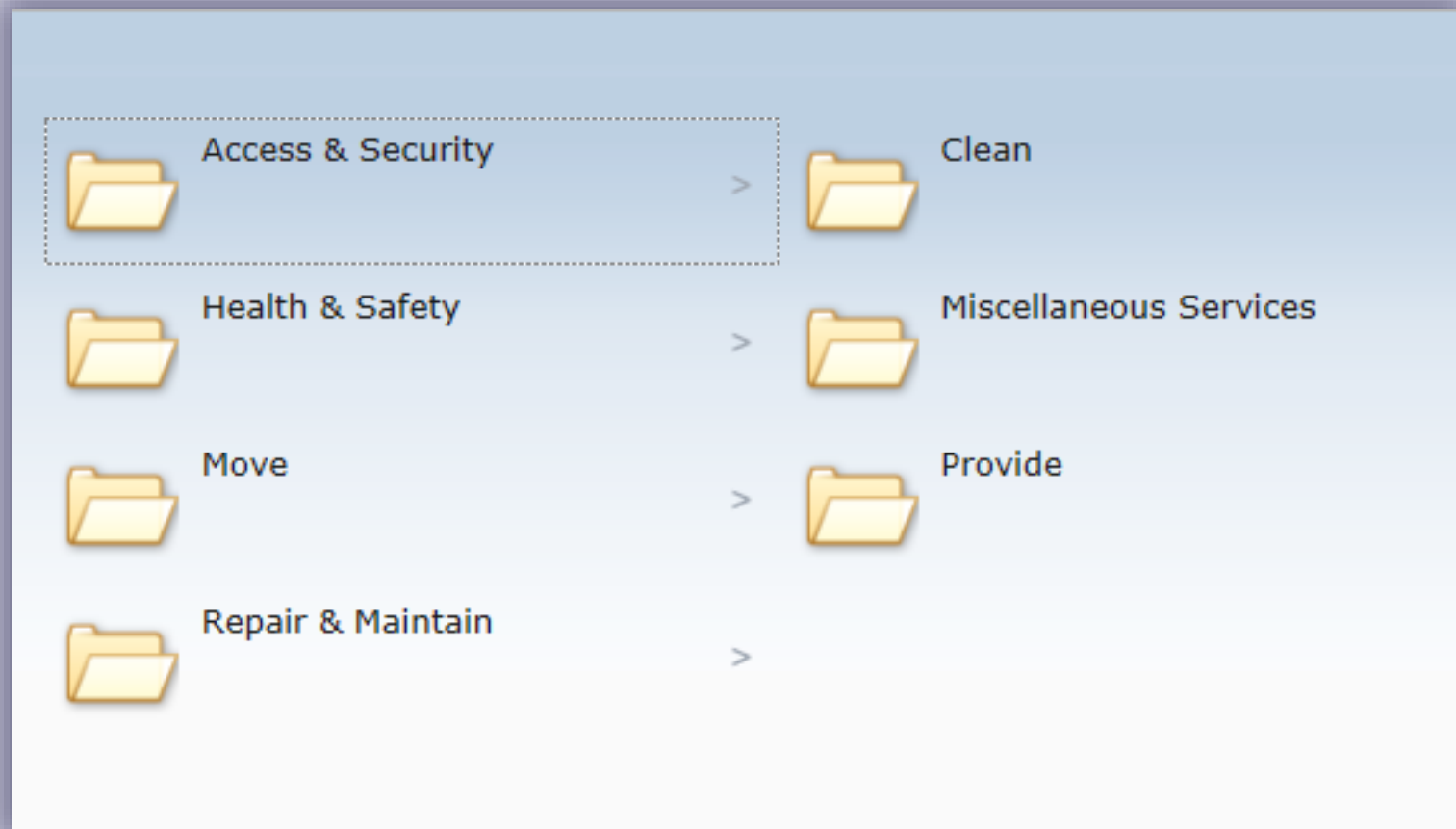
# Start Center

## The Start Center has three portlets:

- Report an Issue
- My News
- My Requests



# Report an Issue – Select a Classification





# Report an Issue

## Leaking Pipes/taps/faucet


If your request is urgent or a health and safety issue please telephone the helpdesk.  
Please describe the issue below including location, person(s) affected, and impact on the business if appropriate.

Offering:

  
Font  Size  Format


The automatic sensor in the Ladies Room is not working properly.

Details:

\* Requested For:  

[View Attachments](#) 

Non System User:

\* Location:  

Email notification?

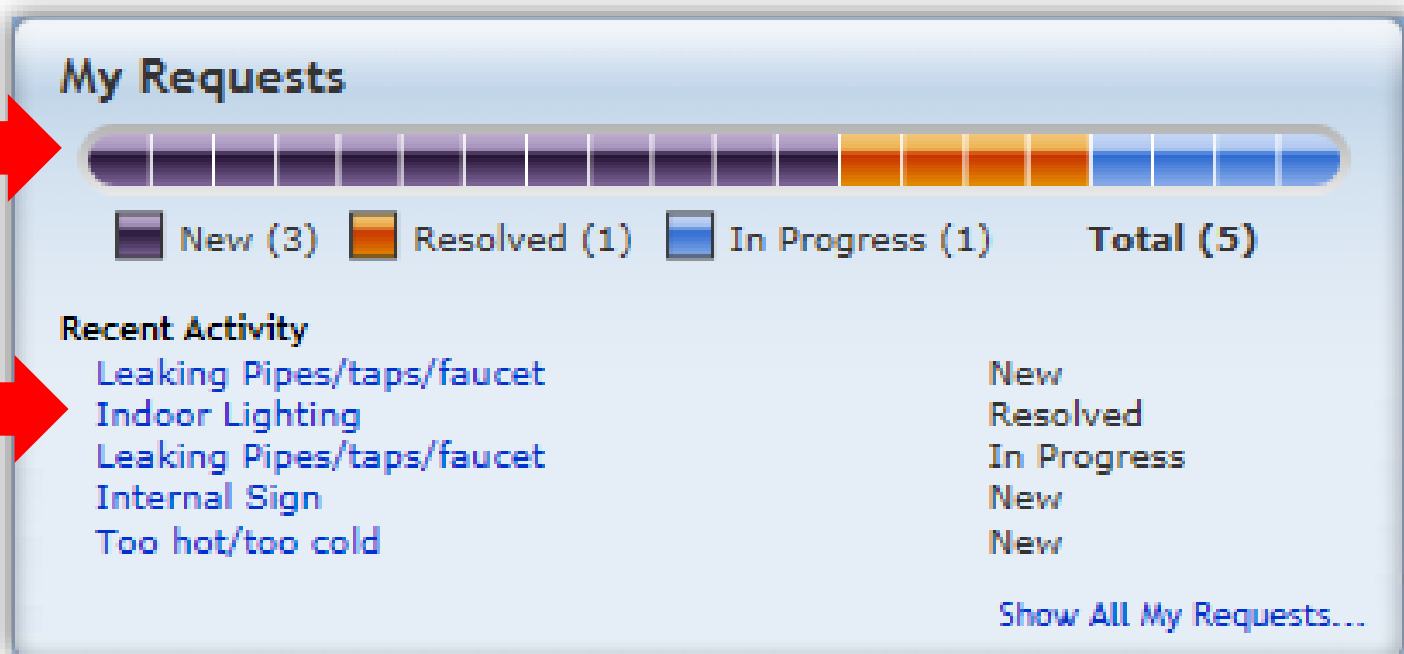
### Request Submitted

Service Request 73736 has been created.

User  
completes  
the form


# My Requests

**Graphical depiction of the Service Requests submitted by the user and a list of Recent Activity with hyperlinks to a view of the Service Request**



# My Requests – Show All My Requests

**My Requests**



New (3) Resolved (1) In Progress (1) **Total (5)**


**Recent Activity**

Leaking Pipes/taps/faucet	New
Indoor Lighting	Resolved
Leaking Pipes/taps/faucet	In Progress
Internal Sign	New
Too hot/too cold	New

[Show All My Requests...](#)



**Show All My Requests...**



Description	Service Request	Status	Status Date	Location	Affected User
Leaking Pipes/taps/faucet	73736	New	2/6/2017, 8:57 PM	CTC-01-1372	SR_CSHQ
Leaking Pipes/taps/faucet	73735	In Progress	2/6/2017, 8:41 PM	CEC-01-1312	SR_CSHQ
Internal Sign	73734	New	2/6/2017, 8:40 PM	CTC-02-1362	SR_CSHQ
Too hot/too cold	73733	New	2/6/2017, 8:39 PM	CTC-02-1362	SR_CSHQ
Indoor Lighting	73732	Resolved	2/6/2017, 8:54 PM	CTC-02-1362	SR_CSHQ

**A searchable list (spreadsheet) type view of all Service Requests submitted by the User with hyperlinks to a view of the Service Request**

# Logs

General **Log** Attachments

? Work log for the service request.

Work Log Filter > 1 - 2 of 2 Download

Created By	Date	Summary
<a href="#">DMURPHY</a>	<a href="#">2/7/17 10:17:04</a>	<a href="#">Additional Work Log Summary</a>
<a href="#">DMURPHY</a>	<a href="#">2/7/17 10:16:44</a>	<a href="#">Summary Field of Work Log</a>

**View Service Request Log**

? View the service request log below. Click OK to return.

Created By:

Date:

Summary:

**If the Viewable checkbox is selected then any notes from the Sodexo team are viewable to the customer / client.**

# Attachments

Sodexo Facilities personnel and/or Customers / Clients may upload supporting documents and/or photos to a Service Request or Work Order as needed

**View Service Request**

General Log **Attachments**

? Attachment details

Attachments Previous 0 - 0 of 0 Next

Document	Description

Attach File Attach Web Page OK

? Add here any attachments containing information that could help us better attend your service request, such as screen capture and error logs.

Display Name: FAUCET

Description: Photo of leaking faucet x

Specify a file:  Browse...

OK Cancel



# Thank you!

