

Maximo Self Service Center



Once you have received an email regarding your registration approval, go to the following web address:

<https://maximo.mysodexo.com>

Log in to the Self Service Center:

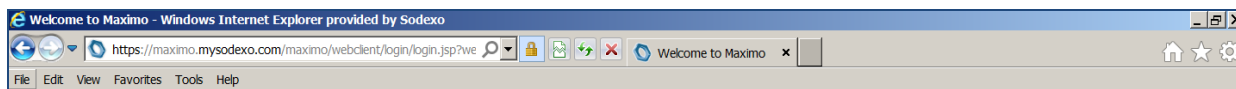
Your User Name is **NOT** case sensitive.

Your Password **IS** case sensitive. Entering a password incorrectly **4** times will lock you out of the system.

Click on Sign In

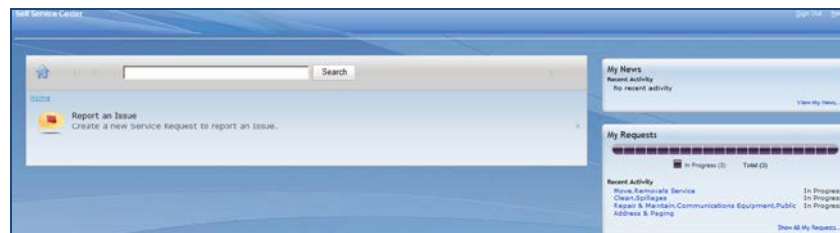
If you have forgotten your password, click here.

The menus and toolbars at the top of the page control your web browser. Do not confuse these with the Self Service Center navigation tools.



Once you have logged in, you will be directed to your Home page. Your Home page allows you to:

1. Report an issue.
2. View system messages.
3. View the requests that you have submitted.



Clicking on the  and [Home](#) buttons will take you back to your Home page.

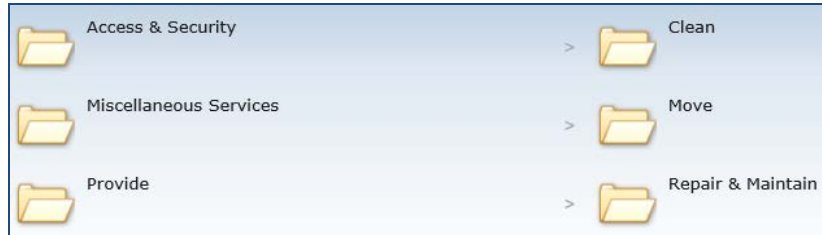
Click on  to exit the system.


Select a Classification for the Request

Click any place on the Report an Issue bar to open the Issues icon menu.



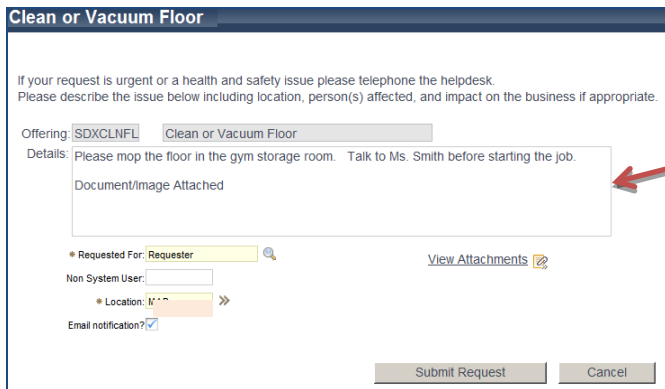
Click on a folder to view the available classifications.



Select the classification that most closely corresponds to your issue by clicking any place on the  classification bar. A new window will display in which you will describe your request.


For more information on the issues within the Self Service Center click here: [Classifications](#)

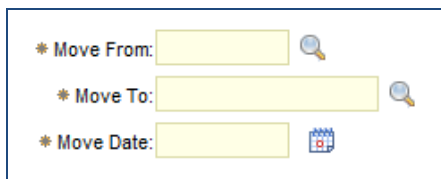
Enter Pertinent Information



In the Details field, enter the information regarding the request. This must include:

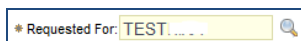
- 1. Specific details of the request
- 2. If you are attaching an image or document


If your request is classified as a **MOVE**, you must provide information in the Move From and Move To and fields by clicking on the  magnifying glass to display the list of available locations. In the Select Value window, type your search words (for example, building name) in the filter fields and press enter on your keyboard to display results. When you have found the location, click on the location to populate it in the Move fields.

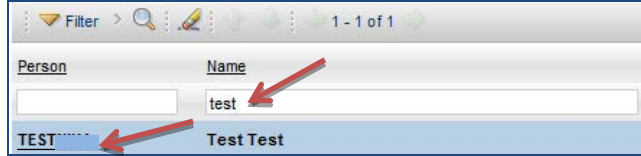


Location	Description	Type	Site	Primary Customer
CE5-01-404	Century ES, 1st Floor, Classroom 404	CLASSROOM	NO	NO
CE5-01-32201	Century ES, 1st Floor, Main Vestibule	CORRIDOR	NO	NO
CE5-01-32260	Century ES, 1st Floor, Girls Restroom By 300	RESTROOM	NO	NO

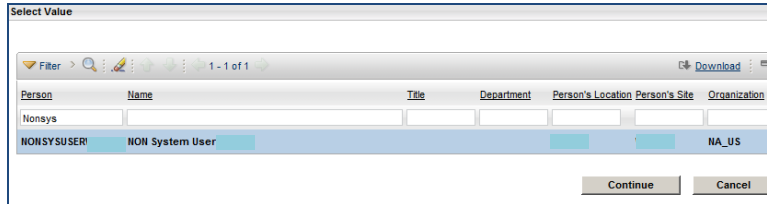
Enter a date you for the move in the Move Date field.



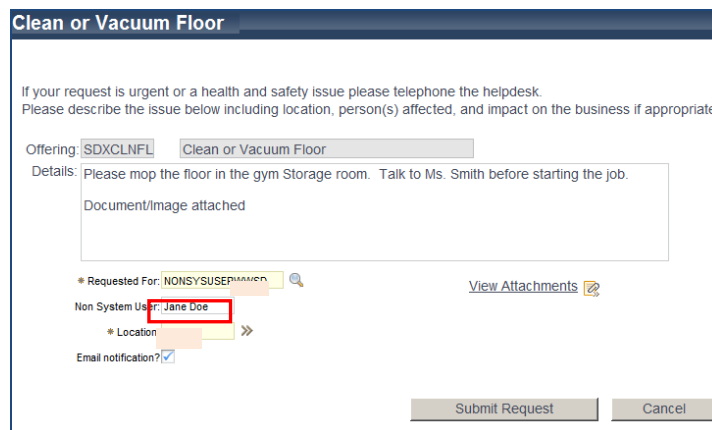
When the request is reported to you by another source, click on the  magnifying glass to display the list of available people. Narrow the list by typing the first, last or first +last name in the name field and pressing the Enter key on your keyboard. Select the name in the Person column indicated with an underscore.



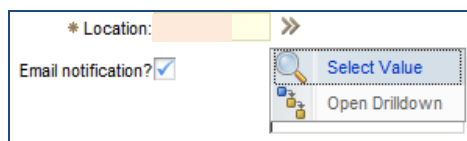
When the request is reported to you by another source that is not located in the 'Requested For' list, click on the magnifying glass to display the 'Select Value' screen. In 'Person' field enter Nonsys and pressing the Enter key on the keyboard. Select the NON System User for your site.



Enter the Person's name that is requesting the work.



The location field will automatically default to your own location (using the details associated with your user ID). To change the location of the issue click » next to the location field. A detail menu will appear, click 'select value'.



A list of all locations will display. Enter key words into the search field and press enter to filter the list. All locations which match the search criteria will display. Click on the correct location to add this to the Service Request.

Select Value

Filter > 1 - 2 of 2 Download

Location	Description	Type	Site	Primary Customer
	Laundry Rm			
WHS-01-1586	WestFld HS, 1st Fl, Kitchen Laundry Room 1586	GENERAL ROOM WWSD		WWSD
WHS-01-1661	WestFld HS, 1st Fl, Laundry Rm By Locker Rm 1661	GENERAL ROOM WWSD		WWSD

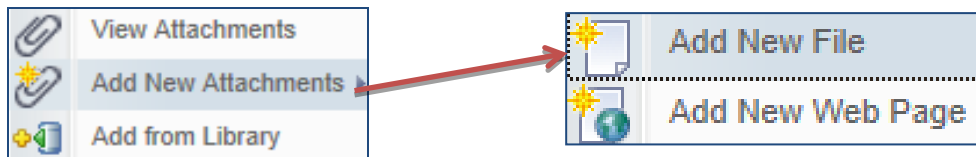
Cancel

Maximo can send e-mail updates to the person reporting an issue. These emails are notifications of when a request has been processed by the Sodexo team and also when it has been completed. If email notifications are not required, uncheck the box on the Service Request.

Email notification? Email notification?

Add Attachments

You can add images or documents to your request by clicking on [View Attachments](#). Click on 'Add New Attachments' and then 'Add New File'.



The Create a File Attachment window opens.

Create a File Attachment

Only files with the following formats can be enabled for printing: .pdf, .xls, .csv, .txt, .doc, .gif, .jpg, .ppt. Clear the check box beside the Print attached document with report if printable type (Advanced Option) if the file being attached is not in one of these formats.

Select a Folder: Attachments

Specify a file: C:\Users\Sodexo\Pictures\setup_image. Browse...

Name the document: GRADSETUP Graduation Setup Schematic

Advanced Options

Copy document to the default location set by your administrator (recommended)?

Print attached document with report if printable type?

OK Cancel

File Types: Take note of the file types the system will allow.

Select a Folder: Keep the folder option as 'Attachments'.

Specify a file: Click on the Browse button and select the file from the stored location.

Name the document: Type in a name for the document and a description in the following field.

Advanced Options: Keep the checkboxes checked.

Click OK when finished.

Submit the Request

Click [Submit Request](#) to send the request to Facilities / Plant Services / Maintenance. After you submit the request, you will get the following message:

Request Submitted

Service Request 11024 has been created.

Show Details OK

The Service Request number is provided for you for further reference. If you want to see the details of the request, click on Show Details. Click OK when finished.

View Requests

The 'My Requests' section shows the status of the submitted requests.

Status Bar: Displays a numerical value of all requests and the current status.

Recent Activity: Displays the five most recent requests and the status. Single click on a request to display the details.

Show All My Requests: Click on this function to display all requests you submitted. Double click on the request in the list to display the details.

Service Request Details

General Tab: Displays the information which was documented when the service request was submitted. The information cannot be edited.

Created By	Date	Summary
DEN1	3/30/13 20:58:45	
DEN1	3/30/13 20:57:07	Custodian Jane Doe

Log Tab: Displays documentation and comments regarding the ongoing activity in relation to the request. Click on a row to view the log notes.

Attachments: Displays any attachments that were submitted with the request, as well as, images or documents attached as work progresses.

Note: If you attach a file after the request is In Progress, please notify the appropriate personnel.

The list in [Show All My Requests...](#) can be narrowed by utilizing the search field. The searches available are displayed in the menu dropdown. Simply type the search work in the search field.

Description	Service Request	Status	Catalog Request ID	Status Date	Affected User
Clean, Internal Cleaning	11024	In Progress	1282	3/30/2013 4:43 PM	TEST1
Clean, Spillages	10996	In Progress		3/27/2013 6:56 PM	TEST1

Click on the Refresh icon to display updates, if any.

Highlight a row and select the Display Details icon. Alternatively, double click on a row to display the details.

Click on the X to exit the list view.

Examples of Classifications

