Self Service Center with Classifications
Maximo - User Guide

This user guide covers the steps to create and view/edit service requests using the Self Service Center with Classifications.

Log in to Maximo’s Self Service Center

Open an internet web browser and browse to: https://sodexo-na.maximo.com

The Maximo Log In Screen will appear:

Enter the Maximo User Name, Password and click the Sign In button to log in to Maximo

✓ Notes:
  o The password is case sensitive. Entering an incorrect password 3 times will lock the user out of the system.
  o Use the Forgot Password link if the user has forgotten their password.
  o Some customers access Maximo via Single Sign On and their login process will vary from the one presented here. If that is the case, please follow the instructions provided for your location.
The Self Service Center Home Page will now open

✓ **Note:** Clicking the Home Icon 🏡 or the Home hyperlink 🌐 from anywhere in the Self Service Center will bring the user back to this screen.

### Report an Issue

1. **Determine the Classification of the Issue**

   **Option 1 – Using the Hierarchy to determine Classification**

   a. **Click the Report an Issue link.**

   ![Report an Issue](image1.png)

   b. **Select a Classification for the Request by clicking on the folder that most closely categorizes the issue being reported.**

   ![Select Classification](image2.png)

   c. **One may receive another set of folders asking to further classify the issue. Repeat until a symbol appears instead of a folder, and then choose the appropriate classification by clicking on it.**

   ![Repeat Classification](image3.png)
Option 2 – Using the Search function to determine Classification

a. Type the classification being searched for in the search text box and click the **Search** button.

b. Any classifications matching the search will be displayed. Choose the appropriate classification for the issue by clicking on it.

2. Enter the Details & Submit the Request

a. Enter information on the **issue form** based on the following table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details</td>
<td>Enter a detailed description of the issue being reported</td>
</tr>
</tbody>
</table>
| Requested For  | This field will default to the user logged in. Change it if necessary by clicking on the select value button. This will allow one to change the field to another person known to Maximo.  

- ✓ **Note**: Change to NonSysUser if the person affected by the issue is not known to Maximo.  

- Non System User | Type the person’s name if the person affected by the issue is not a person known to Maximo and NonSysUser was chosen for the Requested For field. |
Location

***This field will default to the current user’s location. Change it if necessary to the location of the issue being reported by clicking on the detail menu button and choosing Select Value.

Email notification

Check this box if the Requested For person would like to receive email notification when the status of the service request is changed.

✓ Note: if the request is classified as a MOVE, one must also provide information regarding where the move is from, to, and the move date.

![Move From, Move To, Move Date fields]

b. Click the Submit Request button when finished providing the information - the request will then be received and processed by the Facilities Department.

**View/Edit My Requests**

1. The **My Requests** section shows a graphical view of the requests the current user has previously submitted. One may view or edit (editing options are limited) these requests.

a. The 5 most recent requests will be listed in the **Recent Activity** section, clicking on the hyperlink will open the request and the details of that request will be able to be viewed.

![Recent Activity section]

b. Additional Requests can be viewed by clicking the **Show All My Requests** hyperlink.

![Show All My Requests]

1. The following screen will open with the complete listing of service requests that this user has submitted.
a) This list may be sorted by any of the columns by clicking on the column header – click once for ascending and again for descending order.

b) The list can be filtered by entering the desired text in the filter field and then clicking on the drop-down and choosing the column you wish to filter on.

c) Double click any request in the list to view/edit the details of the request.
   1) The General tab displays the information which was documented when the service request was submitted. This information cannot be edited.

   2) The Log tab displays notes from the Facilities Department regarding the request. Click on any note in the list to read it.
3) The **Attachments** tab allows one to view or attach files related to the request, pictures, for example.

✓ **Note:** if a file is attached after the request is In Progress, please notify the Facilities Department. They will not receive notification of a new attachment.

---

### Password Information

1. The current user may change their password or set their password hint question via the **Password Information** link in the Profile menu.

   ✓ **Note:** The password information here refers to the **Maximo** password. If the user is using Single Sign On, they are using their network credentials and the following instructions do not apply.

   a. First, enter the Current Password to unlock the rest of the screen and press the tab key.
b. Enter a new password, if desired, in the New Password and the Verify New Password fields.

✓ **Note:** The two entries must match and follow the normal Maximo password rules.

c. Choose a Password Hint Question by clicking on the Select Value button.

d. Enter the Password Hint Answer.

✓ **Note:** If the password is forgotten in the future, one will need both the question chosen and the answer.

### Signing Out

Click the **Sign Out** link to exit the Self Service Center.