

# 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

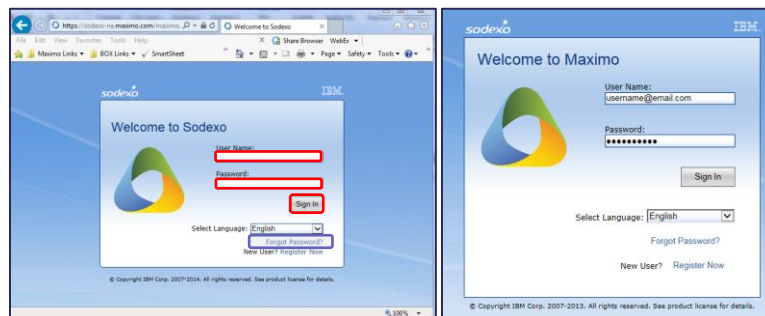
Open an internet web browser and browse to: <https://sodexo-na.maximo.com>

The Maximo Log In Screen will appear:



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

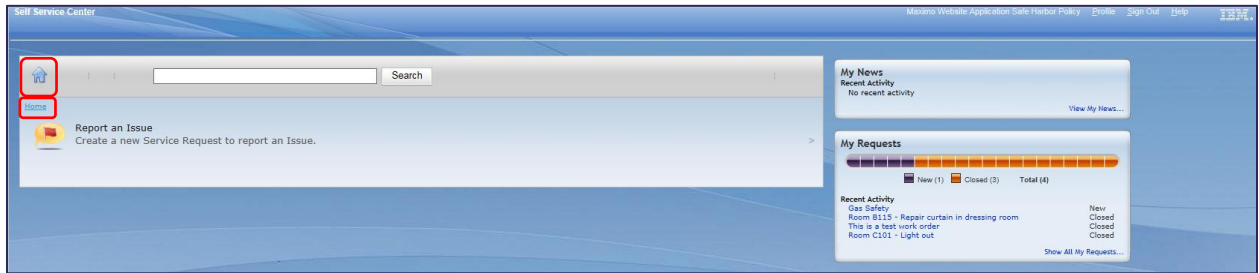
✓ **Notes:**

- The **password** IS case sensitive. Entering an incorrect password 3 times will lock the user out of the system.
- Use the **Forgot Password** link if the user has forgotten their password.
- 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.

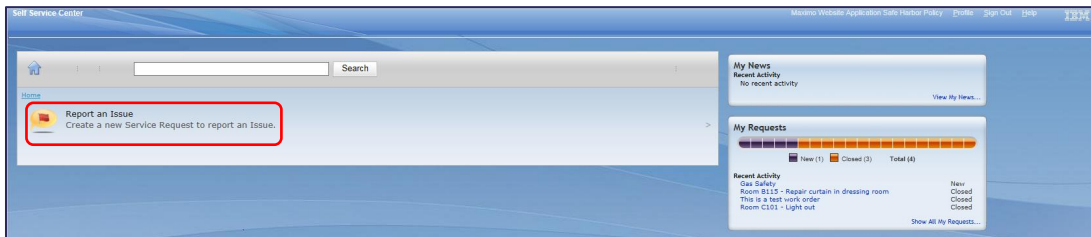


## Report an Issue

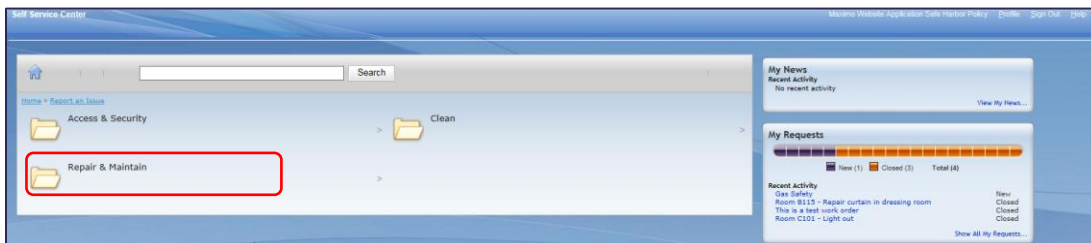
1. Determine the Classification of the Issue


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

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



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



- 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.

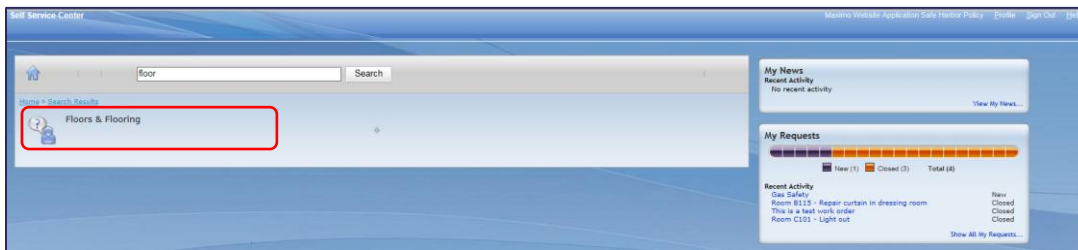


## Option 2 – Using the Search function to determine Classification

- 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:

**Floors & Flooring**

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: SDXFLOOR Floors & Flooring

Font: Arial Size: 12 Format: None

There is a large stain on the carpet in my office and the carpet needs to be replaced.

Details:

Requested For: SERVICEREQUESTER View Attachments

Non System User: John Doe

Location: P707-707-01-1

Email notification?

Submit Request Cancel

### **Field**

Details

Requested For

Non System User

### **Description**

Enter a detailed description of the issue being reported  
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.

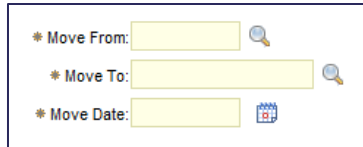
- ✓ **Note:** Change to NonSysUser if the person affected by the issue is not known to Maximo.

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.

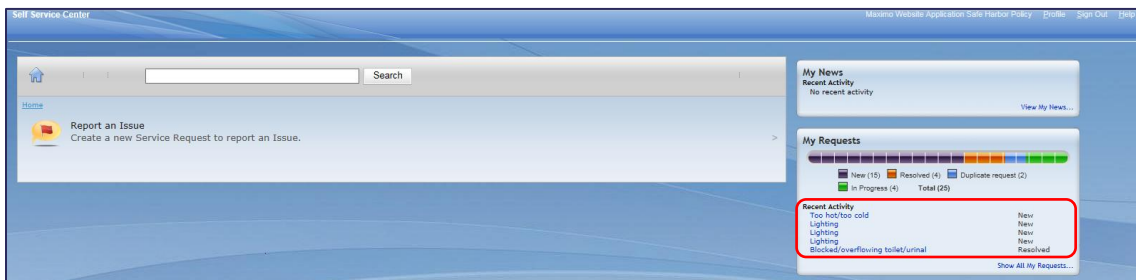


A screenshot of a form with three fields: '\* Move From:', '\* Move To:', and '\* Move Date:'. Each field has a magnifying glass icon to its right, and the 'Move Date' field has a calendar icon to its right.

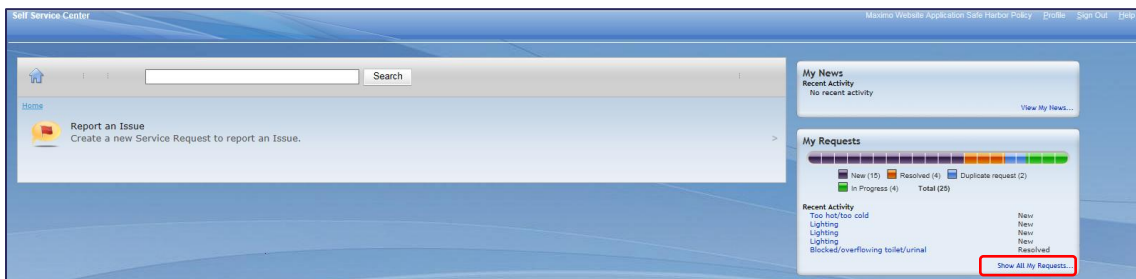
- b. Click the **Submit Request** button when finished providing the information - the request will then be received and processed by the Facilities Department.

## 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.



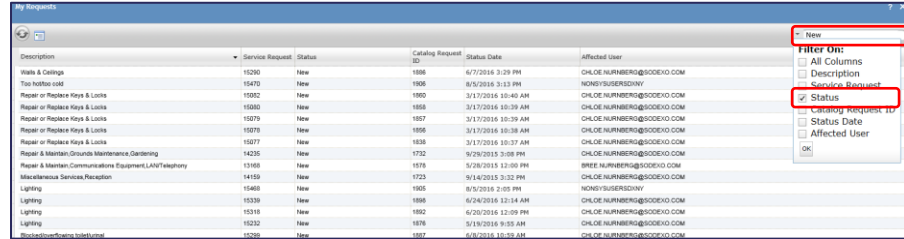
- b. Additional Requests can be viewed by clicking the **Show All My Requests** hyperlink.



- 1. The following screen will open with the complete listing of service requests that this user has submitted.

Description	Service Request	Status	Catalog Request ID	Status Date	Affected User
Tip hotbox cold	15472	New	1896	8/3/2016 3:13 PM	NONYSUSER@SODEXO.COM
Lighting	15468	New	1905	8/3/2016 2:05 PM	NONYSUSER@SODEXO.COM
Lighting	15339	New	1898	6/24/2016 12:14 AM	CHLOE.NURNBERG@SODEXO.COM
Lighting	15318	New	1892	6/29/2016 12:09 PM	CHLOE.NURNBERG@SODEXO.COM
Blocked/overfowing toilet/urinal	15304	Resolved	1891	6/9/2016 3:52 PM	CHLOE.NURNBERG@SODEXO.COM
Lighting	15301	Resolved	1899	6/8/2016 1:37 PM	CHLOE.NURNBERG@SODEXO.COM
Lighting	15300	Resolved	1888	6/8/2016 12:43 PM	CHLOE.NURNBERG@SODEXO.COM
Blocked/overfowing toilet/urinal	15299	New	1887	6/8/2016 10:59 AM	CHLOE.NURNBERG@SODEXO.COM
Walls & Ceilings	15290	New	1886	6/7/2016 3:29 PM	CHLOE.NURNBERG@SODEXO.COM
Lighting	15288	Resolved	1885	6/7/2016 3:45 PM	CHLOE.NURNBERG@SODEXO.COM
Lighting	15232	New	1876	5/28/2016 9:55 AM	CHLOE.NURNBERG@SODEXO.COM
Repair or Replace Keys & Locks	15199	Duplicate request	1859	5/14/2016 4:28 PM	BRIAN.KETNER@SODEXO.COM
3rd Request about Ceiling Tile	15114	Duplicate request	4/7/2016 8:34 AM	CHLOE.NURNBERG@SODEXO.COM	
Repair or Replace Keys & Locks	15083	In Progress	1861	5/16/2016 3:34 PM	CHLOE.NURNBERG@SODEXO.COM
Repair or Replace Keys & Locks	15082	New	1860	3/17/2016 10:40 AM	CHLOE.NURNBERG@SODEXO.COM

- 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.
- 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.



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

**View Service Request**

General | Log | Attachments

This task displays the details of the service request

**Request Details**

Summary: Repair & Maintain, Grounds Maintenance, Gardening

Service Request: 14235

Reported By: CHLOE.NURNBERG@SODEXO.COM

Changed By: CHLOE.NURNBERG

Creation Date: 9/29/15 15:08:09

Affected User: CHLOE.NURNBERG@SODEXO.COM

Target Finish: [ ]

Status: New

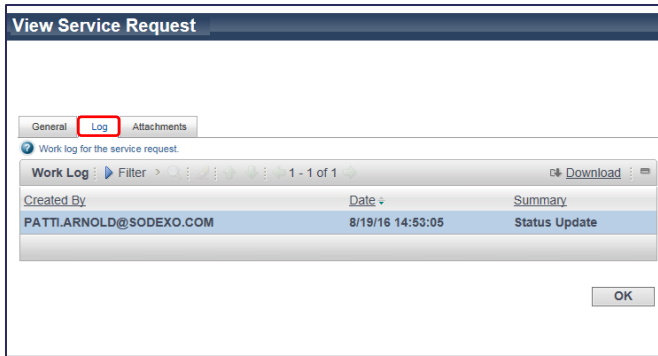
Target Start: [ ]

Details

There are weeds that need to be pulled in the flower bed.

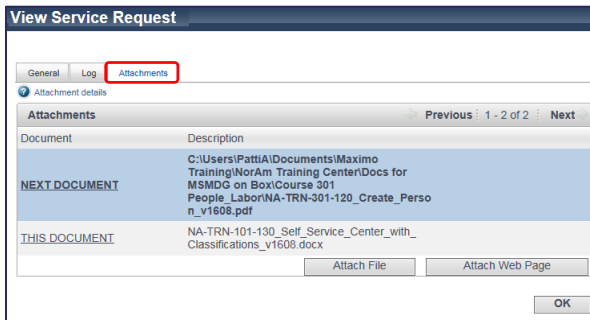
OK

- 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.

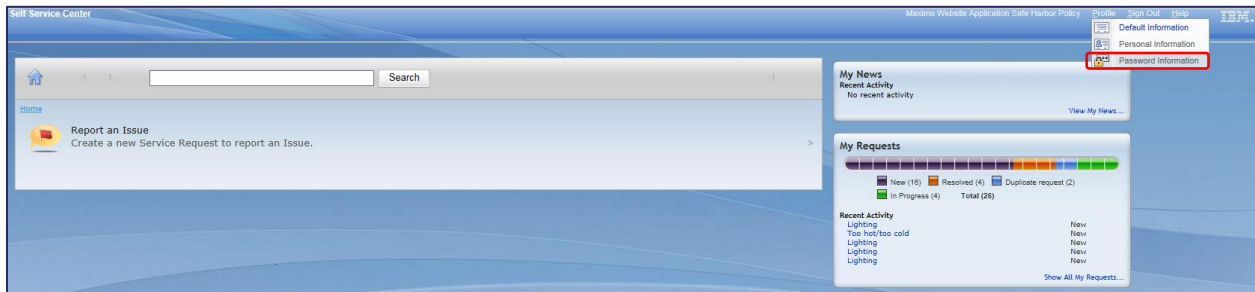
- ✓ **Note:** if a file is attached after the request is In Progress, please notify the Facilities Department. They will not receive notification of a new attachment.



## 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.

**Password Information**

To change your password, enter your current password and then enter your new password.

User: CHLOE.NURNBERG@ Chloe Nurnberg

\* Current Password: [Redacted]

New Password: [Redacted]

Verify New Password: [Redacted]

Password Hint Question: DREAM JOB What was your dream job as a child?

Password Hint Answer: President

OK Cancel

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.

**Password Information**

To change your password, enter your current password and then enter your new password.

User: CHLOE.NURNBERG@ Chloe Nurnberg

\* Current Password: [Redacted]

New Password: [Redacted]

Verify New Password: [Redacted]

Password Hint Question: DREAM JOB What was your dream job as a child?

Password Hint Answer: President

OK Cancel

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.

**Password Information**

To change your password, enter your current password and then enter your new password.

User: CHLOE.NURNBERG@ Chloe Nurnberg

\* Current Password: [Redacted]

New Password: [Redacted]

Verify New Password: [Redacted]

Password Hint Question: DREAM JOB What was your dream job as a child?

Password Hint Answer: President

OK Cancel

## Signing Out

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

