

Creating a SelfService SR with Classification Maximo – Quick Guide

The Maximo Self-Service portal offers customers a streamlined screen for entry and tracking of Service Requests.

You must initiate the New User registration process on the Maximo sign in screen and be approved by the admin before you can submit service requests.

TO CREATE A SERVICE REQUEST USING THE SELF SERVICE PORTAL:

1. Sign in to the Maximo portal using the URL provided by your Sodexo Facilities team.
2. Click Report an Issue .
3. In the Details field, type the Building, Floor, and Room where service is needed, as well as a brief description of the issue.
4. If this request is on behalf of someone else, change the Requested For field by choosing a different value from the Select Value icon.
5. If the requester's name is not available on the list, you can type the name in the Non System User field.
6. Edit the Location field if necessary, by clicking the icon and then choosing Select Value and browsing for it from the picklist.
7. Add any attachments such as photos or diagrams by clicking the Attachment icon.
8. You may opt out of email notifications for this request by unchecking the checkmark
9. Click Submit Request
10. You will get confirmation that your request has been submitted.
11. Track the progress of your Service Request using your dashboard on the right-hand side of your screen.
12. If you add notes, photos, or other attachments to the Service Request after you have submitted it, please send the Sodexo Facilities team an email to alert them to the new information.