Use your Brandeis credentials to log into the Work Order Management System
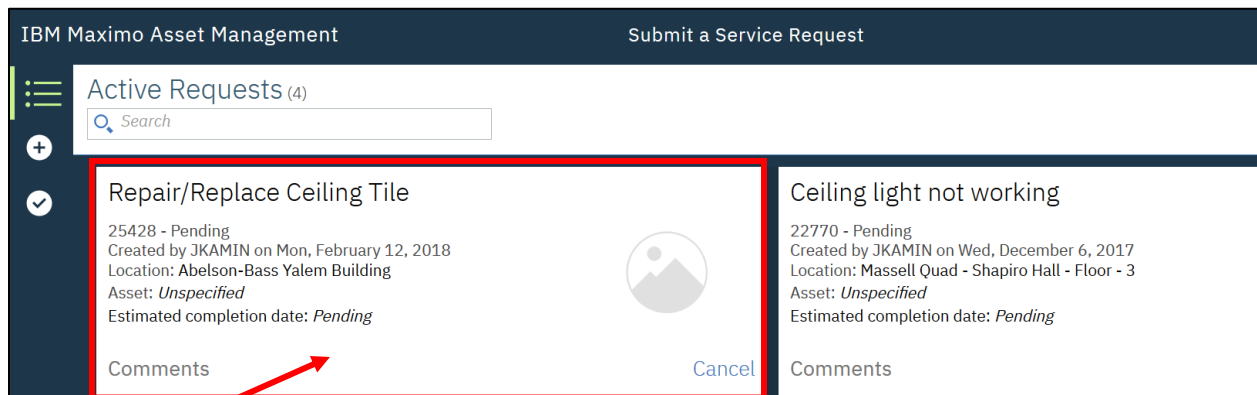
Once you log into the system, you will be brought to a form that shows the current users active service requests. The layout is considered a card view, where each card represents a service request.
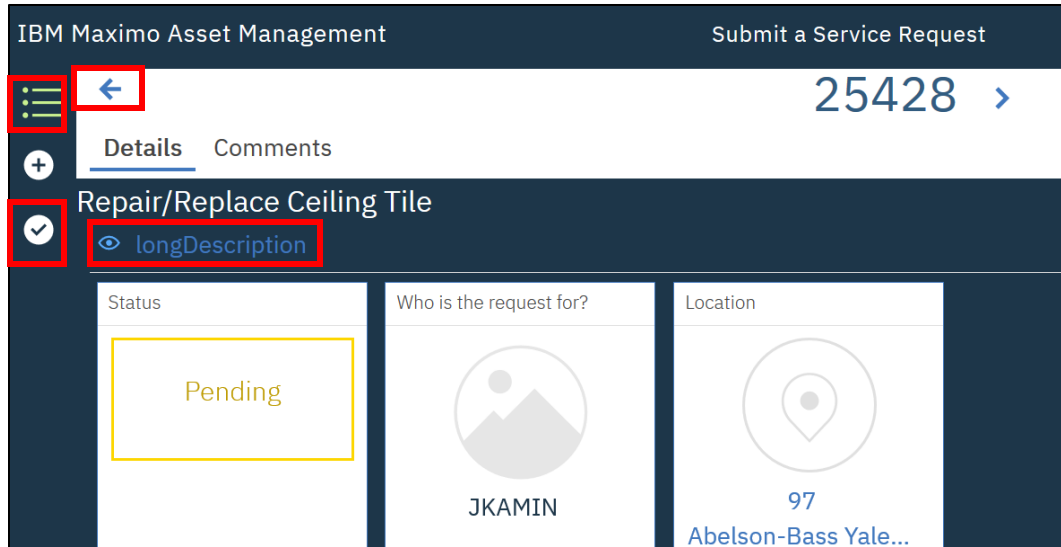

Click on a card (or Service Request) brings you into the detail section. This area contains additional information for the request you selected.

If you provided addition information in the long description, you can view that by clicking on the long description hyperlink text.

Click the back arrow to return to the main page.

- To view inactive requests (those which have been marked as resolved), click on the check mark in the left hand menu.

- ❖ *Note: The greater number of service requests in your profile history, the longer load time you can expect.*

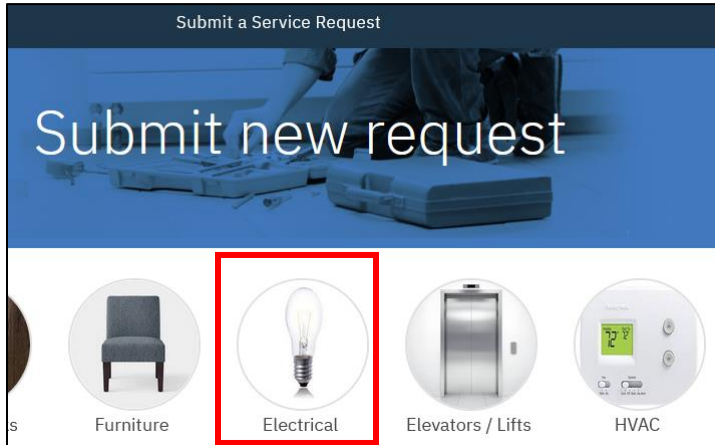To return to only active service requests, click on the three item bulleted list on the left hand menu.

CREATING A NEW SERVICE REQUEST

Click on the 'plus' sign in the left hand menu.
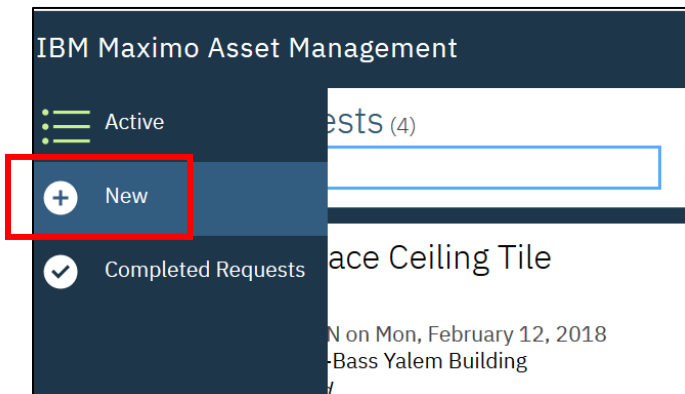
Start of by selecting the category of support you need.

For this example, we will select 'Electrical'

Next you have the option to select one of the pre-existing templates that cover the most common requests. If the issue you are experiencing is not covered by a template, select 'None of the above.'

Click the 'Next' button

In the 'Enter Additional Information' section, provide as much detail and context as possible.

- If the work you are requesting requires billing information, provide that in this field as well.
- You can also provide additional location information to help the technician know exactly where the problem is. This is especially important if you cannot identify a specific room from the location select screen that comes in a later step.
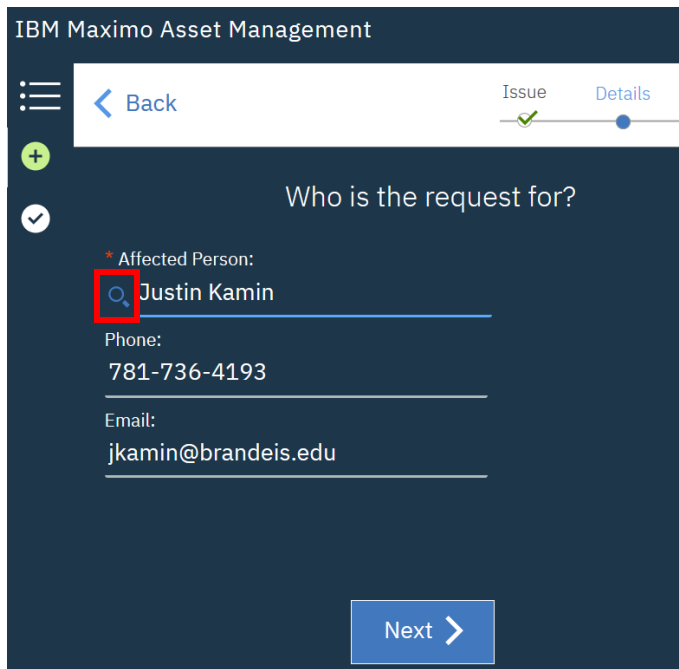
IBM Maximo Asset Management   Subm

< Back   Issue   Details   Subm

Describe the issue

Receptacle(s) not working

Enter additional information

B *I* U A ▾

Here I provide all of the additional detail to ensure facilities has a clear understanding of the problem being faced.

I can also provide any additional location and/or billing information for out of scope work.

NOTE: On some displays, the next button may not be visible on your screen. If this is the case, put your cursor in the 'Enter additional information' section, then click the tab button on your keyboard.

Enter additional information

B *I* U A ▾

Here I provide all of the additional detail to ensure facilities has a clear understanding of the problem being faced.

I can also provide any additional location and/or billing information (for out of scope work).

Next >

Next you have the ability to add an additional name to the service request.
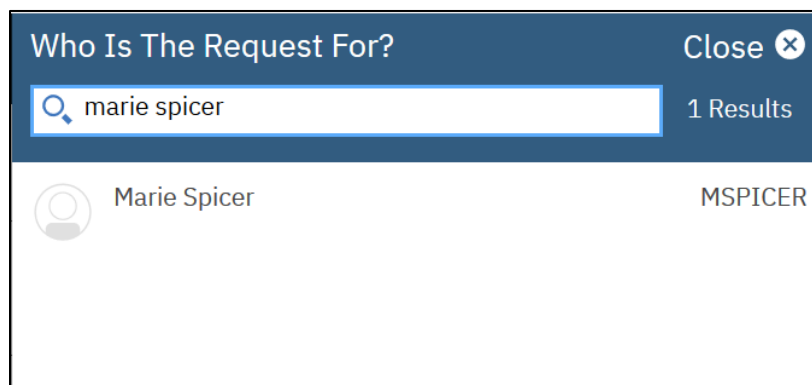
Some building administrators may want to utilize this option if they are entering a request on another's behalf. A student may choose to add a roommate so they have visibility to the request. If you add another user the 'Affected Person' field, that individual will see the service request in their 'Active' and 'Completed' request section.

To add an 'Affected Person,' click on the magnifying class next to your name.

A side menu search box shows up.

Search for the name of the individual you want to add then hit enter.

Click on the individual's name to bring them into the 'Affected Person' field. Then click "Next"

IBM Maximo Asset Management

< Back   Issue   Details

Who is the request for?

* Affected Person:
🔍 Marie Spicer

Phone:
781-736-4378

Email:
mspicer@brandeis.edu

Next >

You now have the ability to add an attachment to the service request.

< Back   Issue   Details   Submit

Add a photo or video of the issue?

No   Yes

- By clicking no you will be brought to the next screen.
- If you select "Yes" you will receive a popup asking you to select the file you would like to add (size limit of 10mb).

❖ Note: If you need to attach a file that is not a picture or video (such as a pdf key request form or seating arrangement chart), you must change the file type on the file upload dialog box from "All Supported Types" to "All Files"
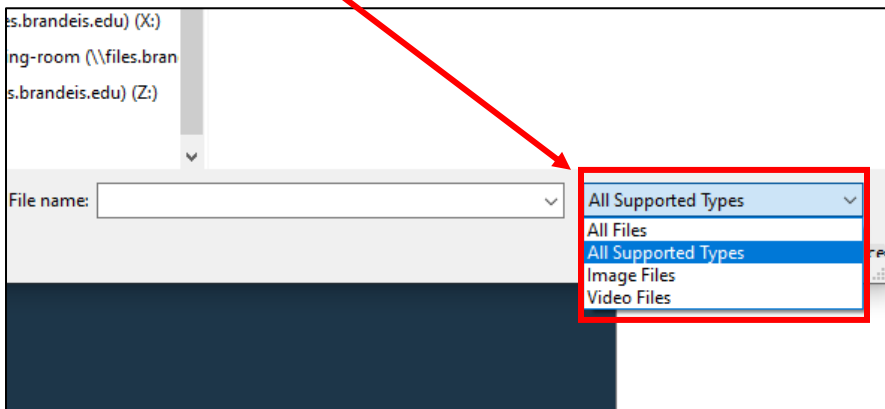
Once added you can either add more attachments or advance to the next screen.
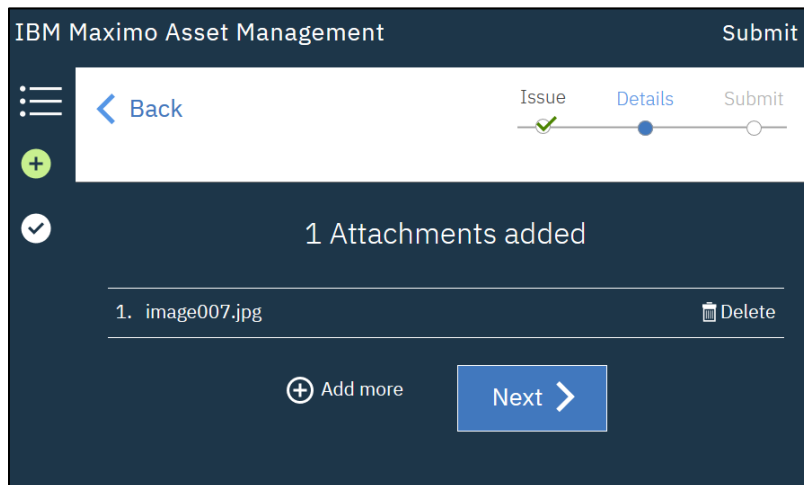
Next you provide the location of the problem being experienced.

Here you work your way down the drilldown selections until you come to the most specific location possible. In most cases this will be the room number. If you do not know the room number, you need to provide a detailed description in the additional information field.
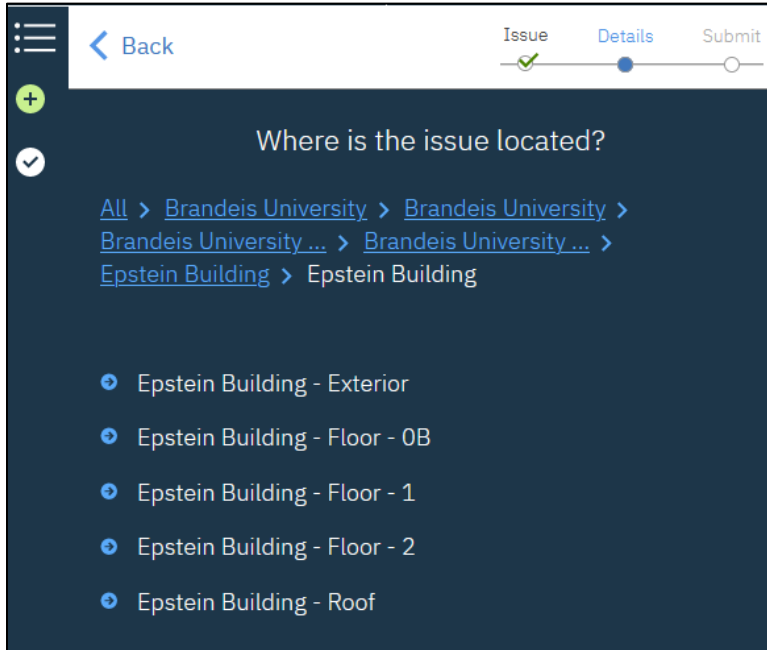
Most users will start at the Buildings or Grounds level of the hierarchy. To drill down to buildings, select Brandeis University Buildings
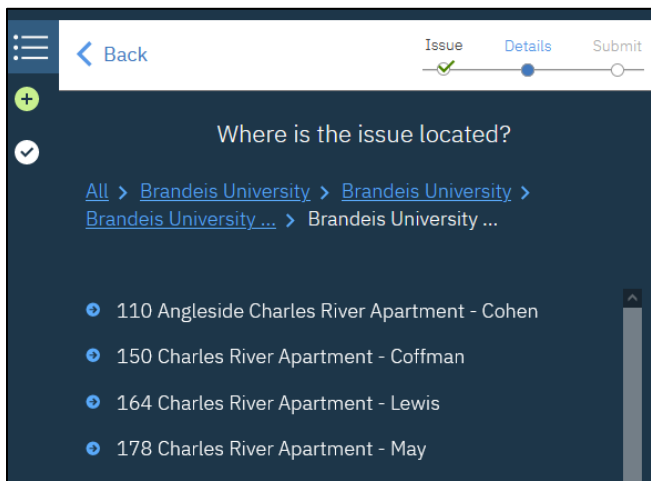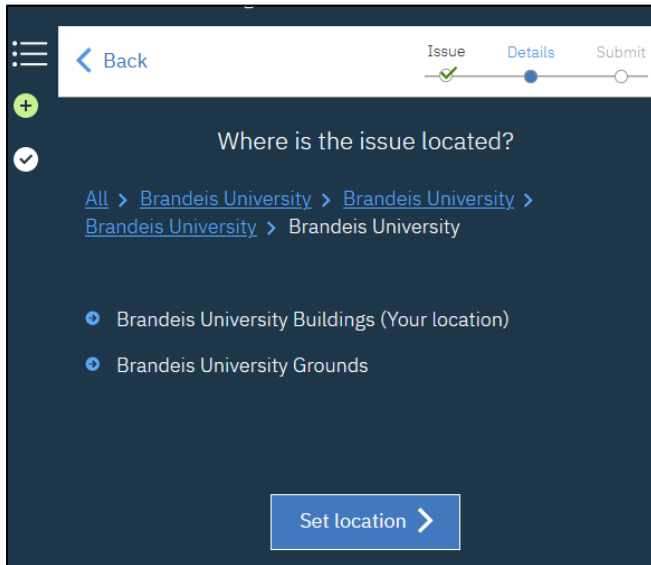

Scroll to you building and click on your selection. I will select Epstein for this example.

Next you choose your floor. Options for most buildings also include the building's exterior and roof at this level of the hierarchy.
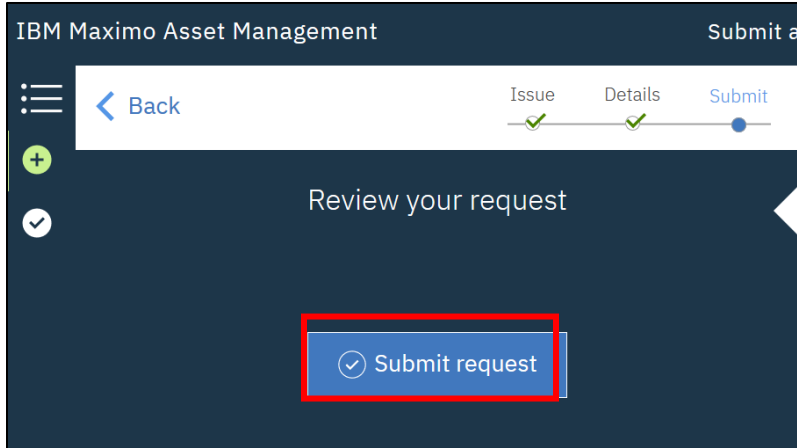

Next you select your room. If you do not know the room number, select 'Set Location.' If you know the room number, click on the appropriate room and then click 'Set Location.'
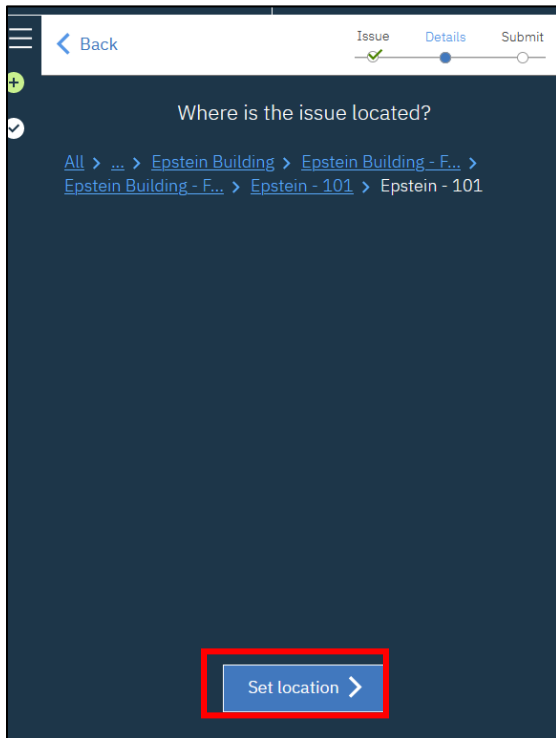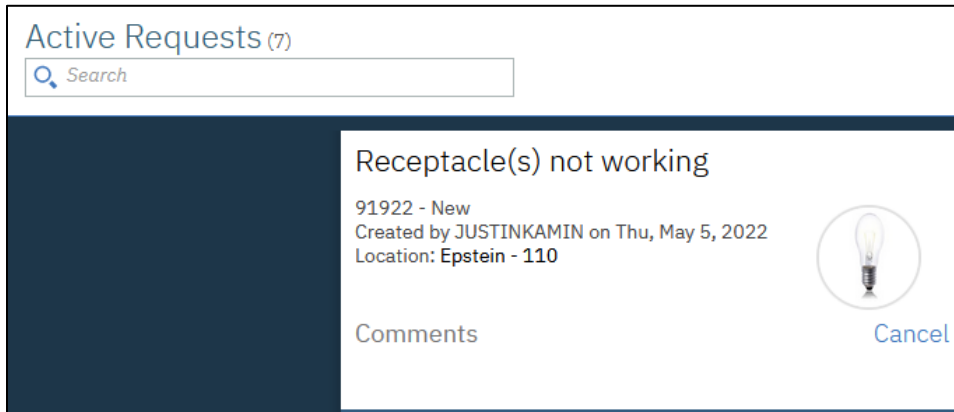

The last step is to submit your request.
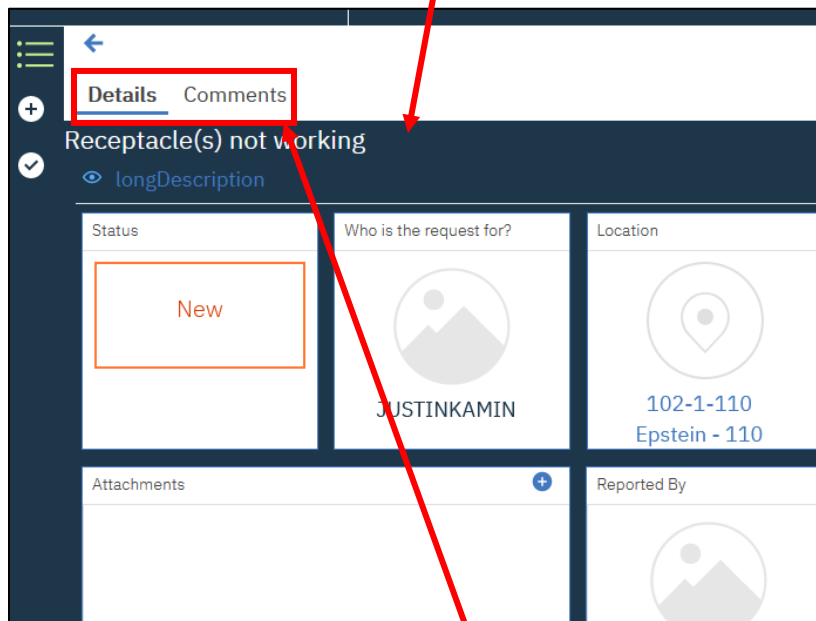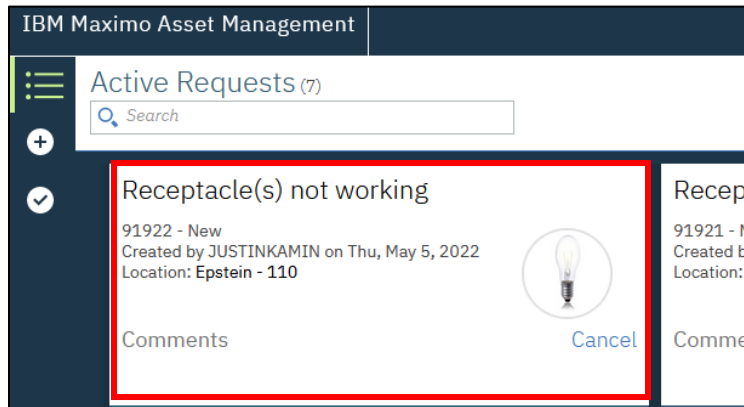
Once submitted you will be brought back to the front page which will now include the service request you just submitted.
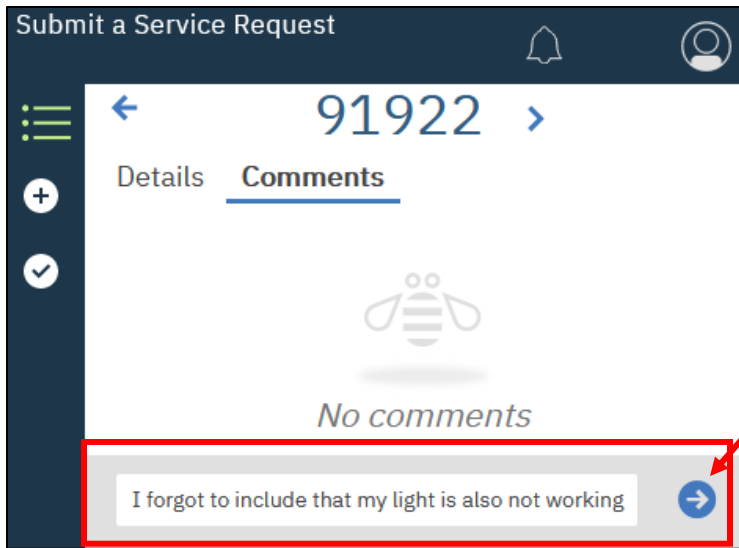
SERVICE REQUEST COMMENT SECTION

To add a comment on a service request that has already been submitted, click on the card to bring up the detail view.

Switch from the "Details" view to "Comments"

Enter your comment in the text box at the bottom of the form and click the blue arrow to submit

Your comment will now be added to the service request