HOW TO CREATE A SERVICE REQUEST IN MAXIMO

Go to the following website: https://maximo.brandeis.edu

Enter in your Brandeis supplied login credentials (same as you would to logon to your computer and email – your UNET ID)

Once successfully logged in, you will be brought to the ‘Create Service Request’ page where you will identify your location, service request item as well as add additional details such as ‘On Behalf of’ and ‘Other Location’ (if necessary)
PLEASE NOTE – IF YOU HAVE IDENTIFIED Multiple ISSUES REQUIRING VARIOUS TRADESPEOPLE, PLEASE SUBMIT A UNIQUE REQUEST FOR EACH ITEM.

AFTER SUBMITTING YOUR REQUEST – IN ORDER TO LOGOUT, CLICK ON THE ‘LOG OUT’ ICON AT THE TOP RIGHT OF THE SCREEN:

STEP 1 – IDENTIFY THE LOCATION OF THE SERVICE REQUEST

Select the location that the service request is needed (not necessarily your physical location) by clicking the ‘Double Arrow’ next to the location box

You can select either ‘Select Value’ or ‘Open Drilldown’

It is recommended that you select the ‘Open Drilldown’ option as it will allow you to navigate easily through the entire campus location hierarchy and easily find the location of your request. Once you’ve clicked the ‘Open Drilldown’ selection, you will see the following screen:
Scroll down the list to find your building. Once you have found the building, click on the ‘+’ sign to expand the hierarchy to show the floors:

Click the ‘+’ sign to expand the floor and then make your room selection by clicking the **BLUE box** (you can’t click on the text)

Once you’ve selected the appropriate room by clicking the blue box, you will return to the main Service Request page with the location that you identified:
You can add additional location information in the ‘Other Location’ field by simply typing additional text (this is important if you need to better identify where the exact problem may be). Some examples of adding this text would be - outside room 104, or third sink from the left or next to the copying machine. This will be helpful for the technician responding to your request in helping them determine exactly where the problem may be.

**ALTERNATE WAY TO FIND THE LOCATION**

By Selecting ‘Select Value’ – you will be brought to the following screen:

To find your location, enter a portion of the location’s description in the description filter box and press enter.
As an example, if I need to find something in Usen Castle, I can type in ‘USEN%’

NOTE the ‘%’ sign is an important component when searching for locations. This acts as a ‘wild card’ and will search for anything containing the first characters as well as anything after the ‘%’.

You can filter this list further if you need to find room ‘C101’ by adding C101 to the ‘Location’ filter field:

Once you have found your location, click on the ‘Location’ value and you will return to the main request page with your location added:

You can add additional location information in the ‘Other Location’ field by simply typing additional text (this is important if you need to better identify where the exact problem may be). Some examples of adding this text would be -
outside room 104, or third sink from the left or next to the copying machine. This will be helpful for the technician responding to your request in helping them determine exactly where the problem may be.

**STEP 2 IDENTIFY SERVICE REQUESTED**

The next step will be to identify your request. To do so please fill out the details field about your request. **PLEASE NOTE** – Place separate service requests for each individual request you make. It will help facilitate the flow of work being done more efficiently.

**STEP 3 – SUBMIT THE REQUEST**

After you have identified the location and classification of the service request, you can press the ‘Submit’ button

After pressing the ‘Submit’ button you will receive this prompt:
You will have the option to review the service request by clicking the 'View Details' button or creating another request by clicking the 'Create Another Service Request' button. By pressing 'Return to Start Center' you will be brought to the main page of the work order program:

If you click 'View Details' you will be brought to the following screen:

**Service Request 1116**

- **Service Request:** 1116
- **Status:** NEW
- **Location:** Usen Castle Room - C101
- **Summary:** My door won't close properly.
- **Details:**

  - Created By
  - Date
  - Summary

**Attachments**

- Document
  - Description: There are no rows to display.

[Attach File] [Attach Web Page]
VIEWING REPORTED SERVICE REQUESTS

Log into Maximo as you would to create a record – then click the ‘View Service requests link at the top of the page:

You will be asked if you want to ‘save changes’ – click NO to bring you to the ‘View Service Request’ page

You will be brought to the following screen where you can review all of your submitted Service Requests and check on their status:

If you need to submit a service request after reviewing your list of submitted requests, click the ‘Create Service Request’ link at that top of the page.

ADDING ATTACHMENTS

If you need to attach a photo, diagram or other document to the request, prior to submitting the request, click on the ‘Attach File’ button in the ‘Attachments’ section located towards the bottom of the screen:
The following dialog box will appear. Make your selection by clicking the ‘Chose File’ button and searching through your files for the file you would like to attach:

Create a File Attachment

Name:

Specify a file:
Choose File No file chosen

OK Cancel

After making your file selection, name the file and then provide a description of the file:

Create a File Attachment

Name:

EVENT LAYOUT Setup for Event

Specify a file:
Choose File Event Setup.docx

OK Cancel

When complete – press ‘OK’

Your file will now be attached to the Service Request:

<table>
<thead>
<tr>
<th>Document</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVENT LAYOUT</td>
<td>Setup for Event</td>
</tr>
</tbody>
</table>

Attach File Attach Web Page

If you need to delete the file for whatever reason, click on the ‘Trash Can’ icon and it will remove the file.