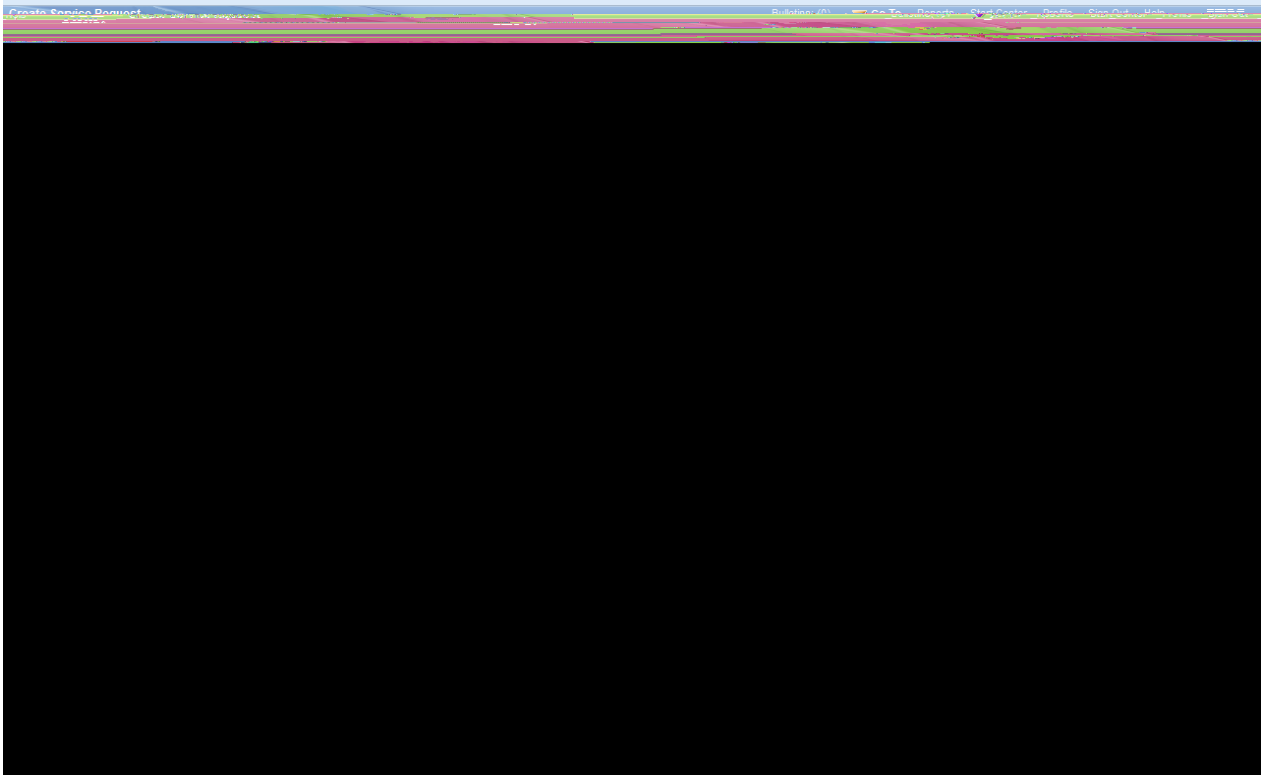


x Always use the sign out feature when exiting Maximo.

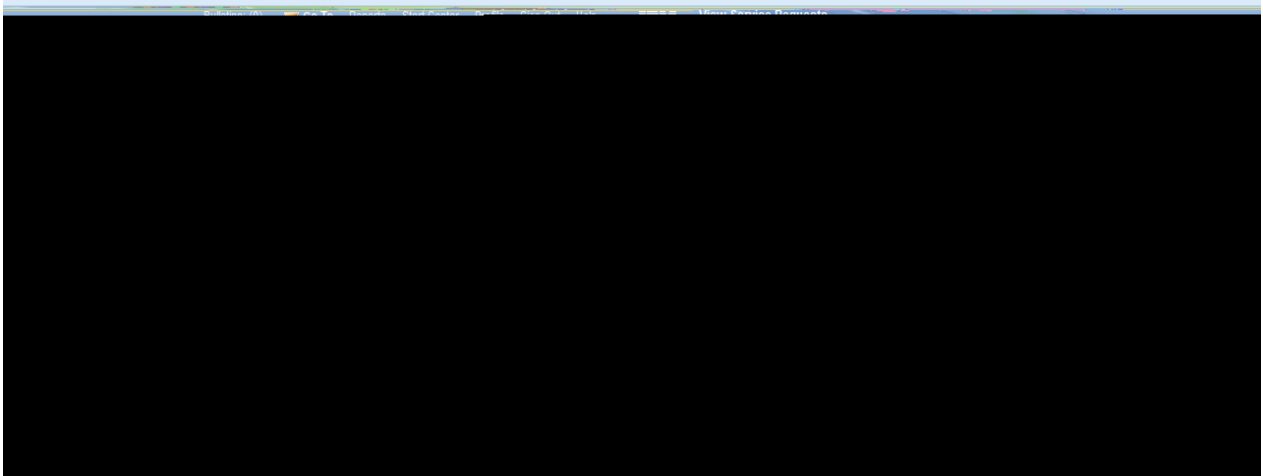


7. Your name, phone number, e-mail address, reported date/time, BU SR Source, BU Owner Group will auto-fill if provided to us. You should also enter in a BU Alternate requestor (this person is someone that can answer questions on behalf of you regarding this request).
8. Please enter the location where the work is requested. You can do this one of two ways:
Click on the double arrows on the right of the "Location" field. You can choose "Select Values" or "Open Drilldown."
 - a. If you used "Select Values", a menu will pop up; enter building number, using 4 digits: existing building number prefaced by a "0" i.e. Couper Administration building= 0029. Hit enter key.
 - b. If you used "Open Drilldown", you will have 5 options to choose from. Click on the plus sign, to drill down that location in more detail. When you have found the location that you are looking for, select the blue colored box and it will automatically plug in that location to your service request.
Please Note: If you are unsure of the building number, or can't find what you're looking for, please document building name, room number, or area in the long description field next to the location field or in the details field.
9. Please enter your account information in the BU Customer Acct Info field i.e. GL (general ledger) account number or funding source for chargeable work.
10. Under "Request Description", please enter a brief description in the Summary field.
11. In the Details field, please enter a complete description of the work you are requesting.
12. If applicable, you may attach a document with the "Attach File" button on the right of the screen.
13. When complete, click on the "Submit" button on lower right of the screen.

15. For all Addenda to existing Service Requests, please contact PF Facilities Operations Center. All addendums must come in through our FOC@binghamton.edu email account.

To Check on Existing Service Requests:

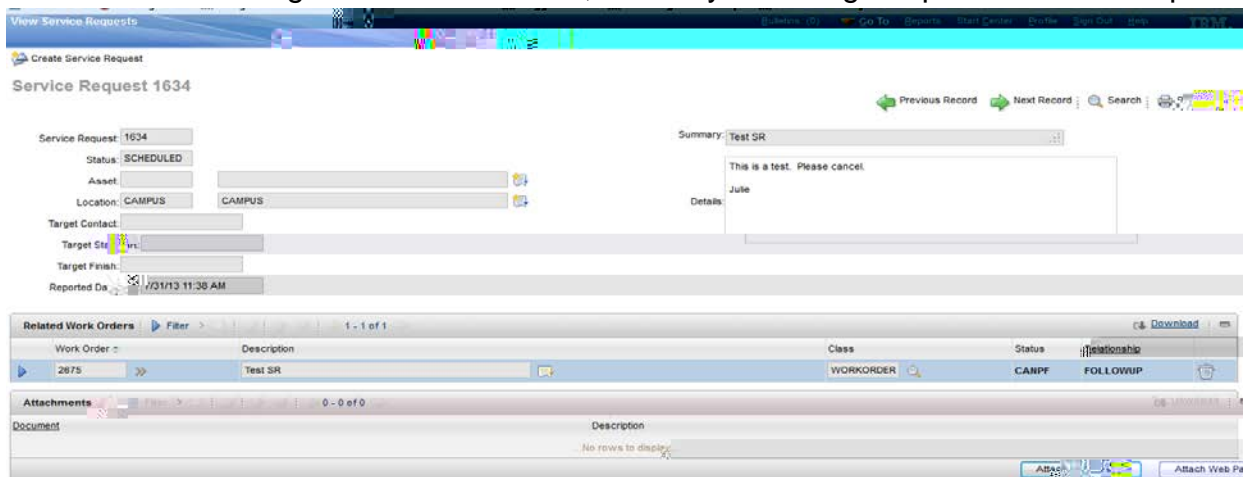
1. When you sign into the Maximo Self Service Portal, in the upper left hand corner, you will see “View Service Requests.”
2. A message box will appear asking if you wish to save your changes: Click “No.”
3. All your submitted Service Requests are listed.



4. At this point, you can click on the Service Request number you want to check i.e. 1634. You will come up to a screen that provides you with the assigned work order number, status of your work order, print functions, etc. You can also download your service requests to an excel spreadsheet or other program if needed.

TIP:

- x If you click on a title, i.e. Service Request, you can change the order from ascending to descending and vice versa. This will help you to view your most current requests first.
- x You can navigate record to record, search your listings or print a service request.



5.