



## Physical Plant

### Guidelines on how to enter a non-chargeable service request in Maximo

This guideline will show you the correct way to enter a non-chargeable service request into Maximo. You must first complete the security signup form and received the followup email directing you to the Maximo application location.

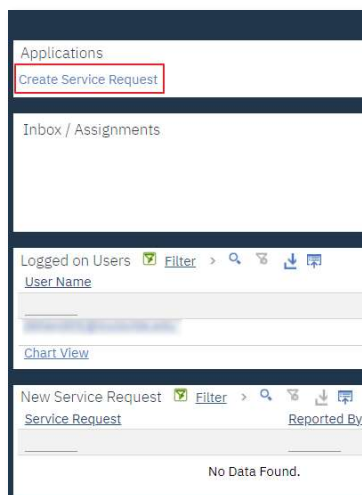
**▶▶ PLEASE READ - Important information about any service requests you create in Maximo:**

When you create a service request in Maximo, physical plant work control will **CONVERT** your service request into a work order. The work order is now the instrument physical plant will use to assign the work and communicate to you, via email, the work order status. Once this occurs the service request will be CLOSED and is no longer the means used for work updates.

If you wish to inquire about your work order status, please contact physical plant work control at [phyplant@louisville.edu](mailto:phyplant@louisville.edu) or 852-6241.

### **CREATE A SERVICE REQUEST**

- 1) Once you log into Maximo, using your username and password, you will be directed to a basic Start Center (your Start Center will look a little different). Click on the link “Create Service Request”.



- 2) You will be directed to the following non-chargeable service request application. The Reported By, Phone and Affected User field will automatically populate with your information.

View Service Requests Search Solutions

**Create Non-Chargeable Service Request** ←

Reported By:  Asset:

Phone:  Location:  [See Locations/Building Codes](#)


E-mail:  Reported Priority:

Affected User:  Reported Date: 4/24/24 11:08 AM

Request Description

Please enter a summary and a more detailed description of your Service Request.

\* Summary:

Details: 

Attachments

Document	Description
There are no attachments.	

Attach Files Attach Web Page

**3) Now enter your university issued E-mail address, a Summary of your issue and additional information in the Details field. The Details field is not required, E-mail and Summary are required, however the more we know the better we can address your issue.**

View Service Requests Search Solutions

**Create Non-Chargeable Service Request**

Reported By:  Asset:

Phone:  Location:  [See Locations/Building Codes](#)


E-mail:  Reported Priority:

Affected User:  Reported Date: 4/24/24 11:08 AM

Request Description

Please enter a summary and a more detailed description of your Service Request.

\* Summary:

Details: 

Attachments

Document	Description
There are no attachments.	

Attach Files Attach Web Page

**4) The last required field to complete is Location. This field provides you with a list of all buildings, floors and room numbers within the university's campuses. Click on the small right pointing arrow >, a menu will appear, click on the Select Value option. This will display a new dialog window listing all the locations.**

**UPDATE**

If you are unsure of your Location/Building Code, you can click on the option **See Locations/Building Code** and a web page will open listing all building codes that you can use to search for you issue location.

View Service Requests Search Solutions

Create Non-Chargeable Service Request

Reported By: \_\_\_\_\_ Asset: \_\_\_\_\_

Phone: \_\_\_\_\_

\* E-mail: \_\_\_\_\_

Affected User: \_\_\_\_\_

Reported Priority: \_\_\_\_\_

Reported Date: 4/24/24 11:08 AM

\* Location: See Locations/Building Code

Select Value  
Classification  
Attributes  
Go To Locations

Request Description

Please enter a summary and a more detailed description of your Service Request.

+ Summary: \_\_\_\_\_

Details: \_\_\_\_\_

Attachments 0

Document Description

There are no attachments.

Attach Files Attach Web Page

5) As you can see in the images below, locations are listed by building, floor and room; you can click any location that best describes your service request location. The better you designate your **issue location** the quicker physical plant can address the issue. You can scroll through the locations by clicking →, however this could take a while to locate your selection.

If you know the building number you can quickly jump to the building, floors and rooms by typing the building number in the Location field and press Enter.

If you know the name of the building you can quickly jump to the building, floors and rooms by typing the value = {building name} in the Description field and press Enter.

Your results will be better if you use only one of the search options (Location or Description).

Once you determine your location click on the location or description and it will load into your service request location.

Select Value

Filter By  
All

Filter > 1 - 15 of 21253

Location	Description
001	Grawemeyer Hall - 2301 S 3rd St
001-01	Grawemeyer Hall - First Floor
001-01-101	Grawemeyer Hall - Room 101
001-01-101A	Grawemeyer Hall - Room 101A
001-01-102	Grawemeyer Hall - Room 102
001-01-102A	Grawemeyer Hall - Room 102A
001-01-102B	Grawemeyer Hall - Room 102B
001-01-102C	Grawemeyer Hall - Room 102C
001-01-102D	Grawemeyer Hall - Room 102D
001-01-102E	Grawemeyer Hall - Room 102E
001-01-103	Grawemeyer Hall - Room 103
001-01-103A	Grawemeyer Hall - Room 103A
001-01-103A1	Grawemeyer Hall - Room 103A1
001-01-103B	Grawemeyer Hall - Room 103B
001-01-103C	Grawemeyer Hall - Room 103C

1 - 15 of 21253

Select Value

Filter By  
All

Filter > 1 - 15 of 283

Location	Description
083	=school of music
083	School of Music - 105 E Brandeis
083-01	School of Music - First Floor
083-01-100	School of Music - Room 100
083-01-110	School of Music - Room 110
083-01-110A	School of Music - Room 110A
083-01-111	School of Music - Room 111
083-01-111A	School of Music - Room 111A
083-01-112	School of Music - Room 112
083-01-113	School of Music - Room 113
083-01-114	School of Music - Room 114
083-01-115	School of Music - Room 115
083-01-115A	School of Music - Room 115A
083-01-115B	School of Music - Room 115B
083-01-116	School of Music - Room 116
083-01-117	School of Music - Room 117

1 - 15 of 283

With all the required fields entered you can now submit your service request by pressing the Submit button in the lower right of the application.

However, you have one additional option to provide more details about your service request. You may provide attachments that could be an image or document.

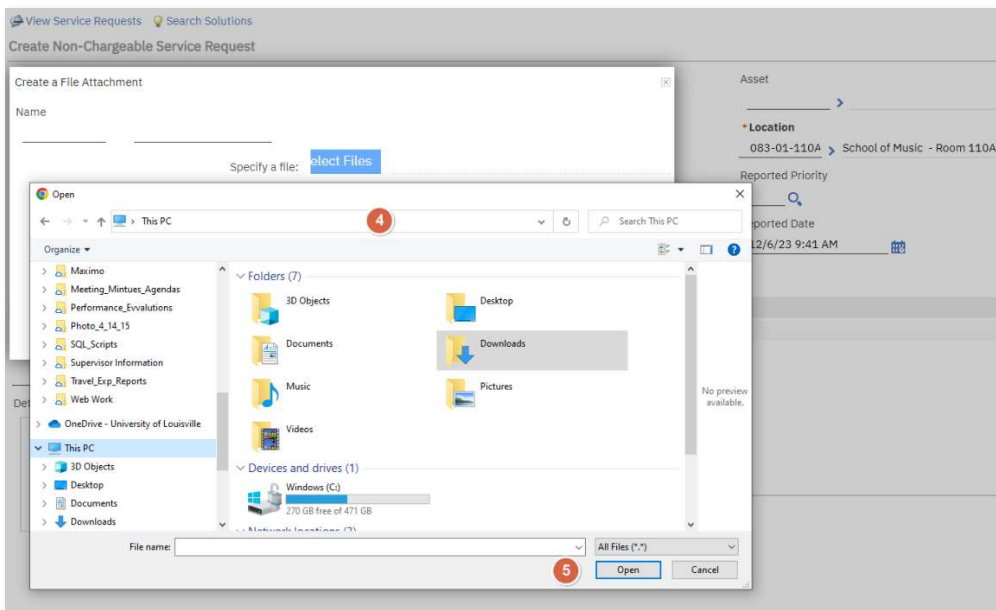
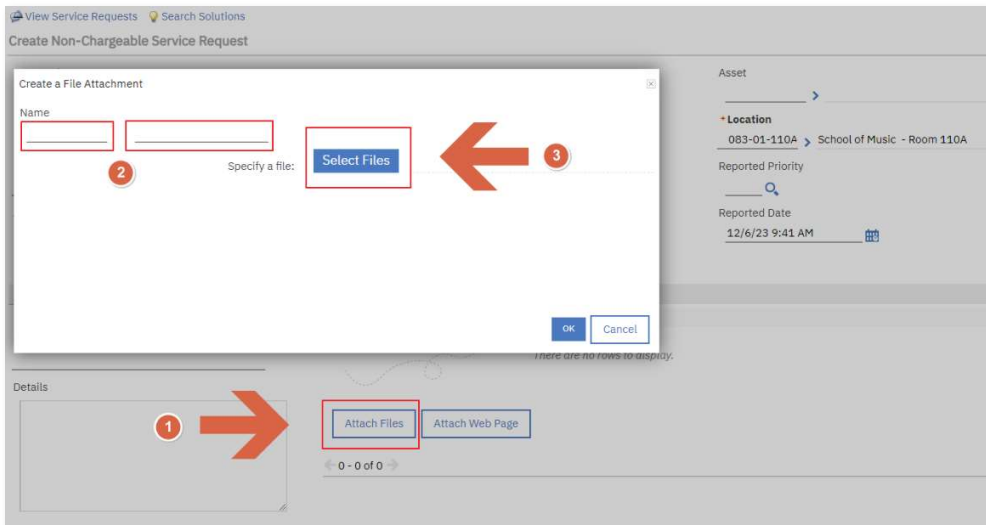
Attachments need to be located on your computer or a location accessible by your computer (thumb drives, network drives etc).

Before you submit your service request follow the instructions in step 6 if you choose to add attachment(s).

- 6) Click the Attach Files (1) button and a new dialog will open. Here you can supply a name and description (2) of the attachment. Click on the Select Files (3) and the standard Windows files selection dialog box will open (4). From here you can locate and click on your attachment then press Open (5).

You can attach multiple files by repeating step 6.

Don't forget to submit your service request after adding attachments.

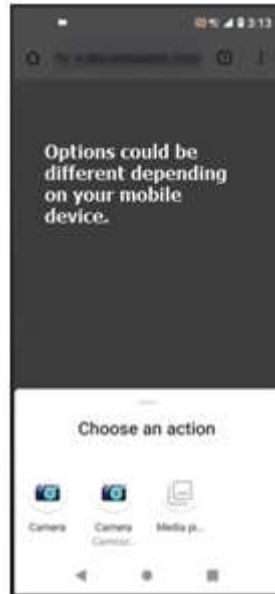


### One final note on attachments.

You can access the Maximo service request application with a mobile device using the application URL you received with your security access confirmation email.

If you choose to use a mobile device so you can attach image(s) keep in mind that the service request application is **not** a mobile application therefore the display will require you to move around a bit.

The sequence to attach files is the same as in step 6, however when you are prompted to attach files the dialog will be different and depending on your mobile device it may appear different from the example below.



**UPDATE**

## **VIEW A SERVICE REQUEST**

**You can view any service request you created by selecting the option View Service Request. The advantage to viewing service requests is the ability to see the assigned work order number and current status of the work order.**

Create Service Request Search Solutions

Service Request 29485

Service Request: 29485

Status: CLOSED

Work Order Assigned: 24-29086

Work Order Status: COMP

Statuses : APPR-Approved / CAN-Canceled / COMP-Completed / CLOSE-Closed / INPRG-In Progress  
WNC-Work Not Completed / WAPPR-Waiting Approval

Asset:

Location: 057 Research Resources Center -301 E Flexner Way

Classification:

Description:

Summary: TESTING DO NOT CONVERT TO WO

Details: TESTING DO NOT CONVERT TO WO - DETAILS

Previous Record Next Record Search Print View

**As you can see in the example above the Work Order Assigned number is displayed along with the current Work Order Status and a legend of statuses. This information is useful when you have questions about your service request/work order and this provides real-time status information for you. If you contact physical plant work control about your request this information can help to quickly locate the work order and status.**

**If you have more than one service request you can use the Previous Record and Next Record (upper right) to quickly scroll through your requests.**

## Exiting Maximo Application

Please remember to exit the application once you have completed your service request(s) entries. You can see the Exit icon in the upper left corner (see image)



End of Guidelines