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 or 852-6241.

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”.

![Create Service Request](image)

2) You will be directed to the following non-chargeable service request application. The Reported By, Phone and Affected User field should automatically populate with your information.
3) Now enter your university issued E-mail address, a Summary of your issue and additional information in the Details field. *Phone, E-mail, Department and Summary are required,* Details is not required, however the more that's known the better your issue can be addressed.

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.
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 your issue location.

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.
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.
► VIEWING YOUR SERVICE REQUEST

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

As you can see in the example above the Work Order Assigned number is shown and the current Work Order Status. This information is useful when you have questions about your service request/work order and 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 request.
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