

## Service Request Work Center with Classifications

### Maximo – Customer Guide

The Maximo Service Request Work Center is an online portal where you can create Service Requests and monitor their progress. Follow these steps to submit a service request.

1. From the Work Center home screen click the  icon.
2. Choose the type of service for your request by clicking a category and subcategory such as



3. Alternatively, you can enter keywords into the search field and select a service from the list:



4. Further describe the issue using the format of Building, Floor, Room, issue.

Describe the issue

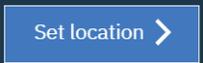
Smith building, first floor, office 101 too hot

5. Click .
6. Review and update if needed the phone number or email information for the Affected Person.
7. Click .
8. Add a photo or video from your computer if you wish. (Many other file types are also supported.)  
Click No to skip.

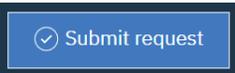


9. Where is the issue located? You may have several ways to choose this value:

- a. Navigate through the spaces using the blue link suggestions from your site; when you get to white text, there are no smaller spaces to choose from
- b. Click the magnifying glass to see a list of all the spaces on your site, filter by keyword
- c. Use geolocating (not available for all)
- d. Use the default space that is associated to your user name

10. Click  once you are satisfied with the location of the service request.

11. Let us know if this is  High priority?

12. Click .