

## Binghamton University Physical Facilities

### CONTACTS:

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### REQUEST A USER ID:

To request a user ID to submit a service request, please email [maximoid@binghamton.edu](mailto:maximoid@binghamton.edu). Provide your name, BU email address, B Number, Supervisor Name, and Building Location. You will also need to include your supervisor and building administrator since we require their approval to grant access. Please do not share your user ID with others; also ID's are not issued to departments, they are issued to individuals.

### HOW TO CREATE A SERVICE REQUEST:

1. Go to the Physical Facilities Home Page located at <http://www2.binghamton.edu/physical-facilities/>.
2. From the green menu bar towards the top, click on "Service Request."



3. Enter your ID (same as your B-Mail ID, but do NOT enter @binghamton.edu).



**SUPPORTED BROWSERS:** If you are not using a supported browser/version, you may experience difficulties. Contact the Help Desk to assist you with downloading a new or updated version to your browser on your computer.

4. Enter your password: Your initial password will be Password1. You will be prompted to change your password. It is case sensitive.
5. Choose and enter a new password; this will be your permanent log-in.

6. You are now in the Maximo Self Service portal.

**TIPS:**

- To increase or decrease your font size, click on <ctrl> + or <ctrl> -.
- Do not use your internet browser toolbar to navigate. You can use the F11 key to remove the internet browser toolbar.
- Always use the sign out feature when exiting Maximo.

The screenshot shows the 'Create Service Request' form in the Maximo Self Service portal. The form is divided into several sections. At the top, there is a navigation bar with links like 'Bullets: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this, there is a 'View Service Requests' link. The main section is titled 'Create Service Request'. It contains several input fields: 'Reported By' (with a search icon), 'Phone' (777-2226), 'E-mail', 'BU Alternate Requestor' (SCOOBY), 'Location' (with a double arrow icon), 'Reported Date' (10/8/13 11:06 AM), 'BU SR Source' (W), 'BU Owner Group' (CSC), and 'BU Customer Acct Info'. A note at the bottom of this section states: 'If the requested work is chargeable, then BU\_CUSTOMER must be provided\_ACCT\_INFO'. Below this is the 'Request Description' section, which includes a 'Summary' field with a rich text editor toolbar (font, size, bold, italic, underline, link, unlink, list, indent, outdent, undo, redo, etc.) and a 'Details' field. To the right of the 'Request Description' is an 'Attachments' section with a table showing 'Document' and 'Description' columns, and a 'No rows to display...' message. At the bottom of the form, there is a 'Submit' button and a 'Cancel' button. A disclaimer at the bottom states: 'By submitting this service request, I am confirming that I have the authority to request work and the authority to approve funding for said work on behalf of my department or organization.'

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.
14. Once your Service Request is submitted, you will be returned to the Start Center.
15. For all Addenda to existing Service Requests, please contact PF Facilities Operations Center. All addendums must come in through our [FOC@binghamton.edu](mailto: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.

View Service Requests

Create Service Request

Search for Service Request

Service Request:  Reported Date From:

Status:  Reported Date To:

Location:  Summary:

BU Alternate Requestor:

Find Reset

Advanced Search Save Query

View Service Requests 1 - 3 of 3 Download

Service Request	Summary	Description	Status	Reported By	Location	Reported Date	BU Alternate Requestor
1634	Test SR		SCHEDULED	SCOOBY	CAMPUS	7/31/13 11:38 AM	SCOOBY
4474	Test event		SCHEDULED	SCOOBY	0007_0159	9/26/13 7:29 AM	SCOOBY
4475	Test		SCHEDULED	SCOOBY	0007	9/26/13 8:02 AM	SCOOBY

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:

- 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.
- You can navigate record to record, search your listings or print a service request.

View Service Requests

IBM

Create Service Request

### Service Request 1634

Service Request: 1634  
 Status: SCHEDULED  
 Asset:   
 Location: CAMPUS CAMPUS  
 Target Contact:   
 Target Start:   
 Target Finish:   
 Reported Date: 7/31/13 11:38 AM

Summary: Test SR  
 Details: This is a test. Please cancel.  
 Julie

Previous Record Next Record Search Print View

Related Work Orders 1 - 1 of 1

Work Order	Description	Class	Status	Relationship
2675	Test SR	WORKORDER	CANPF	FOLLOWUP

Attachments 0 - 0 of 0

Description

No rows to display.

Attach File Attach Web Page

Once you have several service requests to navigate through, you can use the advance search field for additional fields to query on. **Please Note:** On the Revise Tab, you can change or clear your current query. Press Cancel to go back to previous screen.

More Search Fields| Current Query:

Service Request:  Reported By:  Status:   
 Summary:  Site:   
 Location:  History?:   
 BU Internal Priority:

Dates

	From	To		From	To
Reported Date	<input type="text"/>	<input type="text"/>	Actual Start	<input type="text"/>	<input type="text"/>
Target Start	<input type="text"/>	<input type="text"/>	Actual Finish	<input type="text"/>	<input type="text"/>
Target Finish	<input type="text"/>	<input type="text"/>			

Find Restore Application Defaults Revise Cancel

- The main screen that you will be taken back to is your start center. From this screen, you can update your profile including changing your Maximo password. Based upon your request, we could provide you access to either a report or customize a result set on your start center in order for you to see other users' submissions in your department.

Welcome to Physical Facilities MMS, Scooby Doo

IBM

Change Contents/Layout Display Settings Update Start Center

Quick Insert

New Service Request

Favorite Applications

View Service Requests

Bulletin Board

Subject	Message	Post Date	Expiration Date	Viewed
				N

There are currently no bulletin board messages to view.

Result Set

This portlet has not been set up. To set up, select the edit icon in the portlet header.