Maximo
A Learning Guide for Submitting and Managing Facilities Work Orders

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UC San Francisco
Facilities Services
Image: Welcome to Maximo and Login Page

**Scroll further for Zoomed-out Image**
Welcome to Maximo and Login Page
How to Create a Service Request?

After credentials have been authenticated, the Self Service portal is displayed. Scroll down for Zoomed out images.
How to Create a Service Request?

Enter your contact and service location information in **Step 1**:

- Reported by
- Reported date
- Email Address
- Phone Number
- Department (Search for your department’s code by clicking on the magnifying glass icon)
- Site Contact, email, and phone
- Site: Campus
- Area (Refers to UCSF Campus – ie. PN = Parnassus)
- Building (Search for building code by clicking on the magnifying glass icon)
- Floor
- Room
Enter information about your service issue or request in **Step 2:**

1. Pick a Service or Issue. **See red box.**
2. Once you click on the chevron symbol ➔, a “Classify” window will pop up to provide a list of different types of service requests.

3. Click on the type of service you are requesting, and a series of applicable questions for that type of request will auto-populate.

For example, if you are requesting for “New Keys,” a list of questions for keys will appear:

- Name of key approver
- Name of the person assigned to key
4. Optional: If you have an attachment, click “Attach File” or “Attach Web Page” on the lower right corner.

Enter the Funding Information in **Step 3**.

- Speedtype
- Business Unit
- Fund
- Department ID
- Project ID
- Function
- Flexfield
Once you completed filling out all the information for the facilities service request, click the “Submit” button on the lower right hand corner:
How to View All your Service Orders?

Click on the “View Service Requests” button. See red arrow. Scroll further for a zoomed-out view.
Zoomed-out View: Where to view all your work orders?
After you click on “View Service Requests,” you will be taken to a different page, where you can view a history of all your service requests.