

Self-Service Center with Classification

Maximo – Quick Guide

The Self-Service Center offers customers a streamlined screen for entry and tracking of Service Requests.

- ✓ You must initiate the New User registration process on the Maximo sign in screen and be approved by the admin before you can submit service requests.

Steps to Create a Service Request using the Self-Service Center

1. Sign in to Maximo at <https://sodexo-na.maximo.com>
2. Click Report an Issue 
3. Click the folder that corresponds to the category of issue you are reporting 
4. Some categories have sub-folders; navigate to the lowest level as indicated by 
5. After choosing the most appropriate issue  you will be presented with a short form to fill out
6. In the Details field, type the Building, Floor, Room, and a description of the issue
7. If this request is on behalf of someone else, change the Requested For field by choosing a different value from the Select Value icon 
8. If the requester's name is not on the list, type the name in the Non System User field
9. Edit the Location field if necessary by choosing a different value from the Select Value icon 
10. Add any attachments such as photos or diagrams by clicking the Attachment icon 
11. You may opt out of email notifications for this request by unchecking the 
12. Click
13. You will get a confirmation dialog box