

Facilities Management is introducing a web based program for requesting services. It is our hope to streamline the process while making it more responsive and convenient to our community. This program will allow one to monitor the current status of a request and will automatically notify you via email of any change. Facilities Management anticipates that this will become the preferred method for requesting services.

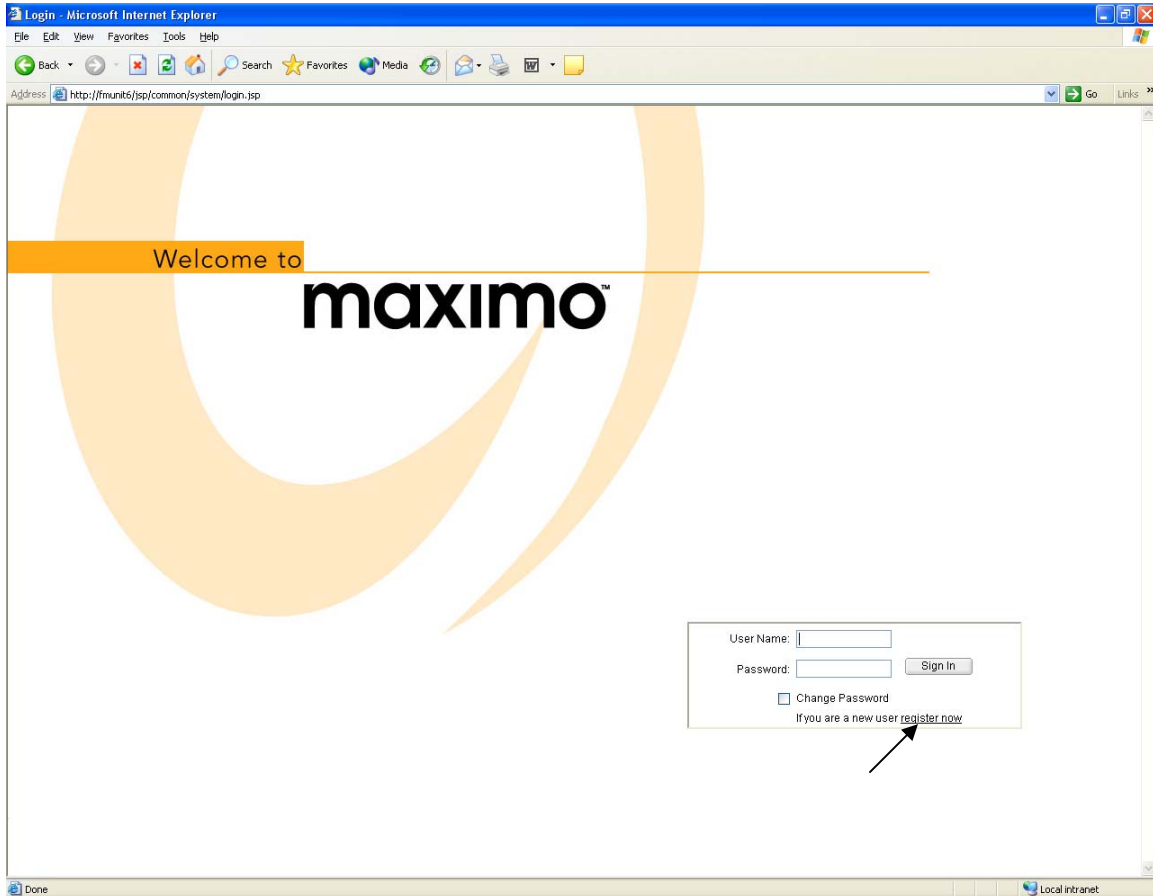
Please follow the directions in this booklet and feel free to call me with questions or suggestions. I can be reached at extension 2388 or via email [pzieja@mtholyoke.edu](mailto:pzieja@mtholyoke.edu)

Thank you,  
Peter S. Zieja  
Systems Administrator  
Mount Holyoke College  
Facilities Management

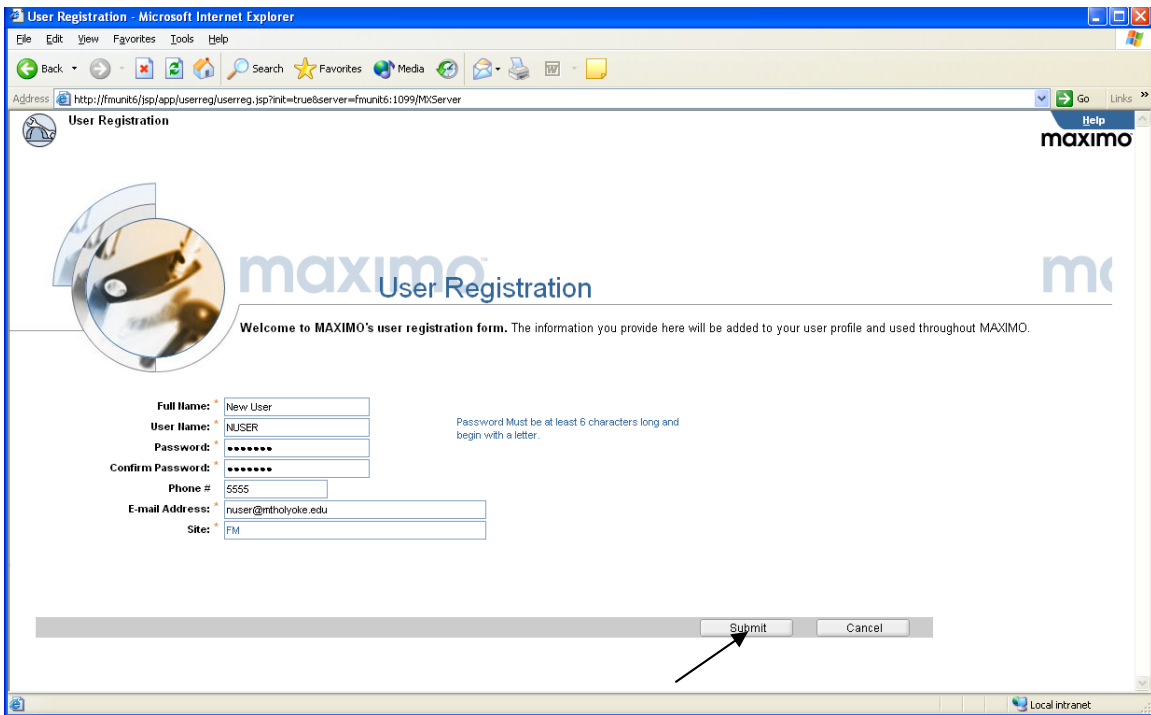
System requirements: Please be aware you cannot use Maximo from a Mac and you need to have Version 5.0 or higher of Microsoft Internet Explorer; Maximo will not work with other browsers such as Firefox or Netscape, etc..

To get started, open Microsoft Internet Explorer and type in the following URL address in the address bar <http://fmunit6:7001/maximo>

This will open the page shown below. If you are a first time (new user) user you will need to register first.



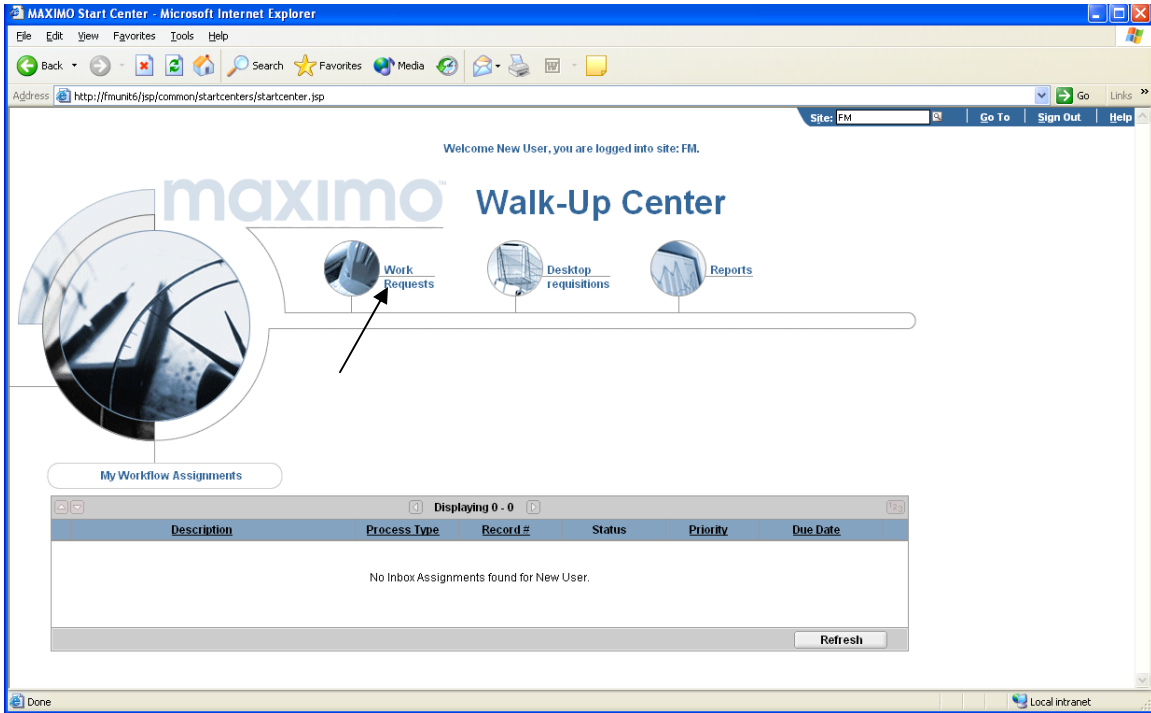
To register please click on **register now** located in the lower right box of the welcome screen. This will bring you to the Maximo User Registration Page



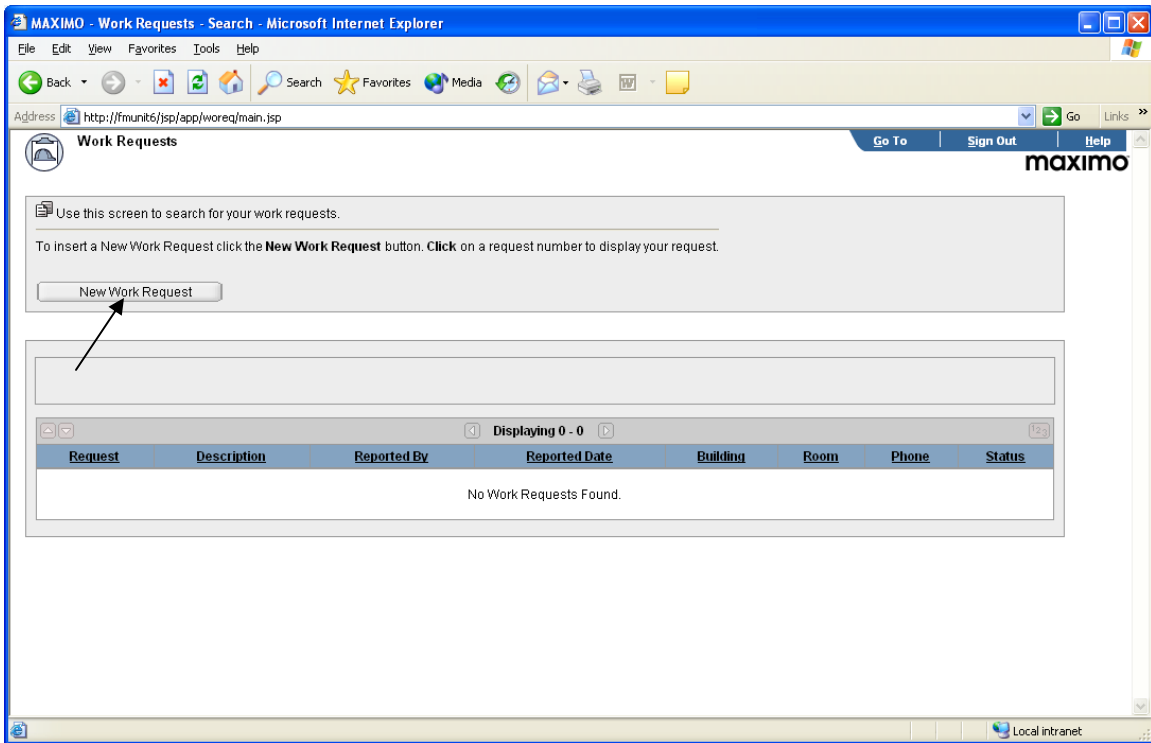
**Maximo User Registration** Fill in all the fields *except* the field marked “**site**” which must remain “FM”. Please note that your Password must be at least 6 characters and begin with a letter.

**Please, remember your password.**

When finished, click on the **Submit** button and this will bring you to the **Maximo Walk-Up Center** page



**Maximo Walk-Up Center** Click on the icon labeled **Work Requests**, this will bring you to the **Work Requests** screen.



**Work Requests** On this screen you can see two frames, the lower frame contains a list of all the work requests you have submitted. Here you will be able to click on a request number to view your request. As a first time user, you will see the caption “*No Work Requests Found*”.

To make a new work request click the *New Work Request* button located in the upper frame and this will bring you to the next **Work Requests** screen.

## **Work Requests**

There are nine (9) frames or fields for information:

**“Request # \*”** field; the number in this frame is generated automatically. This is your request number which will become your work order number when your request is submitted to the system.

**“Description”** field; please type in a short description of the problem or request for service. For example: “outlet not working”, “sink clogged”, “no heat”, “water running” etc.

**“Additional Comments”** field; in this field please give a detailed description of your request. For example: “the electrical outlet on the left side of the desk is not working”. This is a large field so please be as detailed as you need to clearly state your request. The more information you can supply the better the chances that we will not have to contact you for clarification.

**“Building”** field; this is the building/location where the problem exists, not necessarily the place you are located.

**“Room #”** field; again this is the room number of the location for which you are requesting service; if the location is not in a room you can leave it blank or use a one work descriptive such as hallway or basement then proceed to the additional comments field to elaborate on any information.

“Phone” field; please insert a phone number where you can be reached for any questions.

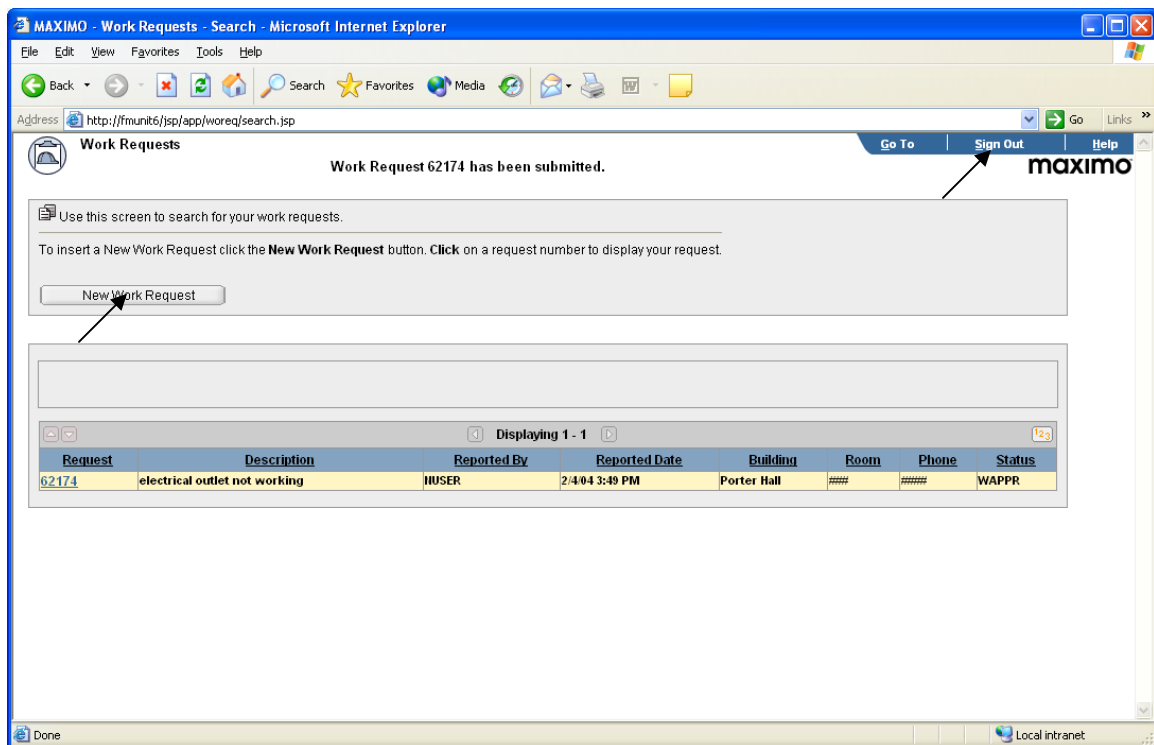
“Worktype” field; Please leave the work type as “WB”, **DO NOT CHANGE**, otherwise the request may not submit properly.

“Report Date” field; this is populated with today’s date and is a read only field. This will serve as a reference date when you check back on the status of your request.

“Reported By” field is automatically populated with your user name.

If you need to clear all your entries, click on reset button.

That is about it. Of the nine fields you really need to fill in five fields: “Description”, “Additional Comments”, “Building”, Room #, and “Phone” then click on the **Submit** button. This will bring you to the next **Work Requests** screen.



A notification that your request has been submitted and your work request will be listed in the table below. If you have additional requests you can click on the **“New Work Request”** button and return to the previous screen to complete a new form. Or if you’re finished, click on the “Sign Out” button.

You only need to register the first time you use **MAXIMO**. On subsequent uses, please logon with your username and password and proceed to the **Walk up** screen, then click on the **“Work Request”** icon to bring up the **“Work Request”** screen. At this time you can check on the status of any of your requests or click on the **“New Work Request”** button to bring up the **“Work Request”** screen to fill in the fields and proceed as before.

The MAXIMO work order system is designed to generate an email notification on any status change of your request. The first email you receive will notify you that your work request has been received, has been approved for assignment or canceled and the reason for cancellation. If your request has been approved but delayed, your notification should indicate we are waiting for material to complete the request. The last email you receive will notify you that your work request has been completed. If the work has not been completed to your satisfaction please call us at extension 2012.

If you encounter any problems with the online system please call us at ext 2012.

Our web based Maximo system is the best method of submitting a work order and only if someone has a MAC with no access to a PC, or it is an emergency, should the request be submitted by phone.