

Maximo 7.6 Work Request Screen

Overview

The Maximo Work Request screen is the replacement for the Global Link work request screen. It may be used by campus personnel to submit new work requests and to quickly view the status of previously submitted requests.

This document describes how to use the Maximo Work Request screen.


1. Signing In

1.1. From any web browser, use the following URL to navigate to the Maximo system.

<https://fac-maximo.ucdenver.pvt/maximo>

1.2. At the Maximo Welcome screen, enter your campus User Name and Password.

This is the same user name and password you would use to log into your PC or your email.



The image shows the Maximo Welcome screen for the University of Colorado Denver. The background is black. At the top, the text "Welcome to Maximo" and "University of Colorado Denver" is displayed in white. On the left side, there is a large, 3D-rendered silver hexagonal nut. To the right of the nut, there are two white input fields. The first field is labeled "User Name:" and the second field is labeled "Password:". Below the password field is a blue button with the text "Sign In" in white. At the bottom of the screen, there is a thin blue horizontal line. Below this line, the IBM logo is on the left, and the copyright notice "© Copyright IBM Corp. 2007-2014. All rights reserved. See product license for details." is on the right.

1.3. After successfully signing in to Maximo, you will be presented with your Start Center.

1.3.1. The Start Center has two portlets configured.

On the left is the Favorite Applications portlet with two shortcuts – *Create Work Requests* and *View Work Requests*.

On the right is a list labeled My Open Requests. This is a list of open requests that you have created. When the list is empty, the words “No Data Found” will be shown.

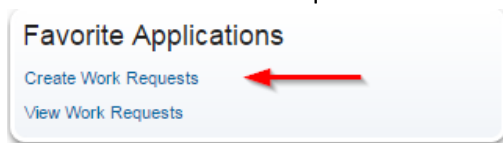
1.3.2. There is also a Sign Out button on the upper-left of the screen.

Click Sign out when you are finished using the work request screen and ready to sign out of Maximo.

Work Request #	Summary	Reported Date
1606	Too HOT	7/6/15 6:09 AM
1615	Door lock broken	7/6/15 8:27 AM

2. How to Create a new work request

2.1. Click the Create Work Request shortcut.



2.2. You will be presented with the Create Work Request screen.

Create Work Request

Requester: MXINTADM

* Level1 Location (Campus):

FACOP, mxintadm

* Phone: x1

* E-mail (an e-mail address is required to receive confirmation): noone@nowhere.com

Request Description

Please enter a Problem Description (and more detail if necessary) of your Work Request.

* Description of Problem (250 maximum):

Additional detail if required:

2.3. Your userid, name, phone and email will be automatically populated when possible.
Phone and email are required.
If they are not automatically populated you must fill them in.



2.4. Select the Location:

2.4.1. Selecting a location for the work request is required. Locations in Maximo are organized into multiple levels – Campus > Building > Floor > Room.

You are required to provide at least the first 2 levels of the location. When possible you should provide as many location levels as you can to best define where the problem is.

2.4.2. Select the *Level1 Location (Campus)* first by clicking the *Select Value* button to the right of the field.

* Level1 Location (Campus):

2.4.3. Select the desired campus from the list.


2.4.4. Select the *Level2 Location (Building)*.


2.4.5. Repeat the location selection until you have reached the location level where the problem is that you are reporting.


2.5. Clearing Location Levels:


If you inadvertently select the wrong location at one of the location levels you must use the Clear Level buttons to remove the selected locations and make the correction(s).


Level1 Location (Campus):



Level2 Location (Building):

Level3 Location (Floor):

Level4 Location (Room):



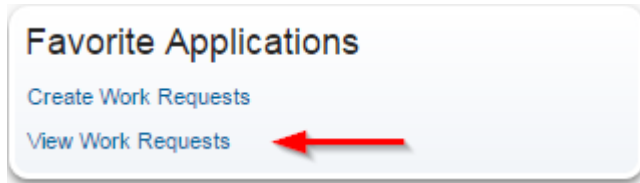
2.6. Enter the *Description of the Problem*. The field has a limit of 250 characters. There is an “Additional detail if required” field provided if more than 250 characters is needed.

2.7. When you are finished entering the details of the request, click the **Submit** button at the bottom of the page.

2.7.1. Your request will be submitted to the CSC for processing. You will be prompted to *Go To View Work Requests screen, Create Another Work Request, Return to Start Center or Sign Out*.

3. View Work Request screen

3.1. To access the View Work Request screen, click the View Work Request shortcut on the Start Center.



3.2. You are presented with the Search for Work Request page.

The top section of the page contains fields you may enter values in to filter the list of requests on the bottom section of the page.

After entering values in the search fields, click the Find button to filter the list.

Search for Work Request

The screenshot shows the 'Search for Work Request' interface. It includes search fields for Work Request #, Status, Location, Reported Date From, Reported Date To, and Summary. A red box highlights these fields with the label 'Search Fields'. A red arrow points to the 'Find' button. Below the search fields is a table titled 'View Work Requests' with columns: Work Request #, Work Order, Summary, Status, Location, and Reported Date. The table contains two rows: 1606 (Too HOT, OPEN, A-L15-6, 7/6/15 6:09 AM) and 1615 (Door lock broken, OPEN, A-L26-1-100, 7/6/15 8:27 AM). A red box highlights the table with the label 'List (filtered to show only open requests)'. A red callout box points to the 'Status' dropdown with the text: 'Filters list for "open" requests. Click Find to execute search.'

3.3. To view the details of a request, click on the underlined Work Request # in the list.

Work Request 1606

The screenshot shows the details for Work Request 1606. At the top right are navigation buttons: Previous Record, Next Record, Back to List, Start Center, and Sign Out. The main content is divided into two columns. The left column contains: Work Request # (1606), Work Order (15-174881), Summary (Too HOT), Details (empty), Status (OPEN), Status Date (7/6/15 6:44 AM), Requester (MXINTADM), and Reported Date (7/6/15 6:09 AM). The right column is titled 'Selected Location' and contains: Level1 Location (Campus): A, ANSCHUTZ MEDICAL CAMPUS; Level2 Location (Building): A-L15, Academic Office One; Level3 Location (Floor): A-L15-6, Academic Office One (Sixth Floor).

4. Using the “My Open Requests” start center list

4.1. After submitting a new work request, it will appear in your My Open Requests list on the start center. This list acts as a shortcut to your open requests.

Once a request has been closed, it will drop from the list.

All requests, open and closed, can be accessed from the View Work Requests screen but only open requests are shown on the My Open Requests start center list.

4.2. To view the details of a request, click on it in the list. You will be taken to the detail view page of the *View Work Requests* screen.

4.3. Click the **Start Center** button to return to your start center.

Important: *Do not use the Back and Forward navigation buttons of your browser to move to/from pages within Maximo.*