



uOttawa

Service des immeubles
Physical Resources Service

Maximo Version 7.1

User Guide

July 2011

The present document describes the steps necessary to create a « Service Request » with the upgraded Maximo version 7.1.

To Access Maximo

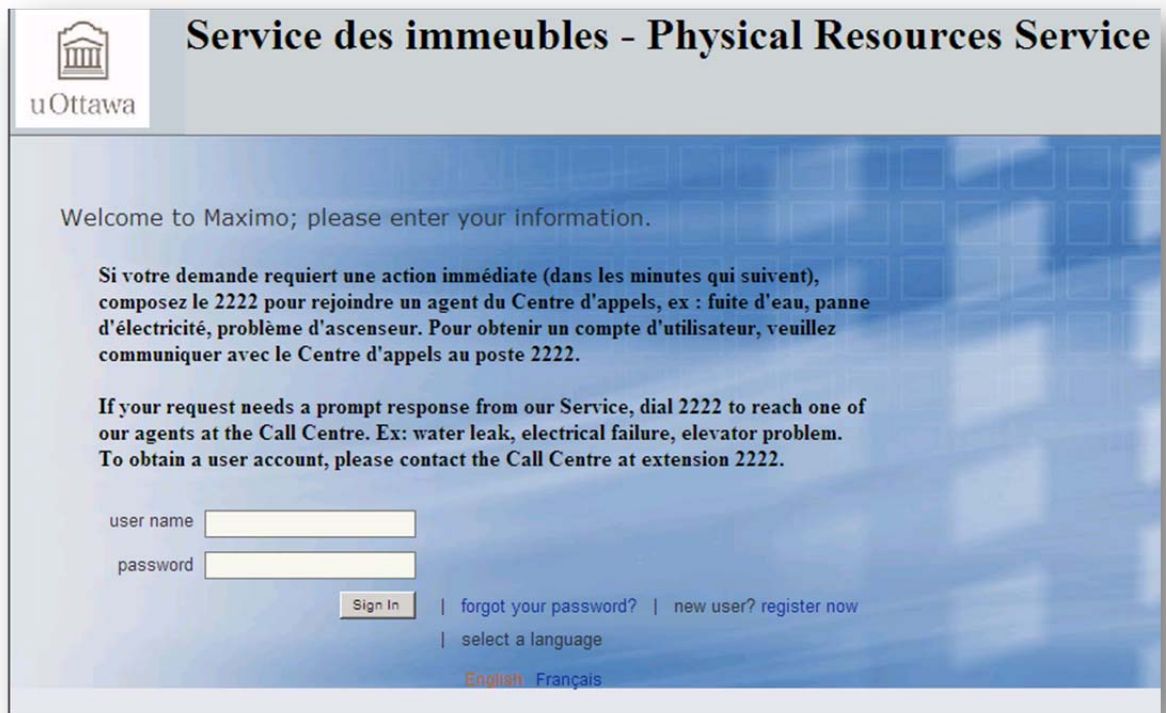
1. To access Maximo, copy the following link into your Internet browser :

<https://prsp.uOttawa.ca/maximo>

Your username is the same one you would use to access your uOttawa webmail.

Your password is the same as your username except in UPPERCASE. If your username contains less than six characters you will need to append « 01 » to your password only. Please note that passwords are case sensitive.

For example, if you take a user with the name Jim Long, the username could be « jlong » and the initial password would be « JLONG01 ».



The screenshot shows the login interface for the Physical Resources Service. At the top left is the uOttawa logo. The main heading is "Service des immeubles - Physical Resources Service". Below this, a welcome message asks the user to enter their information. There are two paragraphs of text in French and English providing instructions on when to call the call center (2222) for urgent issues like water leaks or elevator problems, and when to use the system for user account management. The login form includes fields for "user name" and "password", a "Sign In" button, and links for "forgot your password?", "new user? register now", and "select a language". At the bottom, there are links for "English" and "Français".

Service des immeubles - Physical Resources Service

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Welcome to Maximo; please enter your information.

Si votre demande requiert une action immédiate (dans les minutes qui suivent), composez le 2222 pour rejoindre un agent du Centre d'appels, ex : fuite d'eau, panne d'électricité, problème d'ascenseur. Pour obtenir un compte d'utilisateur, veuillez communiquer avec le Centre d'appels au poste 2222.

If your request needs a prompt response from our Service, dial 2222 to reach one of our agents at the Call Centre. Ex: water leak, electrical failure, elevator problem. To obtain a user account, please contact the Call Centre at extension 2222.

user name

password

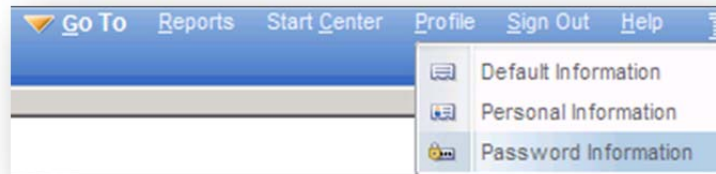
| [forgot your password?](#) | [new user? register now](#)

| [select a language](#)

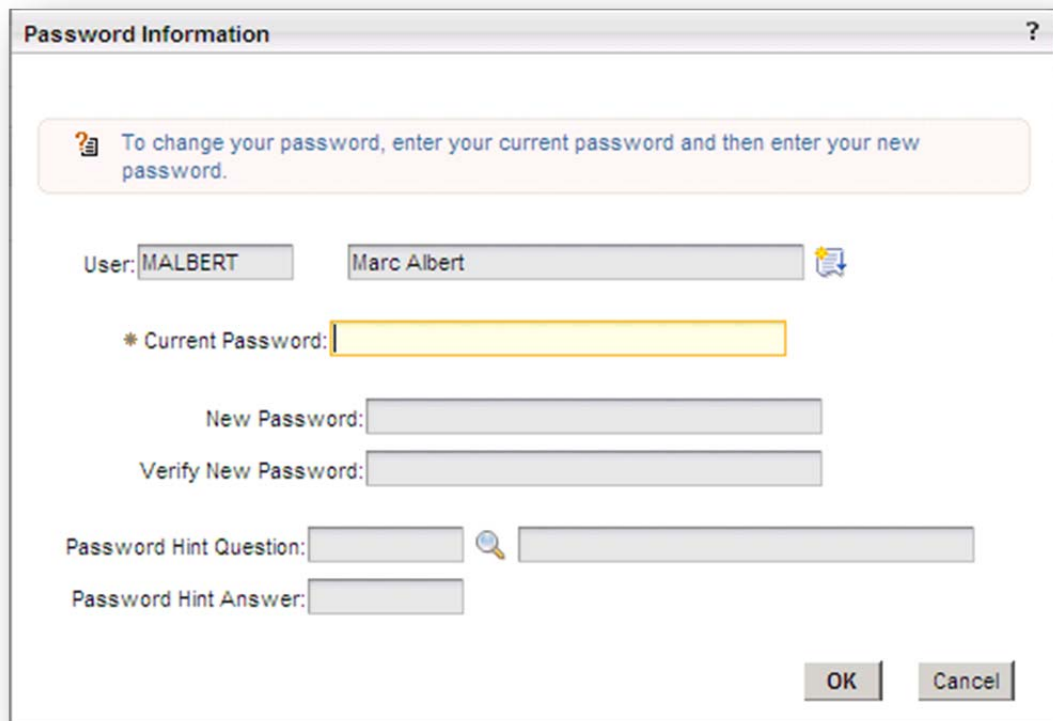
[English](#) [Français](#)

Changing Your Password

1. To change your password, click on « Profile » and select « Password Information ».

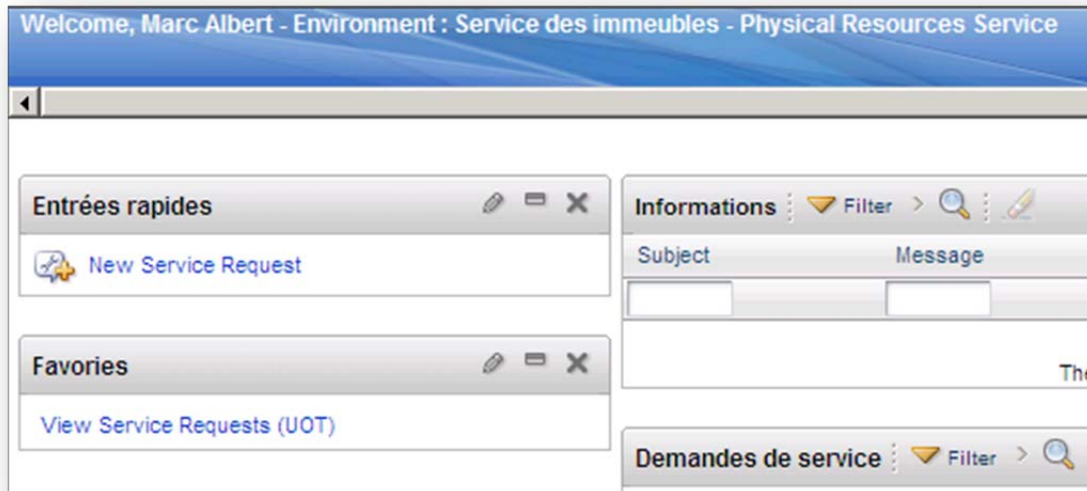


2. You can change your password within the following dialogue:

A screenshot of a 'Password Information' dialog box. The title bar says 'Password Information' with a question mark icon on the right. Inside the dialog, there is a light yellow box with a question mark icon and the text: 'To change your password, enter your current password and then enter your new password.' Below this, there are several input fields: 'User: MALBERT' and 'Marc Albert' (with a copy icon), '* Current Password:' (with a yellow border), 'New Password:', 'Verify New Password:', 'Password Hint Question:' (with a search icon), and 'Password Hint Answer:'. At the bottom right, there are 'OK' and 'Cancel' buttons.

Creating a Service Request

1. Click on the « New Service Request » shortcut located in the top left corner of your Start Center.

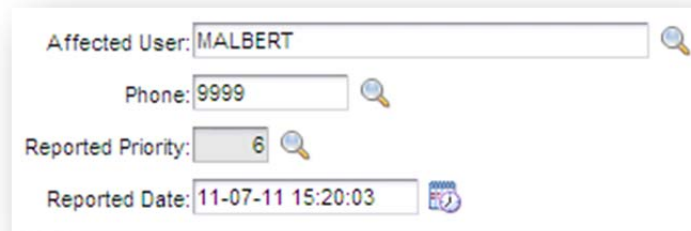


2. The « Create Service Request » window appears.

The screenshot shows the "Create Service Request" form. At the top, a blue banner reads "Create Service Request (UOT) - Environment : Service des immeubles - Physical Resources Service". Below the banner, there are navigation links: "Bulletins: (0)", "Go To", "Reports", "Start Center", "Profile", "Sign Out", and "Help". The main heading is "Create Service Request". Below the heading, there is a paragraph of instructions: "Use this form to fill out a new request for service. When you are done, select the Submit button below to create the record. For additional details about a field description, place the cursor in the field and press Alt + F1. The icons located next to a field may be used to assist in choosing/selecting an appropriate value for a field." Below the instructions, there is a "Screen Capturer" button. The form contains several input fields: "Reported By:" with the value "MALBERT", "Phone:" with the value "4750", "E-mail:" with the value "malbert@uottawa.ca", "Affected User:" with the value "MALBERT", "Phone:" with the value "4750", "Reported Priority:" with the value "6", and "Reported Date:" with the value "11-07-11 15:20:03". Below these fields, there is a section titled "Affected Asset Details" with fields for "Location:", "Asset:", "GL Account:", and "Factorable?". Below this section, there is a "Request Description" section with a "Summary:" field and a "Details:" field. To the right of the "Request Description" section, there is an "Attachments" section with a "Filter" dropdown, a search icon, and a "Download" button. Below the "Attachments" section, there is a table with two columns: "Document" and "Description". The table is currently empty, with the text "...No rows to display..." in the center. At the bottom of the table, there are two buttons: "Attach File" and "Attach Web Address Link".

By default, the fields « Reported By » and « Affected User » are populated with your personal ID, phone number and e-mail address.

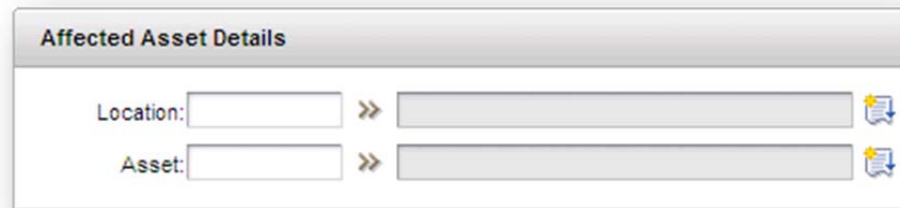
3. If you are making a request on behalf of someone else affected by the situation, select the field « Affected User » and choose one of the following:
 1. Enter the other person's ID in the « Affected User » field or;
 2. Enter the phone number in the « Phone » field.



A screenshot of a web form with the following fields and values:

- Affected User: MALBERT
- Phone: 9999
- Reported Priority: 6
- Reported Date: 11-07-11 15:20:03

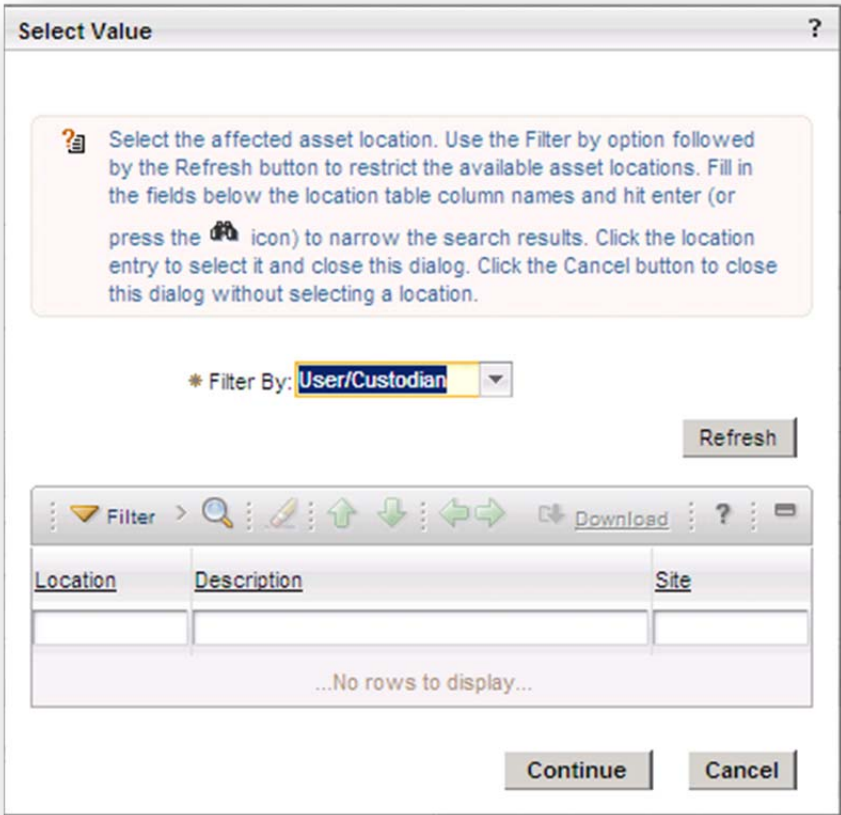
4. Go to section « Affected Asset Details » and complete the « Location » field. If known, enter the numeric building code directly into the field followed by «-» and the room number. For example : 004-W112 corresponds to Tabaret Hall room W112.



A screenshot of a web form titled "Affected Asset Details" with the following fields:

- Location: [] >> []
- Asset: [] >> []

1. If you do not know the numeric building code click on the « Detail Menu » (»») to the right of the location field. The following window appears:



2. Click on the drop down menu « Filter by » and select « All »; then click « Refresh ». The list of campus locations appears :

The screenshot shows a 'Select Value' dialog box with a help message and a table of campus locations. The help message reads: 'Select the affected asset location. Use the Filter by option followed by the Refresh button to restrict the available asset locations. Fill in the fields below the location table column names and hit enter (or press the icon) to narrow the search results. Click the location entry to select it and close this dialog. Click the Cancel button to close this dialog without selecting a location.'

Below the help message is a '* Filter By:' dropdown menu set to 'All' and a 'Refresh' button.

The table below has columns for Location, Description, and Site. The first row is highlighted in blue.

Location	Description	Site
001	133-135 Séraphin-Marion	UOT
001-0	133-135 Séraphin-Marion, Floor 0	UOT
001-001	133-135 Séraphin-Marion	UOT
001-002	133-135 Séraphin-Marion	UOT
001-003	133-135 Séraphin-Marion	UOT

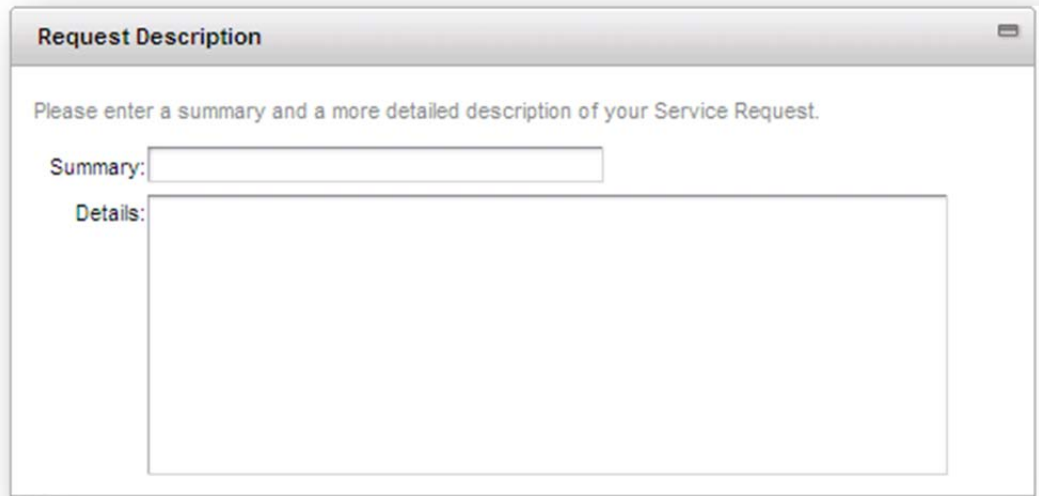
At the bottom of the dialog are 'Continue' and 'Cancel' buttons.

Enter the building name in the « Description » field and press « Enter » on your keyboard. The location list is filtered accordingly. Select the applicable location.

5. For billable requests, check the « Billable? » box and enter your GL account. Use the magnifying glass icon to search through the list of GL accounts.

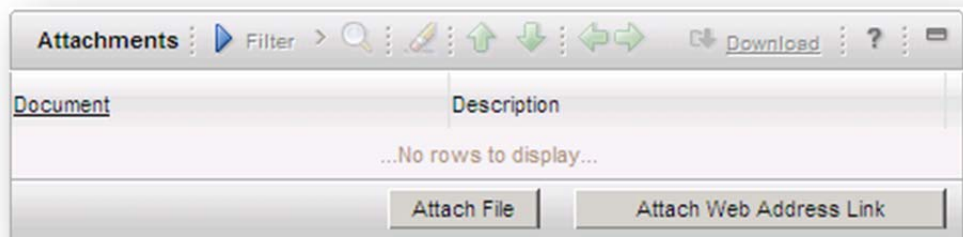
The screenshot shows a form with a 'GL Account:' label and an input field with a magnifying glass icon. Below it is a 'Facturable?' checkbox.

6. Enter a short description of your request (max. 100 characters) in the « Summary » field and use the « Details» field for further explanation.



The image shows a window titled "Request Description". Inside the window, there is a prompt: "Please enter a summary and a more detailed description of your Service Request." Below this prompt, there are two input fields. The first is labeled "Summary:" and is a single-line text box. The second is labeled "Details:" and is a larger, multi-line text area.

7. If necessary, you may attach a document or a Web link to your service request. Select the « Attach File » or « Attach Web Address Link » at the right of your screen.



The image shows a table titled "Attachments". The table has two columns: "Document" and "Description". The table is currently empty, with the text "...No rows to display..." centered in the body. Below the table, there are two buttons: "Attach File" and "Attach Web Address Link". Above the table, there is a toolbar with various icons including a filter, search, edit, up/down arrows, and a download button.

8. Once completed, click on the « Submit » button at the bottomright of the page.

Submit