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Navigate and/or Register as a New Self Service User

You will need to have a user name and a password to allow you to sign into Maximo. If this is your first time creating a request in this new system then you will need to register for an account (see below). If you already have an account, please log in here with your user name and password that was emailed to you when you previously registered.

1. Log into Maximo by clicking on the **Facilities Work Request** link on the Faculty & Staff page of the University web site.

![Image of Maximo login screen]

2. If this is your first time using Maximo you will need to register. Click on the Register link.
3. You will then be presented with the Self Service Registration Page.

UGL Unicco IWMS System
Self Service Registration
Customer: South Carolina State University

Please Note: This self service registration form is for South Carolina State University Employees only. Registering will allow South Carolina State University personnel to submit work requests through a Maximo self service page. Your Maximo user ID and password will be emailed to you. Please use this username and password to login to the UGL Unicco Work Request System.

https://iwms.ugl-unicco.com/scsu

If you are an UGL Unicco employee, please contact your Site Admin for your Maximo username and password.

Please provide all the information below:

First Name: [Field]
Last Name: [Field]
Email Address: [Field]
Phone Number: [Field]
Password: [Field]
Retype Password: [Field]

Please type the text below into this box:

[Field]

Refresh Image
Submit | Cancel

Please fill out all fields in the registration form and then press the Submit button.
4. Once you successfully submitted your registration the system will present you with this message:

Click on the OK button, then log into your email to retrieve your username and password. The registration email you will receive should look similar to the email below:

Thank you for registering with the UGL Unicco self-service work request system.
Your username is: SCSU_KROCHE
Your password is: rf123rt
Please log in to the UGL Unicco self service request system here: https://iwms.ugl-unicco.com/scsu

The line above in the confirmation email that reads “Please log in to the UGL Unicco self service request system here: https://iwms.ugl-unicco.com/scsu” is a second option for submitting future work requests. You can choose to bookmark this URL for future use or you can continue to use the Facility Work Request link on the university web site.

5. Log into Maximo with the username and password provided to you in confirmation email.

Please Note: it can take up to 5 minutes after you receive your registration email for your username and password to become active.
Creating Service Requests in Maximo

1. Navigate to the Maximo Work Request logon page by either using your bookmarked URL or by clicking on the **Facility Work Request** link on the university web site. Once logged in you will be presented with your **Start Center**. From your **Start Center** you can **New Service Request** or **View Service Requests**.

2. Click on **New Service Request** to enter in a new request.

3. This will open up the Create Service Request screen:
Maximo will fill in the **Reported By**, **Email**, **Affected User**, based on the information you entered when registering.

4. Select your location by clicking on the arrow to the right of the **Location** field.

5. Click on Select Value

6. In the Select Value dialog, find your building / floor combination by filtering on the “Description” field. Type a word that is in your building name and press Enter. This will shorten the list of locations to show only those with the word in the description field. In the example below I am filtering on the word “Hodge”. All locations with the word “Hodge” now appear in a shorter list allowing me to choose my floor. Click on the floor you are creating the request for.
7. Enter your room number in to the room number field.

8. Enter in the *Type of Work Request* by clicking on the arrow to the right of the *Classification* field.

9. Click on Classify.
10. Drill down by clicking on the plus icon  to the left of the Classification. Once you have drilled down and reached your selection, click on the blue box  to the left of the Classification to select.

11. Enter in a Summary of your request and enter in further detail (if necessary) in the Details section:
12. Click Submit once done entering in all work request information. You then can **View the Details** of your request, **Return to the Start Center** or **Create Another Service Request**.

### Searching and Viewing Work Requests

1. To view your work requests click on the View Service Requests from your start center.
2. The **View/Search Work Request** screen is broken up into two halves. The top half has search fields that can help you find your service request. The bottom half shows a list of your service requests.

3. Click on any work request to see further details.