Service Requester Registration
Maximo - User Guide

In Maximo, all users wishing to submit service requests must first register for a user account which will allow them access to the application. If you do not currently have a user account for Maximo, use the following instructions to request one.

✓ The Customer ID for Chagrin Falls School District is CFOHUS

Register for access to Maximo

1. Using your internet browser, browse to the website: https://sodexo-na.maximo.com
The following web page will be displayed. This will also be the website to access Maximo after you are granted access.
2. Click **New User? Register Now**

![Image of Sodexo registration screen]

3. The registration screen will be displayed. Fill out the details of the form based on the following table:

   ✓ Note: All fields with an asterisk are required and must be filled out.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Enter <strong>CFOHUS</strong> in this field.</td>
</tr>
<tr>
<td>Are you a Sodexo Internal Employee?</td>
<td>Check this box if you are a Sodexo employee with a Sodexo email address.</td>
</tr>
<tr>
<td>First Name</td>
<td>Please use proper case here for your first name.</td>
</tr>
<tr>
<td>Last Name</td>
<td>Please use proper case here for your last name.</td>
</tr>
<tr>
<td>Username (Loginid)</td>
<td>Enter your company email address. You should avoid using personal email addresses, whenever possible.</td>
</tr>
</tbody>
</table>
✓ Note: All Usernames must be unique within Maximo. If you try to re-use an existing username, you will receive an error, indicated by a red “X” in the field. By clicking the red “X”, the following error message will be displayed.

Password
Following the rules specified on the screen, enter a password.
✓ Note: Please record your password and keep it in a secure location, this will be used to log in to Maximo when your registration is approved.

Confirm Password
Enter the same password again for confirmation.

Language
Choose the appropriate language by clicking on the icon and then make your selection.

Password Hint Question
Choose the question you would like to answer by clicking on the icon and then make your selection.
✓ Note: You will need to remember the question you chose here if you ever need to use the “Forgot Password” feature. You may want to make a note of both the Hint Question and the Answer and keep it in a secure location.

Answer
Provide your answer to the question chosen above. The answer is case sensitive and will need to be answered exactly in the future if you use the “Forgot Password” option.
✓ Note: You will need to remember the answer you provided here if you ever need to use the “Forgot Password” feature. You may want to make a note of both the Hint Question and the Answer and keep it in a secure location.

Work Phone
Enter your business phone number.

Building, Floor, Room
Enter the location where you work.

Additional Information
Enter any additional information relevant to your request.

4. Click the Submit button when finished completing the form.
You will receive the following message confirming that your request was submitted successfully.

As stated in the message, you will receive an email when your registration has been completed and you are able to login using the UserName and Password you provided in the form.