



Service Requester Registration for McKendree University

One-time registration process for access to the Maximo Self-Service Center.

1. Navigate to <https://sodexo-na.maximo.com>.
2. Attempt to log in with you McKendree Username and password, if that works you do not need follow any more of the instructions.
 - 1) Click the Register Now link to go to the registration form.
 - 2) Type your Customer Number (also called your Maximo Site ID) in the Customer Field:
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 - 3) Skip over the Sodexo Employee check box. Leave it blank.
 - 4) Type in your First Name.
 - 5) Type in your Last Name.
 - 6) Type in your WORK email address. **THIS BECOMES YOUR MAXIMO LOGIN ID.**
 - 7) Note the password requirements under the email address field. Create a password that meets these guidelines; and then type it again to confirm.
 - 8) Accept the default language; or choose another language by clicking the magnifying glass  and selecting from the list of values.
 - 9) Choose a Password Hint Question from the available values by clicking the magnifying glass  glass.
 - 10) Type in an answer to your password hint question.
 - 11) Enter your complete phone number.
 - 12) Type in your location including the building name, floor, and room number if applicable.
 - 13) No other information is needed; however use the additional information field if necessary.
 - 14) Click the SUBMIT button
 - 15) You will get a message confirming your request was submitted. Click OK.

You will be notified via email when your request is approved. The email will contain the url you need to access Maximo. We recommend you set a favorite or bookmark in your browser of choice.

If you have any issues or if your work order is not completed within a week of your submission, please contact your Resident Assistant/Community Coordinator.