



FACILITIES MAINTENANCE REQUESTS

Self-Service Portal (SSP) Guide



Visit service.medxcel.com

When to use

Please use the SSP for all your non-urgent facilities maintenance requests and to view status of your requests. For urgent services that need immediate attention impacting safety or clinical care, call the Medxcel Client Experience Center at your local extension.

Benefits of the SSP:

- ✓ 24 hour access
- ✓ Easy online system with access to work order history
- ✓ Receive status update email notifications
- ✓ Mobile friendly
- ✓ Visibility to technician notes for service request updates



Creating an account and signing in

When you visit the SSP, you can choose to **SIGN IN** or **CONTINUE AS GUEST**. Signing in to the SSP provides you with a faster service request experience, the ability to review your service request history, and you receive updates regarding your request. Continuing as Guest will not store your user information or allow you to view service request updates.

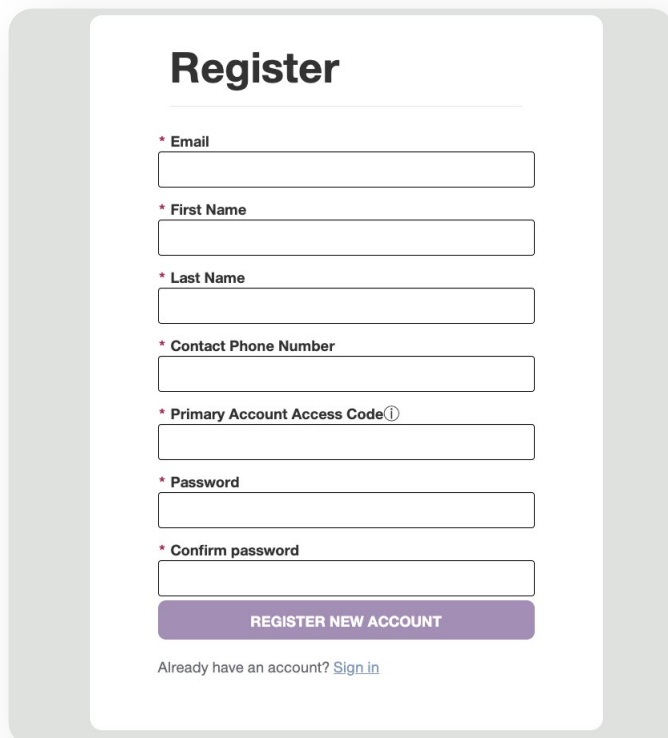
Creating an account

To create an account for the first time, follow the instructions below.

- 1) Visit service.medxcel.com and click **REGISTER**.
- 2) Complete all required fields on the form and click **REGISTER NEW ACCOUNT** to finish.

Access Code is an eight-digit code of letters and numbers specific to your site. This information can be found on your local intranet page.

Your **Password** must be 8 characters or more and contain at least three of the following: uppercase letter, lowercase letter, number, special character.



The Register form is a white card with a purple header 'Register' and a purple button 'REGISTER NEW ACCOUNT'. It contains several input fields with red asterisks indicating required fields: Email, First Name, Last Name, Contact Phone Number, Primary Account Access Code (with an information icon), Password, and Confirm password. At the bottom, there is a link 'Already have an account? Sign in'.

Register

* Email

* First Name

* Last Name

* Contact Phone Number

* Primary Account Access Code ⓘ

* Password

* Confirm password

REGISTER NEW ACCOUNT

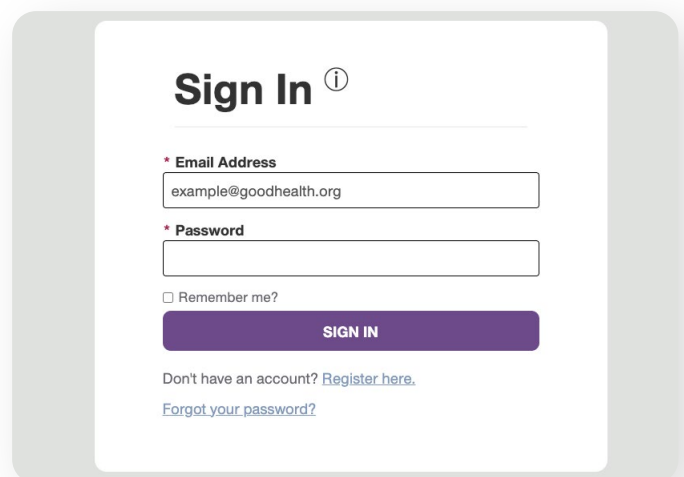
Already have an account? [Sign in](#)

Signing in

To view current and previous service requests, you'll need to sign in.

- 1) Visit service.medxcel.com and click **SIGN IN**.
- 2) Enter your **Email** and **Password**, then click **SIGN IN** at the bottom.

If you can't remember your password, use the **Forgot your password?** link at the bottom of the form.



The Sign In form is a white card with a purple header 'Sign In' and a purple button 'SIGN IN'. It contains input fields for Email Address and Password. Below the Password field is a checkbox 'Remember me?'. At the bottom, there are two links: 'Don't have an account? Register here.' and 'Forgot your password?'.

Sign In ⓘ

* Email Address

example@goodhealth.org

* Password

☐ Remember me?

SIGN IN

Don't have an account? [Register here.](#)

[Forgot your password?](#)

Entering facilities maintenance requests

On the Medxcel self-service portal homepage, choose **ENTER NEW SERVICE REQUEST** (if signed in) or **CONTINUE AS GUEST** (if not signed in). You'll be taken to a form to enter the details of your request.

Access Code and Service Account

Signed-In users:

Your primary location is pre-populated in the Service Request Account field. If you need to request service at another location, enter the different Access Code above and confirm the auto-populated site matches where you are looking to request service.

Guest users:

You must enter your name, contact information, and your location's Access Code for every request. Not sure what your Access Code is for your facility location? Call your local Medxcel extension and we can help!

Request Type

This is the general category of your issue, such as Door Repair, Light Out, Plumbing Repair, Room Temp Hot / Cold, etc. Choose the category that best fits your service request.

Tip: you can type in key words, such as the word plumbing. As you type, the options will be narrowed.

If you're not able to determine the service request type, please select the best option and add a descriptive note in the Service Request Details.

Building, Floor, and Room

Select the building, floor, and room from the drop down menu.

Tip: you can type in key words, such as a hospital name. As you type, the options will be narrowed.

*Tip: you can select **Save this location as your default location for future service requests**.*

Service Request Details

Use this field to add any additional information needed to help your technician be best prepared to help. For example, add more detailed location information if you weren't able to locate the room/space or note if there is a patient in the room.

Once all required fields are completed, click the **SUBMIT SERVICE REQUEST** button to send your request. A confirmation will be sent to your email.

The screenshot shows a web form titled "FOR URGENT SERVICE CALL 555-555-5555". It includes a warning about urgent service requests, an "Access Code" field, and dropdown menus for "Service Request Account" (Good Health Hospital), "Request Type" (Room Temp Hot/Cold), "Select the building" (Good Health Hospital), "Select the floor" (1st Floor), and "Select the room" (CARDIOLOGY - 1797.1 - NO...). There is a checkbox to "Save this location as default location for future service requests". Below these is a "Service Request Details" text area and an "Upload Photo" button. A "SUBMIT SERVICE REQUEST" button is at the bottom. A table titled "Open Service Requests for the location you have selected" shows a single request with details like Request No., Location, Request Type, Status, Reported By, and Created On.

Request No.	Location	Request Type	Status	Reported By	Created On
1674489	CARDIOLOGY - 1797.1 - NOURISH	Ceiling Tile		Kyle Radakovitz	9/17/2024 12:14:37 PM

Attach Images

If helpful, you can click the Upload Photo button to add photos to your request.

Tip: you can open the self-service portal on your phone and send us a picture of your service need!

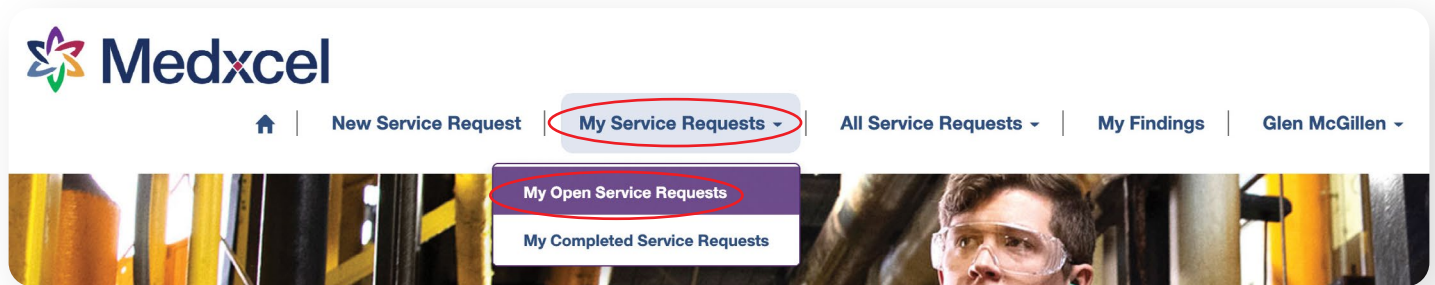
Open Service Requests

At the bottom of the form, you'll see a list of open service requests for the location you selected. If you see your request listed here, you don't need to submit another one, we're already working on it! You can click on the request number to check on the status and view notes.

Viewing service requests

Using the self-service portal, you can view the open and completed requests you've submitted as well as requests submitted by others at your location.

- 1) Sign in to the self-service portal.
- 2) Choose the **My Service Requests** or **All Service Requests** link in the navigation menu, then click the **Open Service Requests** or **Completed Service Requests** link.
 - ✓ **My Service Requests** will display the requests you have submitted when signed in.
 - ✓ **All Service Requests** will display all requests at your location over the last few months.



- 3) Use the Search box in the top right to look for a specific request. As you type, it will narrow down the requests displayed.

Tip: you can also click any of the column headers to sort the requests.

- 4) Click the **Request No.** to view further details and technician notes on the request.

Home / My Open Service Requests						
CREATE SERVICE REQUEST				Search		
Request No.	Account	Request Location	Request Type	Reported By	Status	Created On
02040	Good Health Hospital	Dietary	Door Repair - Standard Doors	Glen McGillen	Scheduled	08/30/20
02038	Good Health Hospital	2000A - LDRP - CORRIDOR	Door Repair - Standard Doors	Glen McGillen	Scheduled	08/30/20
01976	Good Health Hospital	Women's Health	Furniture Repair / Installation	Glen McGillen	Scheduled	08/29/20

- 5) You'll see one of the following statuses for each service request:

Unscheduled

Received and will be assigned to a technician

Scheduled

Assigned to a technician - will be addressed when they have proper time and materials for the job

Canceled

Service request was either a duplicate work order, transferred to another department, or maintenance was no longer required

In Progress

Assigned technician is actively working on request

Complete/Posted

Service request has been addressed and completed