



FACILITIES MAINTENANCE REQUESTS

# Self-Service Portal (SSP) Guide



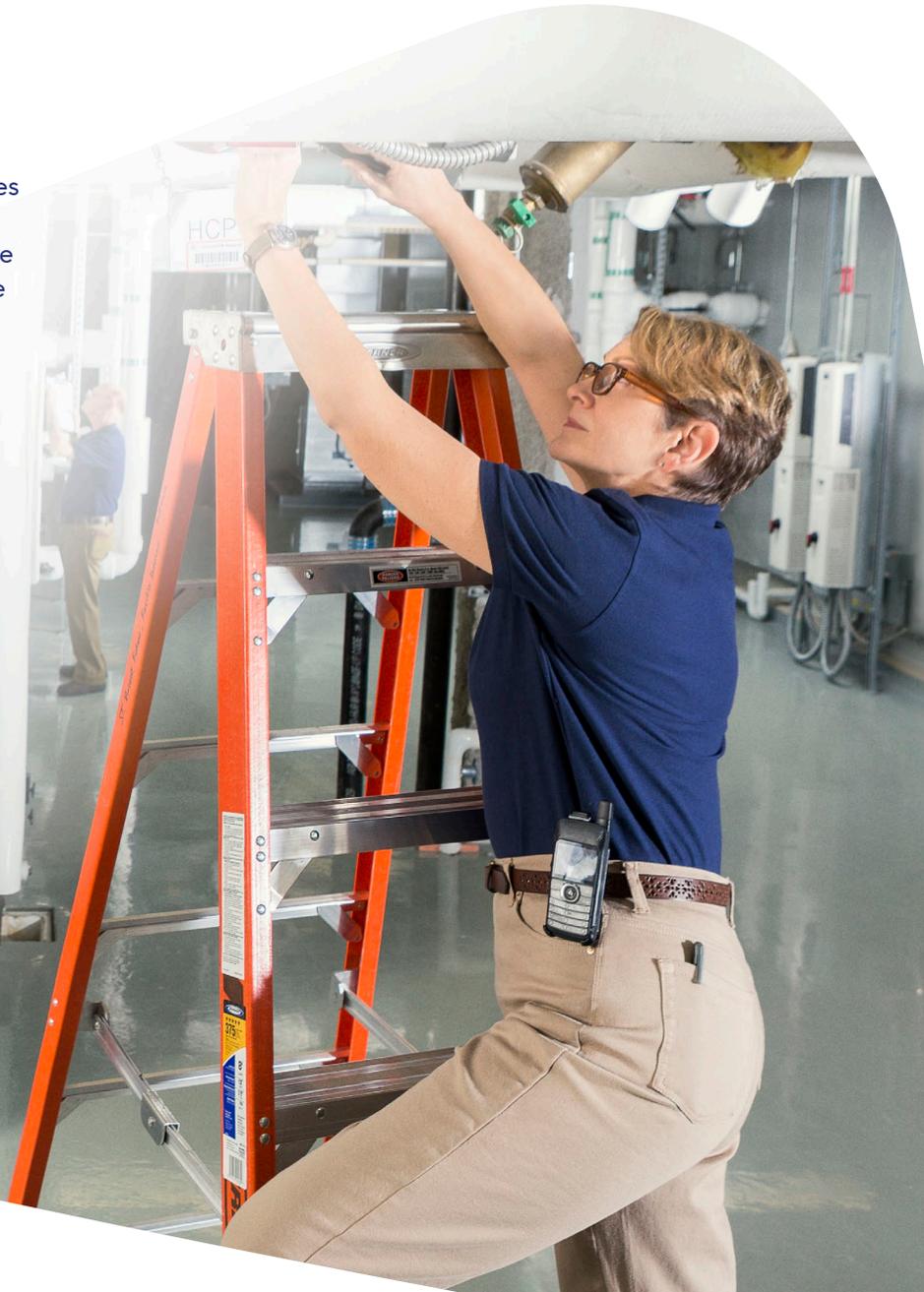
Visit [service.medxcel.com](https://service.medxcel.com)

## 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 to the portal** 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](https://service.medxcel.com) and click **Register for an account**.
- 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.

### Register

\* Email

\* First Name

\* Last Name

\* Contact Phone Number

\* Primary Account Access Code  
The access code can be found on your local intranet page or posted in your work area.

\* Password

\* Confirm password

## Signing in

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

- 1) Visit [service.medxcel.com](https://service.medxcel.com) and click **Sign in to the portal**.
- 2) Enter your **Email Address** and **Password**, then click **Sign in** at the bottom.

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

### Sign in

\* Email Address

\* Password

Remember me?

[Forgot password?](#)

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

# Entering facilities maintenance requests

On the Medxcel self-service portal homepage, choose **Enter a 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 Account

### Signed-in users:

Your primary location is pre-populated in the 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.***

Once all required fields are completed, click the **Submit Service Request** button to send your request. A confirmation will be sent to your email.

### New Service Request

For urgent service call 555-555-5555

Urgent service requests are created to address patient or associate safety, significant property damage, or issues impacting patient satisfaction. Please dial your local Medxcel extension to submit your urgent request.

**Access code**  
To enter a service request for another account, enter the access code for the different account.

**Account \*** Good Health Hospital x **Request type \*** Light Out - Indoor x

**Building \*** Good Health Solutio... x **Floor \*** 1st Floor x **Room** 100 - Suite x

Save this location as default location for future service requests

**Service request details \***

Chosen file: None

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Open service requests for the location you have selected

Request No.	Location	Request Type	Status	Reported By	Created On
1648668	100 - Suite	Plumbing - Fixture Repair		John Smith	4/16/2025 7:34:00 PM

## 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.

## Upload photo

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!*

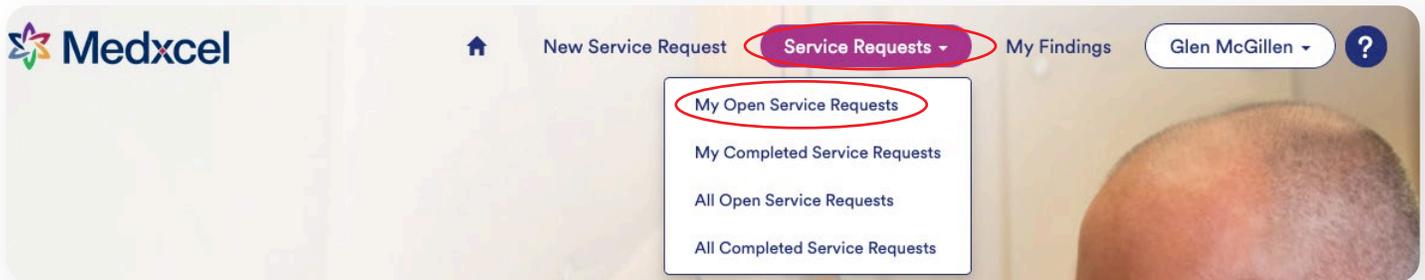
## Open service requests

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 **Service Requests** link in the navigation menu, then click one of the **Open Service Requests** or **Completed Service Requests** links.
  - ✓ **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 12 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.

Create Service Request Search

Request No.	Account	Location	Request Type	Status	Created On
2044425	Good Health Hospital	Annex Garage Parking Office	Door Repairs - Standard Doors	Scheduled	10/29/2025
2010128	Good Health Hospital	Pharmacy - 1st Floor	Door Repairs - Standard Doors	In Progress	10/28/2025
1988791	Good Health Hospital	5th Floor	Ceiling Tile	In Progress	10/28/2025
1985473	Good Health Hospital	Room 301 - 3rd Floor	Furniture Repair / Installation	In Progress	10/24/2025

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- 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