![Medxcel logo]

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 the current 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

✓ 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 to 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.
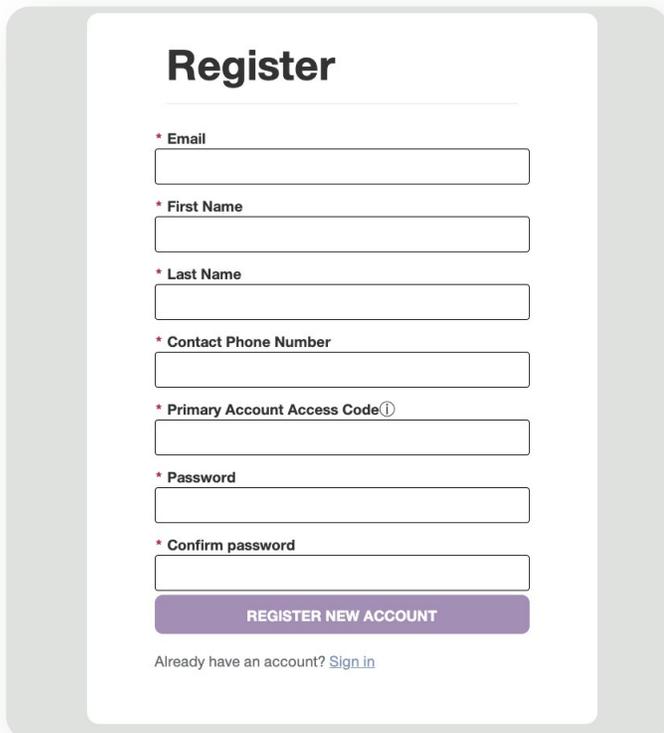
Register

* 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.
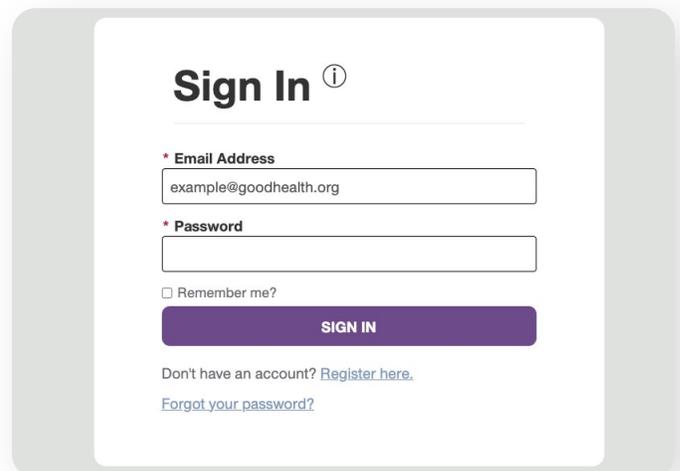
Sign In ⓘ

* 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 your service request location.

Guest users:
You must enter your name, contact information, and your location's Access Code for every request. Not sure of your facility location Access Code? 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 are unsure of 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 provide any additional information that will help your technician be fully prepared to assist you. 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.

Submitting Service Requests

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

Attaching Images

You can click the Upload Photo button to add photos to your request (optional).

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 your selected location. If your request is already listed, there is no need to submit it again. You can click on the request number to check on the status and view notes.

Contact 877-826-6865 for help logging in or accessing your self-service portal account.

medxcel.com

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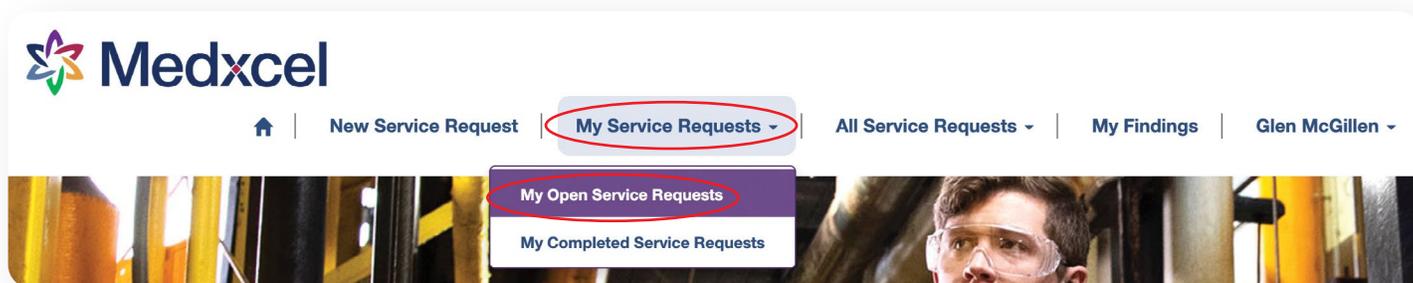
3) Use the Search box in the top right to look for a specific request. As you type, it will narrow down the requests displayed.

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

Search

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	**Scheduled**	**In Progress**	**Complete/Posted**	**Canceled**
Received and will be assigned to a technician	Assigned to a technician - will be addressed when they have proper time and materials for the job	Assigned technician is actively working on request	Service request has been addressed and completed	Service request was either a duplicate work order, transferred to another department, or maintenance was no longer required