Self-Service Portal (SSP) Guide

Visit service.medxcel.com

Contact your local facilities team for the Access Code.

When to Use

Please use the SSP for **non-urgent** requests. For urgent service, call the Medxcel Client Experience Center at your local extension. Urgent service is anything requiring immediate attention such as patient / associate safety, significant property damage or patient satisfaction.

Registering an Account and Signing In

When you visit the SSP, you can choose to **SIGN IN** or **CONTINUE AS GUEST**. We recommend signing in for a faster service request experience and to view current and previous service requests.

*If you do not sign in, you'll need to enter the **Access Code** each time to submit a request.*

Creating an Account

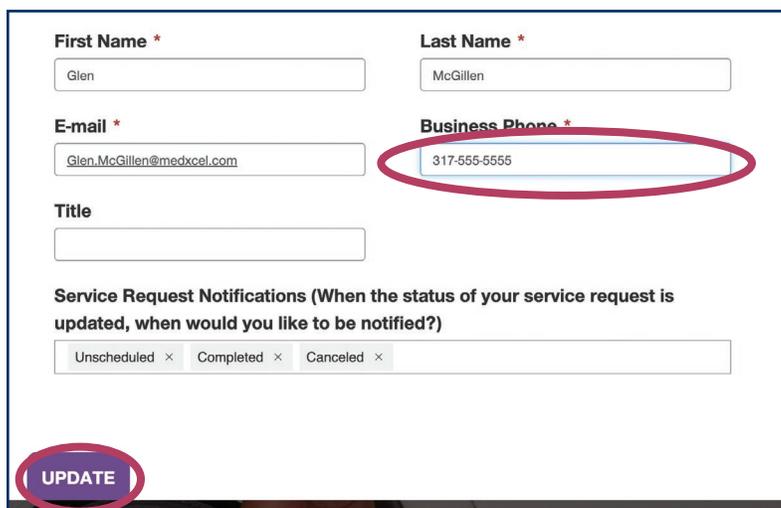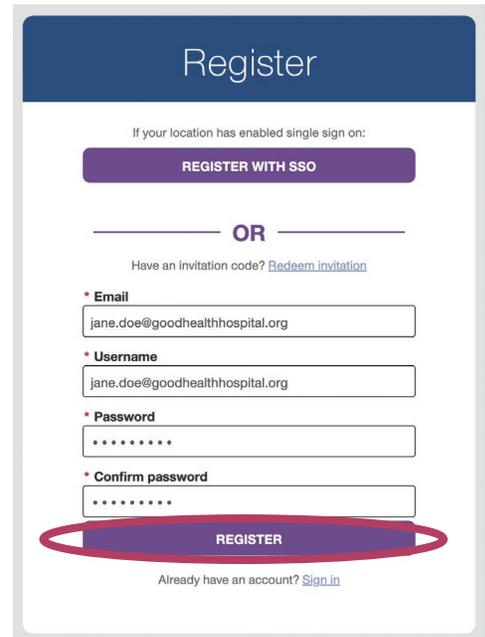1) Click the **REGISTER** button on the homepage.

2) Enter your **Email** address, pick a **Username** (you can make this the same as your email address if desired), and create a **Password**.

   Tip: you can use your email address for your username to make it easier to remember.

   Your password will need to be 8 characters or more and contain at least three of the following: uppercase letter, lowercase letter, number, special character.

3) Click the purple **REGISTER** button when all information is filled out.

4) You'll need to update your profile to proceed. Enter your **Business Phone** number into the field, and then click the **UPDATE** button.
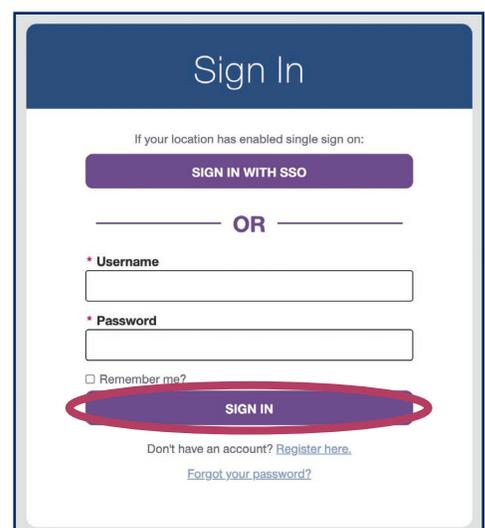

Signing In

1) Click the **SIGN IN** button on the homepage.

2) Enter your **Username** and **Password**, then click the purple **SIGN IN** button. Use the Forgot your password? link if you can't remember the password.

   If your location uses Single Sign On (SSO), you can click the SIGN IN WITH SSO button and then enter credentials for your organization.

Entering a Service Request

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.

1) Access Code and Service Account

Access Codes are an eight-digit code of letters and numbers specific to your hospital location. Entering your access code will automatically populate the Service Account. *Not sure what the access code is for your location? Call your local Medxcel extension and we can help!*

Signed-In Users:

If this is your first request, you'll need to enter your location's Access Code - please enter the Access Code for your primary location. **This will become your default in your user-profile.** Your Access Codes will be saved for future requests.

Need to request service at multiple locations? You will need to enter each location's Access Code in the appropriate field to add another site to your dropdown.

Guest Users:

You must enter your *name*, *contact information*, and your location's *Access Code* for every request.
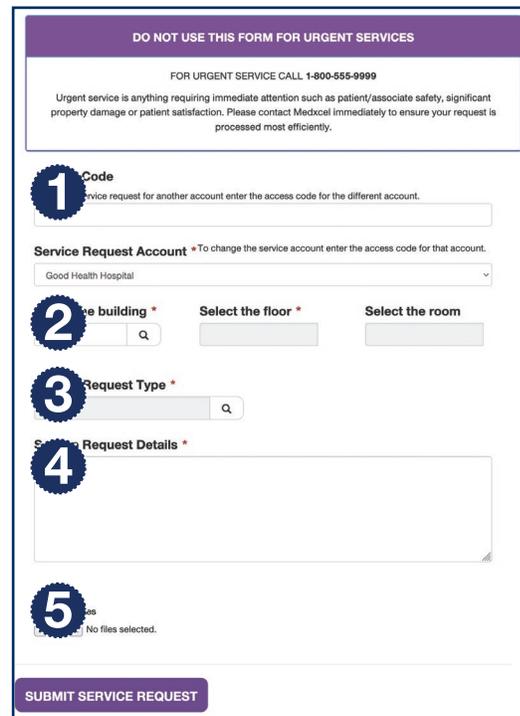
DO NOT USE THIS FORM FOR URGENT SERVICES

FOR URGENT SERVICE CALL **1-800-555-9999**

Urgent service is anything requiring immediate attention such as patient/associate safety, significant property damage or patient satisfaction. Please contact Medxcel immediately to ensure your request is processed most efficiently.

① Code
...vice request for another account enter the access code for the different account.

Service Request Account * To change the service account enter the access code for that account.
Good Health Hospital

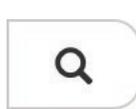**②** ...e building *   Select the floor *   Select the room

③ ...Request Type *

④ ...Request Details *

⑤ ...es
No files selected.

SUBMIT SERVICE REQUEST

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2) Building, Floor, and Room

Use the search button to select the building and floor where your issue is occurring. You may also select the specific room.

Tip: to locate your building easily, type in key words such as "hospital" or your building name. Providing as much information as possible will allow us to find the location quickly.

You can also use the search function by typing in your room number or service ID number to provide detailed location information.

3) Service 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 use the Search box to look for key words (for example, search for "sink"). It will search both the category name and description.

If you're not able to determine the service request type, please contact your local Medxcel Facilities number for assistance.

4) Service Request Details

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

5) Attach Images

If helpful, you can click the Browse... 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!

Once all required fields are completed, click the **SUBMIT SERVICE REQUEST** button to send your request! You'll be taken to a confirmation page, and if you signed in, a confirmation will also be sent to your email.

Viewing Service Requests

Using the Self-Service Portal, you can view the Open and Completed requests you've submitted as well as requests others, at your location, have submitted.

1) Sign in to the Self Service Portal – you will only be able to view requests when signed in.

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 only display the requests you have made when signed in, and* **All Service Requests** *will display all requests at your location.*
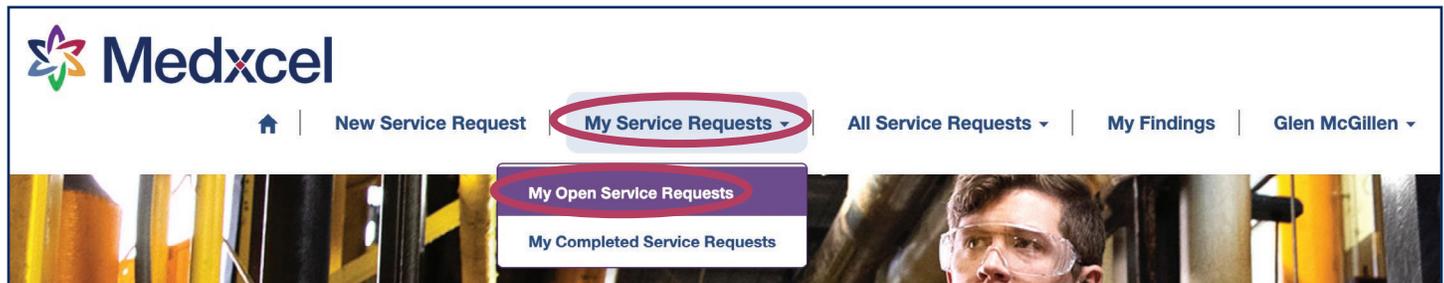
3) Use the Search box in the top right to look for a specific request. As you type, it will narrow down the requests displayed.

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

4) You can click the **Request No.** to view further details and notes on the request.

Request No.	Account	Request Location	Request Type	Reported By	Status	Created On
02040	Good Health Hospital	Dietary	Door Repair - Standard Doors	Glen McGillen	Unscheduled	08/30/20
02038	Good Health Hospital	2000A - LDRP - CORRIDOR	Door Repair - Standard Doors	Glen McGillen	Unscheduled	08/30/20
01976	Good Health Hospital	Women's Health	Furniture Repair / Installation	Glen McGillen	Unscheduled	08/29/20
01973	Good Health Hospital	1110 - OFFICE	Door Repair - Standard Doors	Glen McGillen	Unscheduled	08/29/20
01900	Good Health Hospital	Bio Hazard Room next to janitor's closet	Door Repair - Standard Doors	Glen McGillen	Unscheduled	08/24/20

5) For questions about your service request, please call your local Medxcel Facilities team.