

- 1) Go to: <https://www.services.cuf.columbia.edu/>
- 2) Click on CLIENT LOGIN (See Figure 2)
- 3) Fill in your Uni and password and click LOG IN
- 4) On the next page click ACADEMIC OR ADMINISTRATIVE SPACES MAINTENANCE (See Figure 3)
- 5) The next page should have the top two sections REPORTED BY and AFFECTED USER automatically filled in (See Figure 4). Confirm that the information is correct and scroll down.
- 6) Under LOCATION INFORMATION SECTION make the following selections (See Figure 5):
 - a. Under **CAMPUS**, Select LAMONT DOHERTY
 - b. Under **LOCATION NAME**, Pick the building with the issue
 - c. Under **FLOOR**, Pick the floor with the issue
 - d. Under **ROOM/SPACE**, Pick the room or your best guess for itNOTE: you must fill in the CAMPUS, LOCATION NAME and FLOOR at a minimum
- 7) Scroll down to the ISSUE INFORMATION section (See Figure 6):
 - a. Under **ISSUE**, LAMONT DOHERTY EARTH OBSERVATORY will automatically be filled in
 - b. Under **CATEGORY**, select MAXIMO MAINTENANCE REQUESTS
 - c. Under **TASK**, select MAINTENANCE REQUEST
- 8) Under the ISSUE SUMMARY SECTION (See Figure 6):
 - a. Delete the existing text and fill in the box with the BUILDING, ROOM NUMBER and SHORT PROBLEM DESCRIPTION. (Example: Ocean 301D too hot)
- 9) Check the correct circle for the COVID question (YES or NO) (See Figure 6)
- 10) Under the ISSUE DESCRIPTION SECTION (See Figure 6) you can add more information (Examples: Heater is broken, All the lights are out, Leak is under left window, etc.)
- 11) If you need to upload a file or photo to the service request, click on **Choose File** or Browse, select your file, and finalize by clicking the yellow ATTACH FILE button (See Figure 6)
- 12) Make sure all required fields denoted with an asterisk (*) on the form are filled in.
- 13) If you are done, click on SUBMIT REQUEST
 - a. The system will automatically generate an SRNum number (S1404177) on the next screen with its current status.
 - b. You will also receive an email confirming the service request/work order numbers.
- 14) The service request will be placed in queue for the B&G staff to work on.
- 15) You will receive an automated email notification when the work is completed.

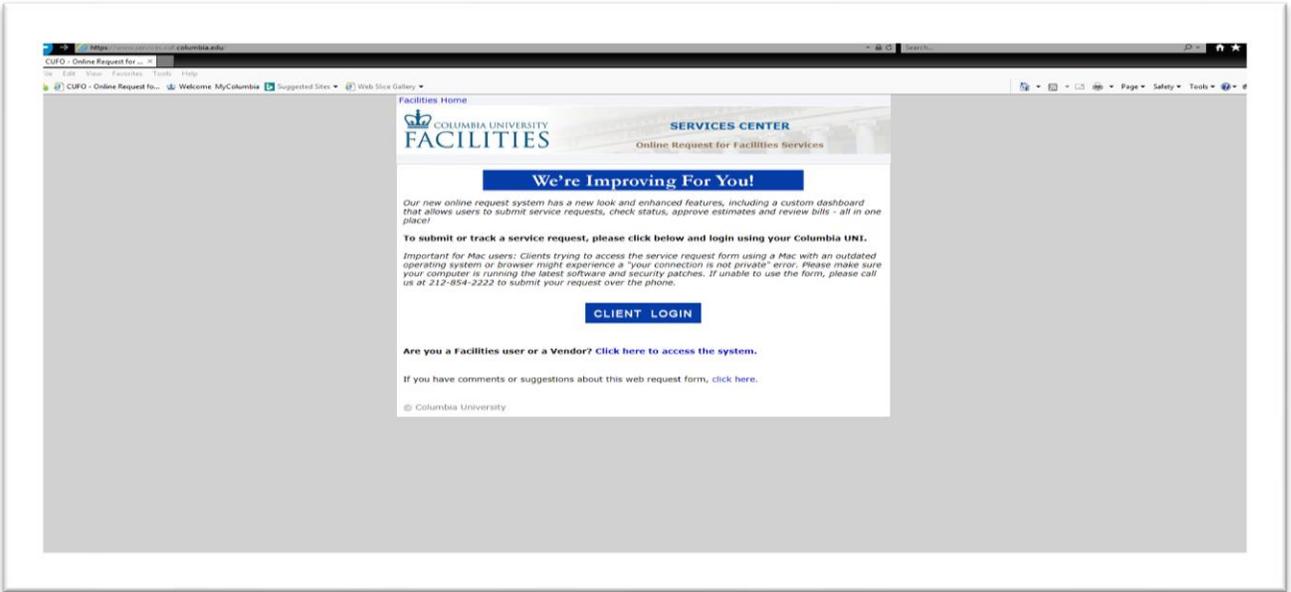


Figure 2

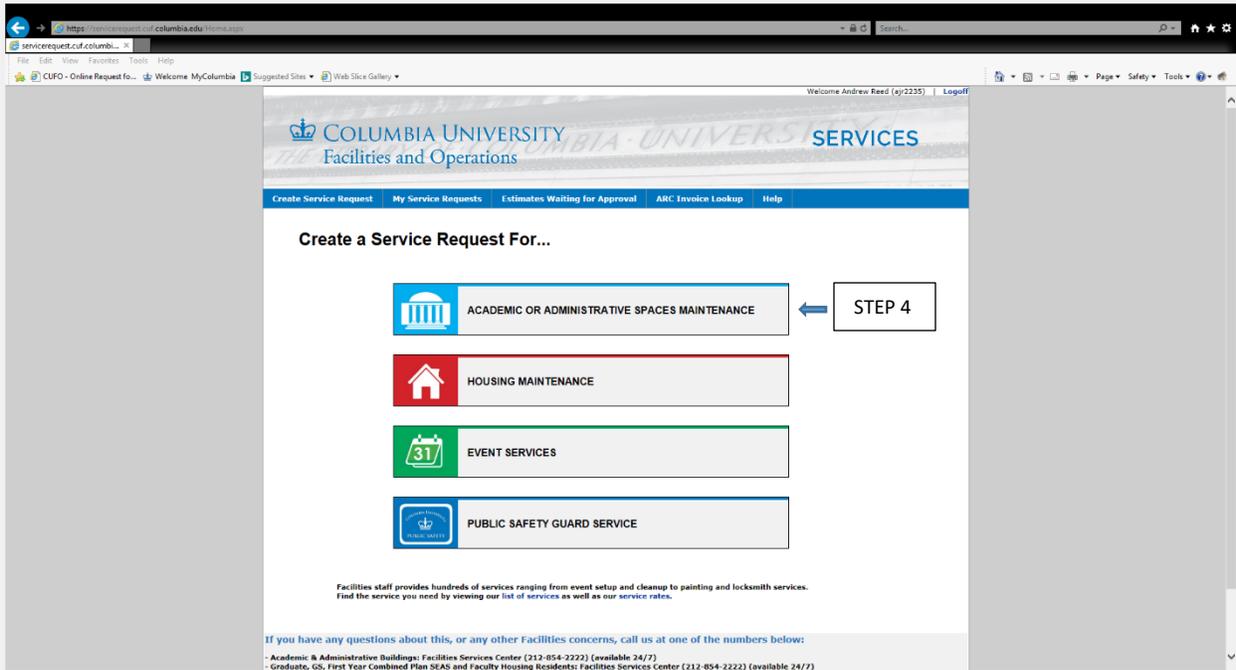


Figure 3

Reported By

Name

Andrew Reed (ajr2235)

Email

ajr2235@columbia.edu

Department

Lamont-DohertyEarthObservatory

Phone

1 845 365 8602

Secondary Phone

Affected User

If you are submitting on behalf of someone else, please update the information below. If you are a student group, please include your group advisor's information below.

Clear Affected User

Name

Andrew Reed (ajr2235)

Phone

1 845 365 8602

Secondary Phone

Remember Secondary Phone

Email

ajr2235@columbia.edu

Secondary Email

Remember Secondary Email

Figure 4

Location Information

Enter a keyword in the Location Search box, or manually select from the Location Name drop down list.

Location Search

Search for a Location...

OR

Campus *

Select Campus



Location Name *

Select Location



Floor *

Select Floor



Room/Space

Select Room/Space



Additional Space Description

Help identify the exact location

Figure 5

Issue Information

Enter a keyword in the Issue Search textbox, or manually select from the Issue drop down list.

[Issue Search](#)

OR

Issue

Category *

Task *

Issue Summary

Enter a brief summary of your issue or leave the default text.

Is this a COVID19 related issue? * Yes No

Issue Description

Please describe the service you are requesting in as much details as possible. In addition to the task selected above, please identify other support services needed below, including any furniture rentals needed. Please specify timing and details for each service requested in the comments.

Work Description *

Please click 'Browse' and select a document for this service request (.pdf, .xls, .xlsx, .doc, .docx, .txt, .jpg, .gif, .png, .ppt) less than 10 MB. Click 'Attach' to load the file.

Attachment to be submitted with the request: none

The estimated response time for your request is THREE OR MORE days. If urgent service is required please cancel this request and call the Services Center at 212-854-2222.

↑
May also say "Choose File"

Figure 6