# **CSU Work Order NodaFi Customer Portal**

# **Quick Reference Guide**

### 1.0 How to create a Work Order

The CSU employees can access the nodaFi Customer Portal by navigating to the "Employee" Home page as shown below.

NOTE:

 Use Google Chrome or Microsoft Edge for best results. Safari, Firefox, and most recent version will also work. nodaFi does not support Internet Explorer

Access the NodaFi Customer Portal:

 Place your request online by navigating to the CSU Employees Home page select "Facilities Work Orders" and open Facilities, then Services. Select Work Order under Maintenance Requests.

Employees			
Welcome to CSU's employee hub, a tasks. Your go-to source for informat		d staff. Easily access electronic records, c	ourse evaluations, and streamline
Important Links			
2024 COMPLIANCE & ETHICS WEEK	IMANNER	CODE OF CONDUCT	COUGAR CONNECT HOW-TO GUIDE
COURSE SUBSTITUTION FORM     INSTRUCTIONS	⊕ CSU BUY	FACILITIES WORK ORDERS	G FINAL GRADING INSTRUCTIONS
HR HANDBOOK	MAVIGATE 360	OPEN PURCHASE ORDER REPORT	PAYROLL & TIME ENTRY
REQUEST to EXPEND FUNDS	STRATEGIC PLAN		

#### 2.0 Dashboard

Once you've logged in, it will open to the Dashboard. Your Dashboard is a quick glance to show you what you need to take care of.

#### Provide the credentials given to you at the home page.

© Sign in
Email Address *
Email Address
Password *
password
Sign In
Sign in
Looking to check on a request you submitted? Click here.
Forgot your password?

- A. Your Login Credentials: Email address and password.
- B. Selected Location: Shows the location for which you are creating a work order for.
- C. Shows List of issues of your Selected Location.
- D. Description: Provide Name, Room Number, Contact number and brief description of issue.
- E. Issue: Heating/Air Conditioning, Electrical, Plumbing, BSW, etc.
- F. Submit Request: Click here to create a new Service Request.

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## 3.0 Creating a Work Order

# Click on the "Work Order" button on the home screen of the Services page.

A. nodaFi will take you to a screen where you can start entering the details of your request.

 Emergencies after hours should be called into the Campus Police at 2111 or the Facilities Call Center 2132, where you will be assisted by a Engineer on Duty (EOD) 24/7/365. This is required to ensure an immediate response.

1. Select the location: Building of Request	2. Select the space : specific space or a general area
ØnodaFi	0 B
Welcome to Chicago State University     To submit a request, begin by selecting the location or building where your issue occurred.	Permitten spec. See [
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#### 3. Select the work type issue:

oom 300 -302	A comment is required for this issue.
Please select an issue	Add a comment
Building Service Worker (BSW)     Oeneral Cleaning, restock (tollet paper, hand towels, hand seap, feminine products).	
Electrical     Power Outage, Light out, exposed wires, etc.	
HVAC (Engineers)     Loaks, hot/cold, Elevator/Buming smalls, etc.	
Movers Disposal/Removal of furniture, Set-ups, etc.	
Paint Patch and Paint	
Grounds     Grounds: Parking lots, Sidewalks, Snow Removal, etc.	Attach images of the issue (optional)
Pest Control     Email: dcreatha@csu.edu (Bugs, Insects, etc.)	Add photo
Contact Dan Chopp oxt. 3054 (Locks, etc.)	
Key Requests     Contact Police Dept. (ext. 211) Boom keys, etc.	
Overtime Atter Hours Weekdays 3pm -10pm; Weekends 7am-3pm	
Phimbing Leaks, Ologs, Sinks, Tollots, Drains, Drinking fountains, etc.	
Back	

4. Provide details of the issue and location, Submit:

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## 4.0 Creating a Work Order...Continued

the work order and click Submit request dd an attachment to the work	
A comment is required for this issue.	• • •
Add a comment	
Attach images of the issue (optional) Add photo	

#### 5.0 Work Order Completion Notice & Satisfaction Survey

When your request is completed, you will receive an email notifying you. You can also log back into the nodaFi Customer Portal to review the WO.