Medxcel

Self-Service Portal (SSP) Guide

Visit **service.medxcel.com**

When to use

Please use the SSP for **non-urgent** requests. For urgent service, call the Medxcel Client Experience Center at your local extension. An urgent service request is any issue that requires immediate attention, impacting safety or clinical care.

Creating 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 review your service request history and receive service updates. Continuing as Guest will not store your user information or allow you to view service request updates.
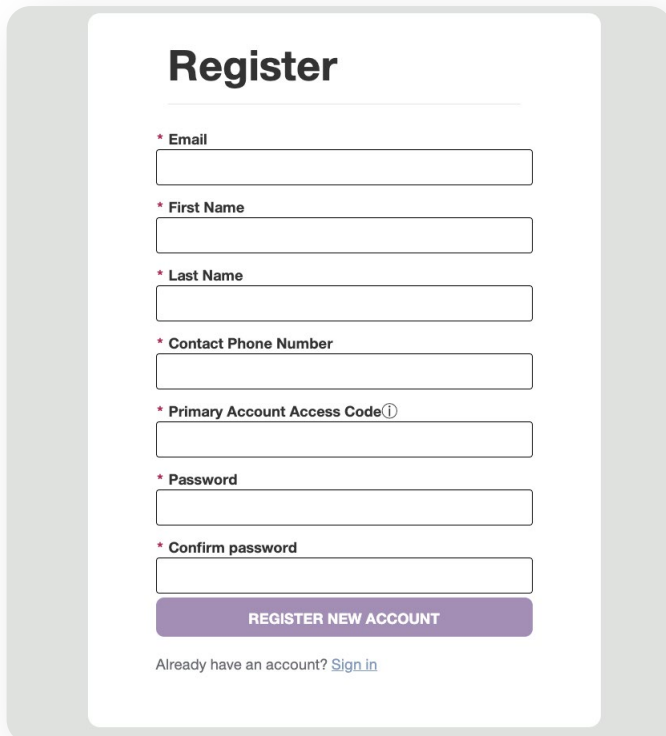
Creating an account

To create an account for the first time, follow these 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.

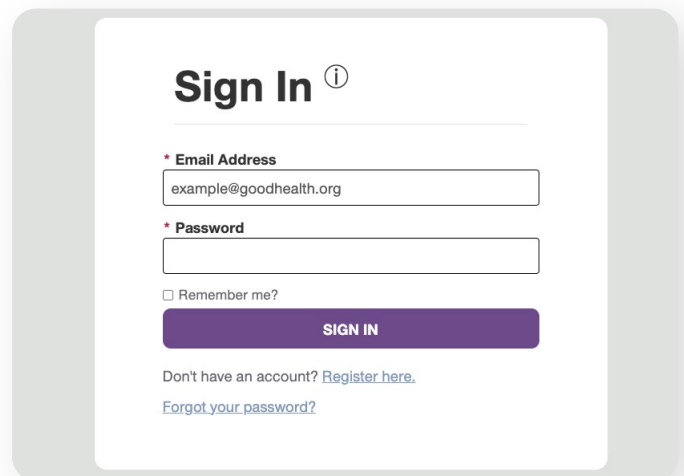*Your **Password** must be 8 characters or more and contain at least three of the following: uppercase letter, lowercase letter, number, special character.*

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?

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

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

Signed-In users:
Pick your location from the Service Request Account dropdown. Need to request service at another location? Enter that location's Access Code to add it to your dropdown.

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!

2) Building, Floor, and Room

Click the magnifying glass to select the building and floor where your issue is occurring. You may also select the specific room.

*Tip: you can use the Search box to look for a specific building. You must use an asterisk before your search term. To locate easily, type in key words with an asterisk at the beginning such as ***hospital** or your building address.*

You can also use the search function by typing in your room number or the Medxcel service ID number posted on the door frame 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 select the best option and add a descriptive note in the Service Request Details.

4) Service Request Details

Use this field to add any additional information needed 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.
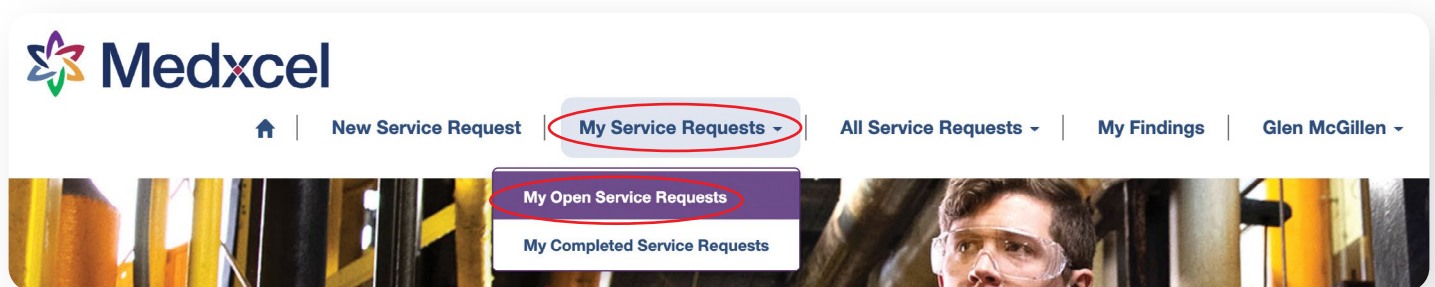
5) Attach Images

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 submitted by others at your location.

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.

3) **My Service Requests** will only display the requests you have submitted when signed in, and **All Service Requests** will display all requests at your location over the last few months.

4) 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
```

5) 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	Unscheduled	08/30/2C
02038	Good Health Hospital	2000A - LDRP - CORRIDOR	Door Repair - Standard Doors	Glen McGillen	Unscheduled	08/30/2C
01976	Good Health Hospital	Women's Health	Furniture Repair / Installation	Glen McGillen	Unscheduled	08/29/2C
01973	Good Health Hospital	1110 - OFFICE	Door Repair - Standard Doors	Glen McGillen	Unscheduled	08/29/2C

6) For questions about your service request, please call the **Medxcel Client Experience Center** at your local extension.