

Insular ABC's EAMS Training Guide

School Users Training Guide

July 2021



Decision Support Tool

User: MAXADMIN

Location count by Location Type

Location Type	Count
4125	~50
4127	~280
4142	~20
4165	~50
4183	~50

FCI by Location Types

DM
CRV
FCI

Show All Locations

Summary

Region	Locat...	FCI	DM	CRV
U.S. Vir...	185.0	0.2091	\$42.463m	\$203.116m
U.S. Vir...	19.0	0.2615	\$4.188m	\$16.018m
U.S. Vir...	378.0	0.1343	\$21.525m	\$160.325m
TOTAL	582.0	0.1952	\$68.18m	\$379.46m

Jane E. Tuitt Elementary School

Info

Total Locations: 9
Average FCI: 0.1580
Total DM: \$502.88k
Total CRV: \$3.18m

DM by Location Types

Show All Locations

DM
CRV
FCI

FCI Between

FCI Range	Color
0.00 - .100	Green
.101 - .150	Yellow
.151 - .500	Orange
.501 - 1.00	Red



EAMS USER GUIDE

School User Version

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Login to EAMS

1. For the production site, open your browser and go to: <https://maximo.gdoe.net>
or
For the development site, open your browser and go to: <https://maximotest.gdoe.net/>
2. Enter your username and password, and click on **Sign In**.

Creating a Service Request

To create a service request, begin at the **Start Center** screen.

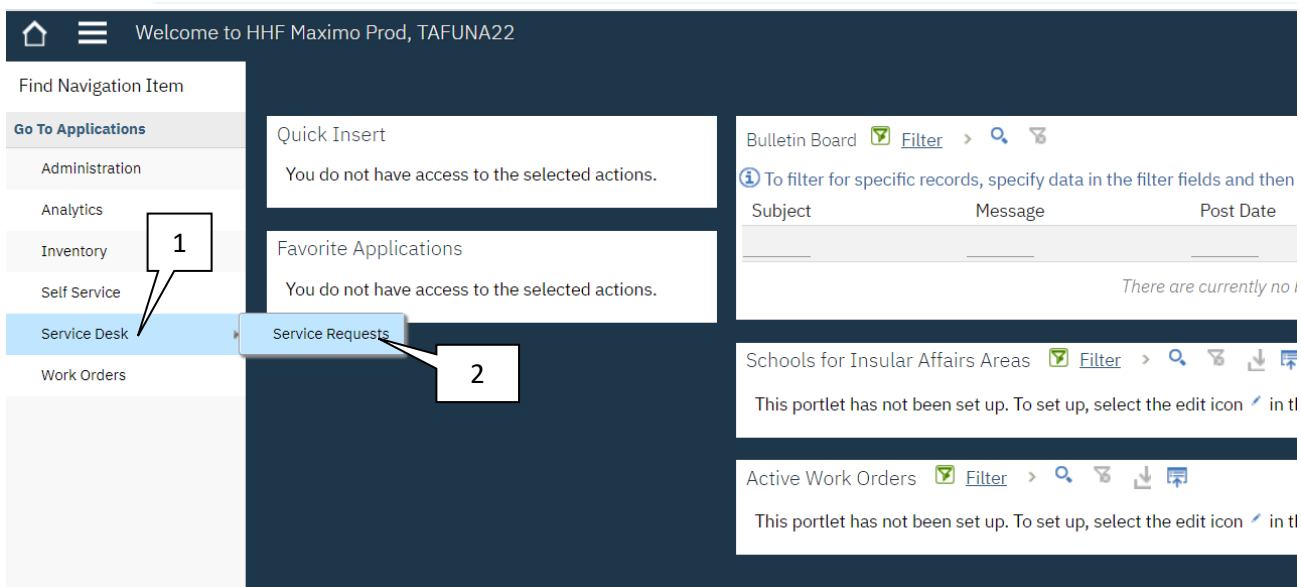


Figure 1-Start Center Screen

1. Hover over **Service Desk** on the navigation pane on the left side of the screen.
2. Select **Service Requests**.

You will be taken to the list view page of the **Service Requests** application.

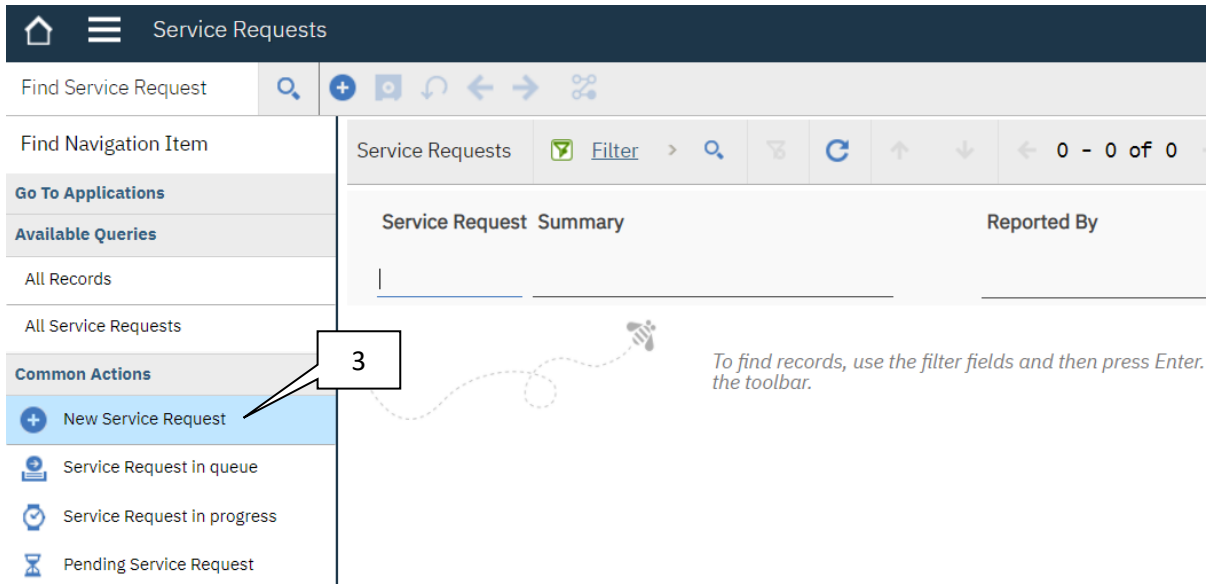


Figure 2-Service Requests List View Page

3. Click on **New Service Request**.

You will be taken to the **new service request form**.

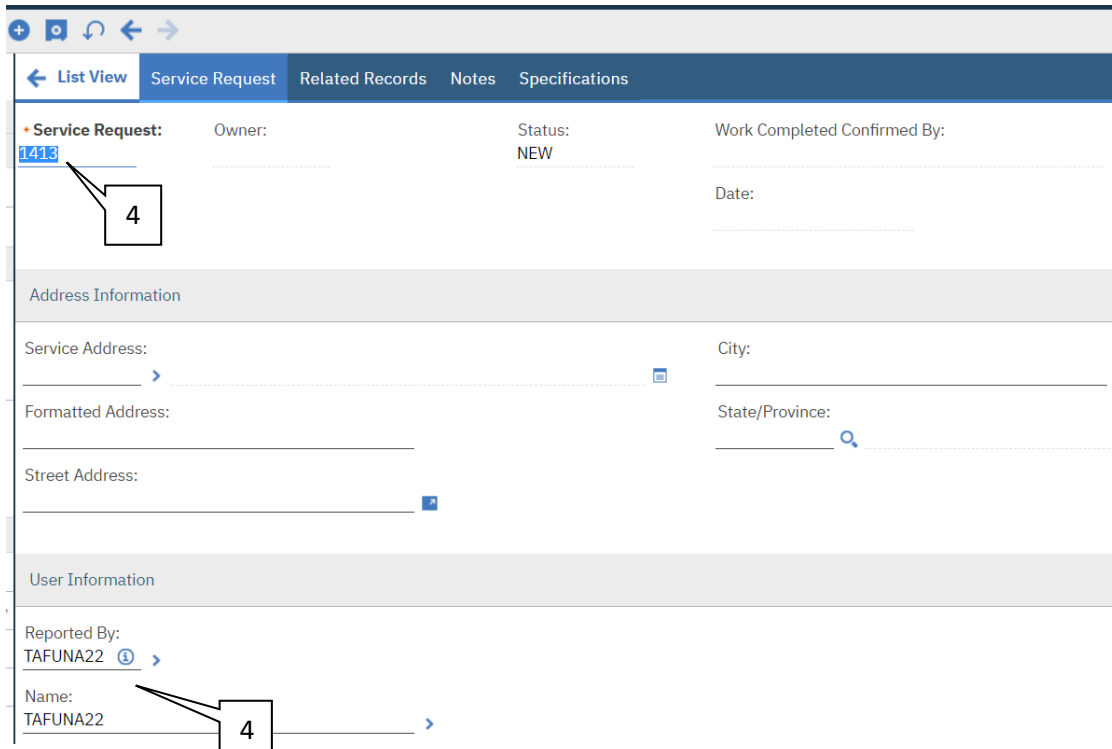


Figure 3-New Service Request Form

4. Some of the fields will be pre-populated.

5. Enter a summary of the problem, along with any relevant details. Fill in desired fields with as much relevant information as you have.

The screenshot shows the 'Service Request Details' form. The 'Summary' field is highlighted with a callout box containing the number '5'. The form includes a rich text editor for 'Details' and various dropdown menus for 'Classification', 'Class Description', 'Reported Priority', 'Internal Priority', 'Service Group', 'Service', and 'Vendor'.

Figure 4-New Service Request Form

6. Click on the **Save** icon.

The screenshot shows the application's navigation bar. The 'Save' icon (a floppy disk) is highlighted with a callout box containing the number '6'. The navigation bar includes a search bar, a '+', a refresh icon, and navigation arrows. Below the search bar are tabs for 'List View', 'Service Request', 'Related Records', 'Notes', and 'Specifications'.

Figure 5-Save Icon

A new **service request** has been created.

How to Check on the Status of a Service Request

To check on the status of a service request, begin at the **Start Center** screen.

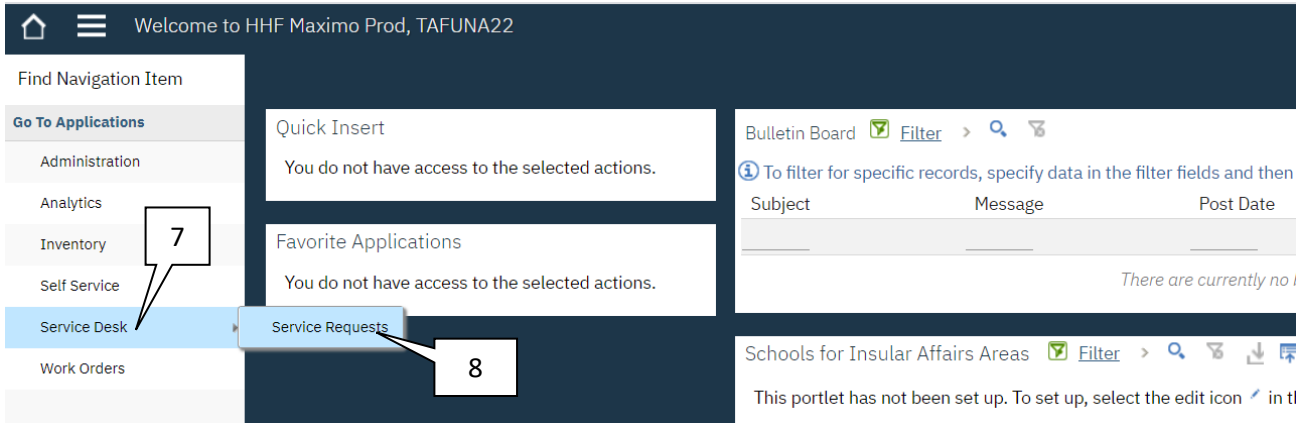


Figure 6-Start Center Screen

7. Hover over **Service Desk** on the navigation pane on the left side of the screen.

8. Select **Service Requests**.

You will be taken to the list view page of the **Service Requests** application.

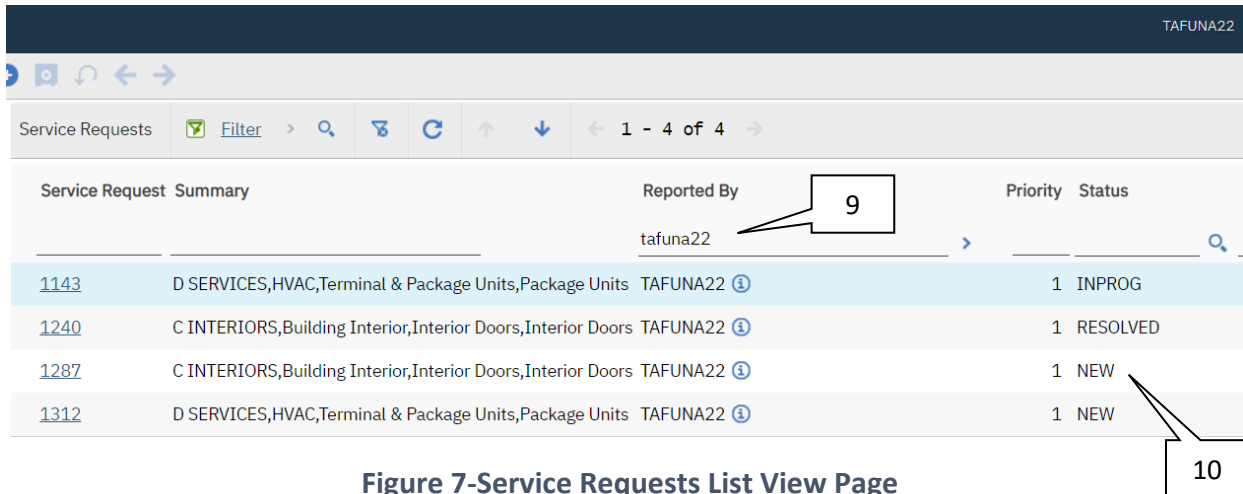


Figure 7-Service Requests List View Page

9. Enter your username into the *Reported By* field and press *Enter* on your keyboard.

10. A list of service requests for your school will be populated, where you can see the *Status* of the requests.

Credentials

If you forget your login information or cannot login, contact your EAMS administrator.