

CSU Work Order NodaFi Customer Portal

Quick Reference Guide

1.0 How to access nodaFi Customer Portal?

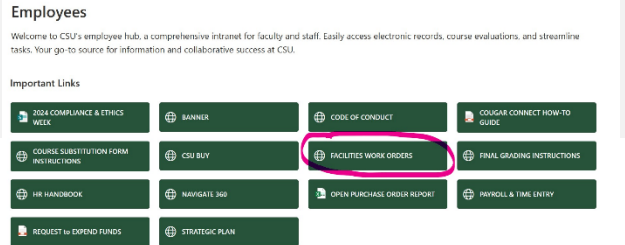
The CSU employees can access the nodaFi Customer Portal by navigating to the “Employee” Home page as shown below.

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 via:

- Place your request online by navigating to the **CSU Employees Home page** select “Facilities Work Orders” and open nodaFi Customer Portal under Maintenance Request. **Make sure you are signed in with your CSU credentials at the home page.**



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.

The screenshot shows the NodaFi sign-in page. It has a 'Sign in' header with a circular icon. Below the header are two input fields: 'Email Address *' and 'Password *'. The 'Email Address' field contains the text 'Email Address' and the 'Password' field contains the text 'password'. Below the input fields is a blue 'Sign in' button. Underneath the button is a link: 'Looking to check on a request you submitted? Click here.' At the bottom of the page is a link: 'Forgot your password?'. The footer text reads 'Copyright © nodaFi 2024.'

- Your Login Credentials: Email address and password.
- Selected Location: Shows the location for which you are creating a work order for.
- Shows List of issues of your Selected Location.
- Description: Provide Name, Room Number, Contact number and brief description of issue.
- Issue:
- Submit Request: Click here to create a new Service Request.

CSU Work Order NodaFi Customer Portal

Quick Reference Guide

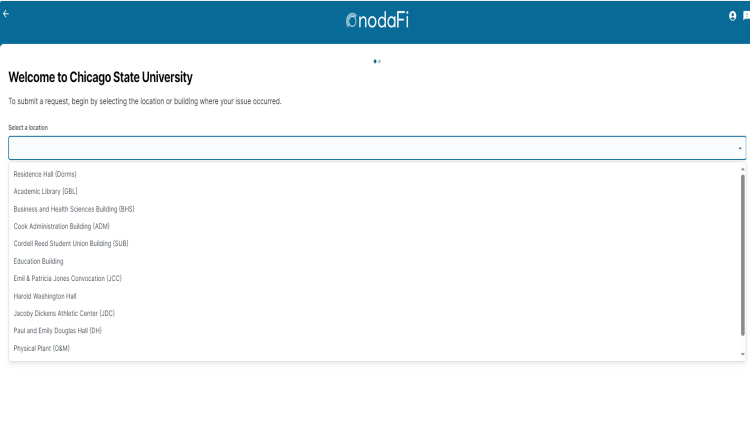
3.0 Creating a Work Order

Click on either the **Request Maintenance Service**  button on the home screen or the  icon on the Menu bar.

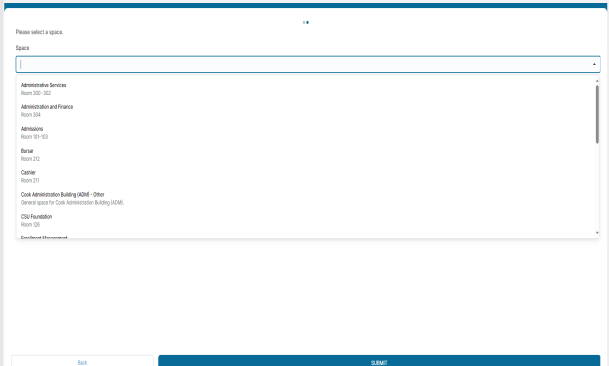
A. nodaFi will take you to a screen where you can start entering the details of your request.

- Emergencies should be called into the **Call Center as shown on the dashboard announcement**, where you will be assisted by a Engineer on Duty (EOD) 24/7/365. This is required to ensure an immediate response.

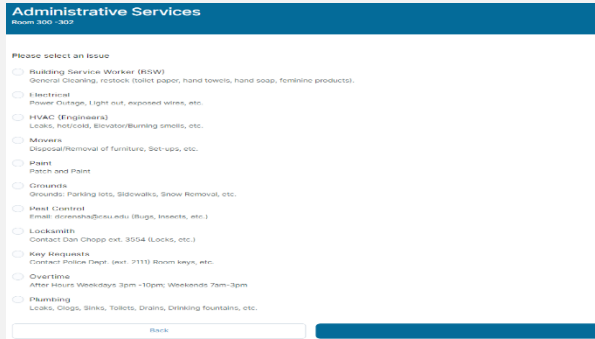
1. Select the location: Building of Request



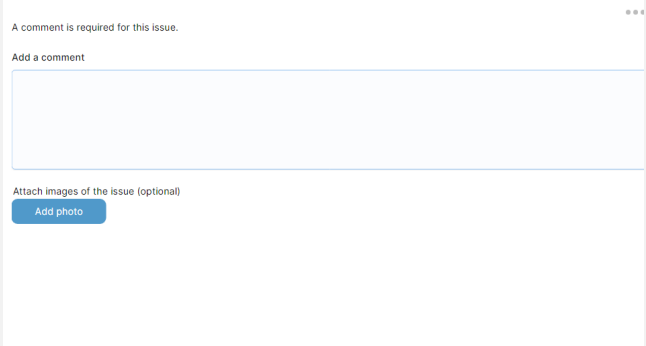
2. Select the space : specific space or a general area



3. Select the work type issue:



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

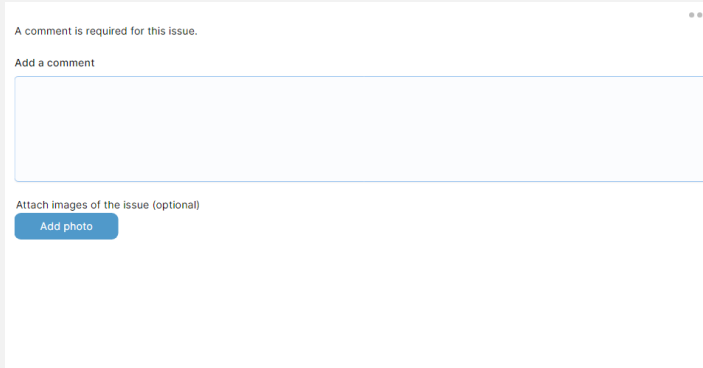


CSU Work Order NodaFi Customer Portal

Quick Reference Guide

4.0 Creating a Work Order...Continued

6. Review the work order and click **Submit request**
You can add an attachment to the work order



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. On that notification, you have a link on the bottom to participate in a brief survey, marked with red below. You can also log back into the Corrigo Customer Portal to review the WO.

Next