

# CSU Work Order NodaFi Customer Portal

## Quick Reference Guide

### 1.0 How to create a Work Order

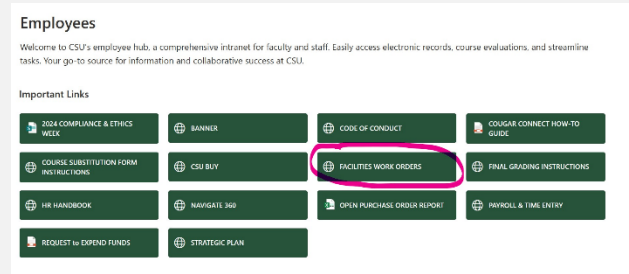
The CSU employees can access the nodaFi Customer Portal by navigating to the “Employee” Home page as shown below.

**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:

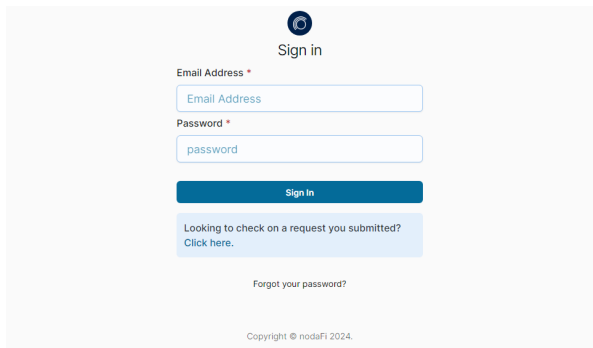
- Place your request online by navigating to the **CSU Employees Home page** select “Facilities Work Orders” and open Facilities, then Services. Select Work Order under Maintenance Requests.



### 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.**



- 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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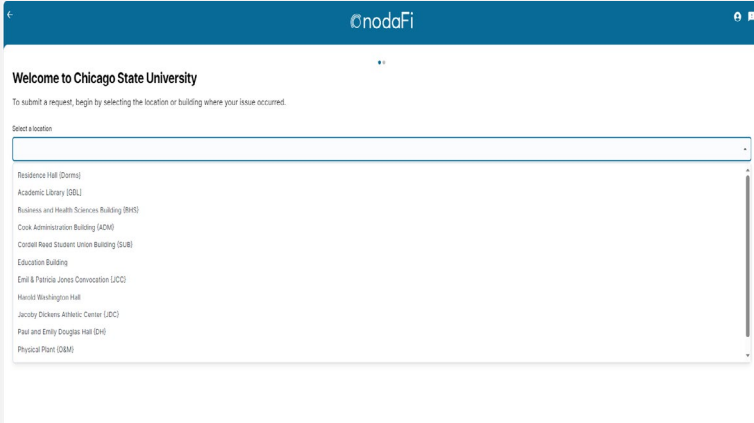
### 3.0 Creating a Work Order

Click on the “Work Order” button on the home screen of the Services page.

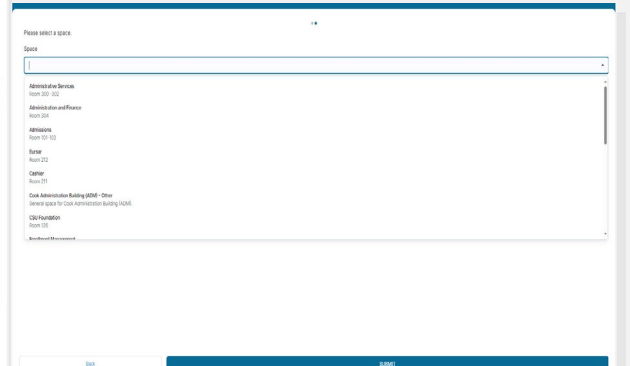
A. nodaFi will take you to a screen where you can start entering the details of your request.

- 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.

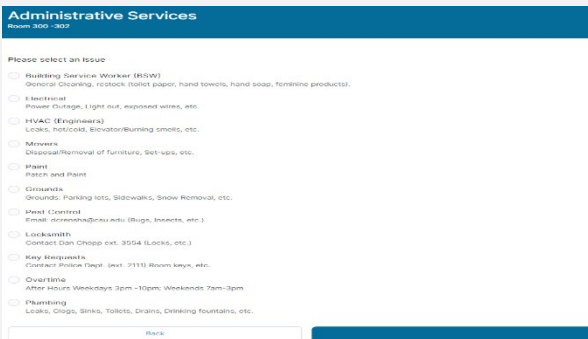
1. Select the location: Building of Request



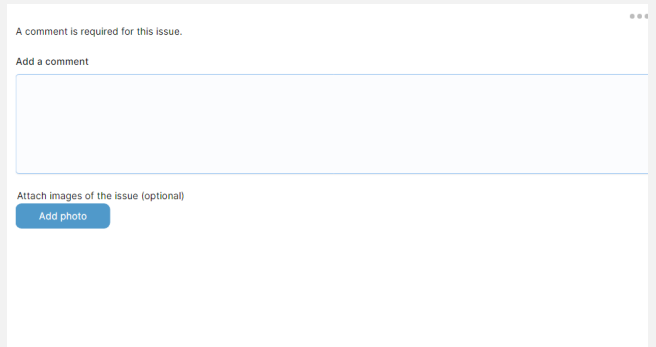
2. Select the space : specific space or a general area



3. Select the work type issue:



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

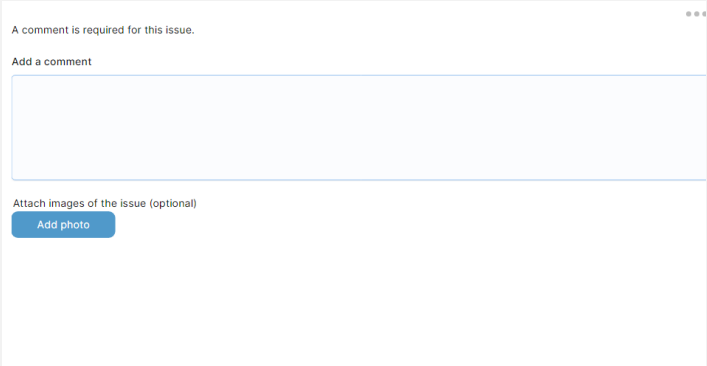


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### 4.0 Creating a Work Order...Continued

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. You can also log back into the nodaFi Customer Portal to review the WO.