

How to Log a Housing Work Order Ticket

What is Sodexo Connect?

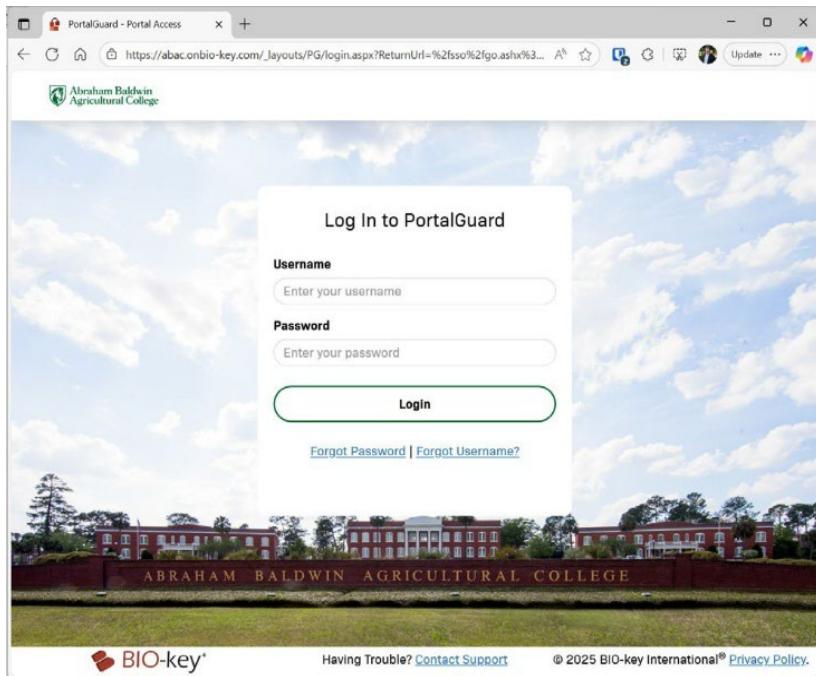
Sodexo Connect is a modern, fast, and easy way to submit and track requests for Housing work orders. With this tool, you'll have a simpler process to get the assistance you need when you need it. Registration is required for initial access.

This document provides instructions for first-time access, creating a case, and reviewing status on open cases.

How to Access Sodexo Connect and Register Your Account

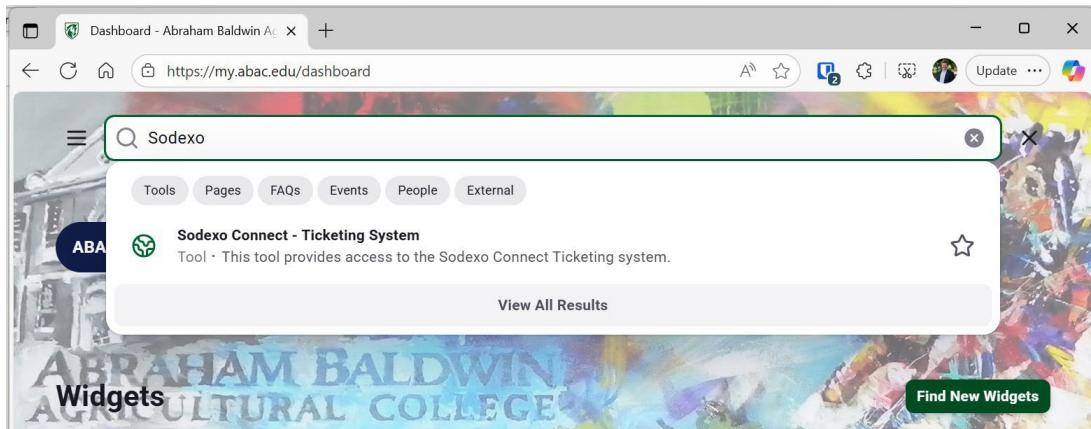
Step One:

Log in to the My.ABAC portal (<https://my.abac.edu>)



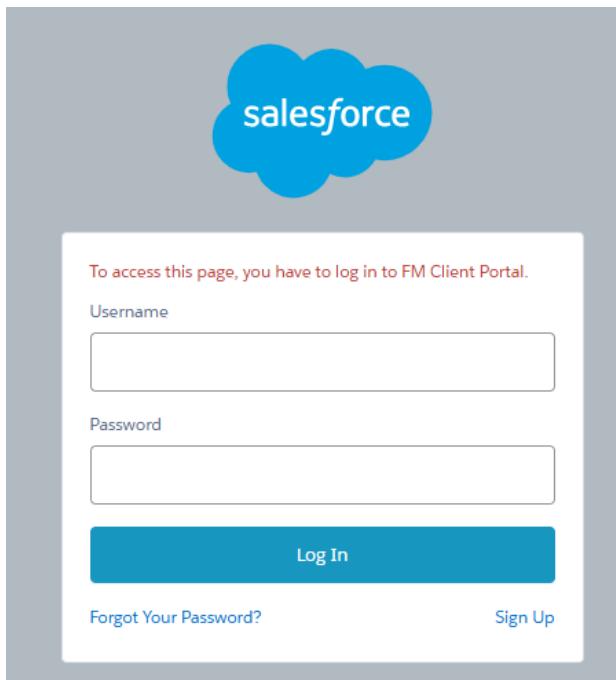
Step Two:

Using the search bar at the top of the Portal, search for “Sodexo Connect”



Step Three:

Click the link to open Sodexo Connect. Next, locate and click “Sign Up” at the bottom right of the credentials box



Step Four:

If this is your first time using the application, you will need to register your information

Client Portal Registration Process

* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Email	<input type="text" value="you@example.com"/>
* Phone	<input type="text"/>
* Time Zone	<input type="text" value="--None--"/>
* Locale	<input type="text" value="--None--"/>
* Language	<input type="text" value="--None--"/>
* Site Code	<input type="text"/>

Next

***Time Zone:** (GMT-05:00) Eastern Standard Time (America/New_York)

***Locale:** English (United States)

***Language:** English (or preferred language)

***Site Code:** ABGAUS

Step Five:

After registering your information, please check your ABAC email for an email from Sodexo labeled “Welcome to FM Client Portal” for further instructions

Client Portal Registration Process

Thank you, your form has been submitted. Please check your email inbox for an email from Salesforce to complete the registration.

Finish

Step Six:

Review email sent from Sodexo and click on the link to access the FM Client Portal

Please note your username located at the bottom of the email

Welcome to FM Client Portal

FM Client Portal <noreply.ifm@1.sodexo.com>
To: Sydney Rogers

Mon 1/5/2026 11:47 AM

[You don't often get email from noreply.ifm@1.sodexo.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Sydney,

Welcome to FM Client Portal! To get started, go to <https://nam04.safelinks.protection.outlook.com/>?url=https%3A%2F%2Fsdexosms.my.site.com%2FFMClientPortal%2Flogin%3Fc%3DXnalHZrGTIBWO1_HKcZK6HASF9H4fh16FDG5cGZb2KVkaFRGELDKog8OF9ruT3nfx95JcGo8u9246sm8d6wog5rXglt_Eg3YjhX_3CXy_lwUVyVbxijyGv1DtF87.DClAFcmxshyhtx_rKT7AH2tGCKuou_vTzQ_4KJSQXy0lyueg_iSVWdFZqcRHKxeQ_a6t12dSxhZRd7Z1AEACnS8Sg%253D%253D&data=05%7C02%7Csydney.rogers%40abac.edu%7Ce50a7389bf744faeb5d208de4c7a24cb%7C56c9143594114ebda73c604ed67ee5a3%7C0%7C0%7C639032284682069422967CUnknown%7CTWFpbGZsb3d8eyJfbXB0eU1hcGkiOnRydWUsIlYiOiwljAuMDAwMCIsIlAiOijXaW4zMislkFOljoiTWFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C&sdata=pEEBaCmxQKF8bcsHNWnNT9rQjplqVIUcA%2BtO6i1ZRGQ%3D&reserved=0

Username: [sydney.rogers@abac.edu](#)

Thanks,
Sotech

[Reply](#) [Forward](#)

Step Seven:

Read and agree to the Keystone Privacy Policy to continue

https://sdexosms.my.site.com/FCMClientPortal/loginflow/lightningLoginFlow.apexp?retURL=%2FFMClientPortal%2F&...

 cdaniels@abac.edu.fmc Log Out

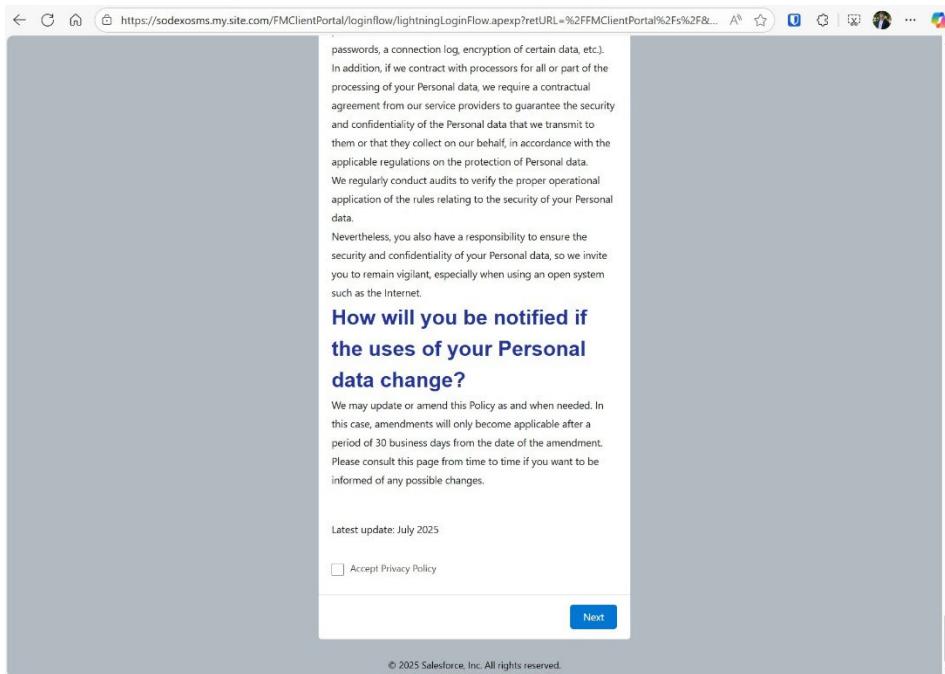
FM External Client Portal Registration Process

FM Keystone Privacy Policy

Purpose of this policy

This Privacy Policy ("Policy") describes how your personal data is used, by the Sodexo entity in your country ("we") on behalf of your employer, for the management of this app, providing services through the app, who will have access to it and for what purposes, what your rights are or to ask us any questions you might have concerning the protection of your personal data. If there is any conflict between this Policy and the data protection laws in your country, then such laws, where applicable, will prevail.

This policy may be amended, supplemented, or updated, in particular to comply with any legal, regulatory, case law, or technical developments that may arise. However, your Personal data will always be processed in accordance with the policy in force at the time of the data collection, unless a compulsory legal requirement otherwise applies and is enforced.



Scroll to the bottom of the notice and click the box to accept the policy and click "Next"

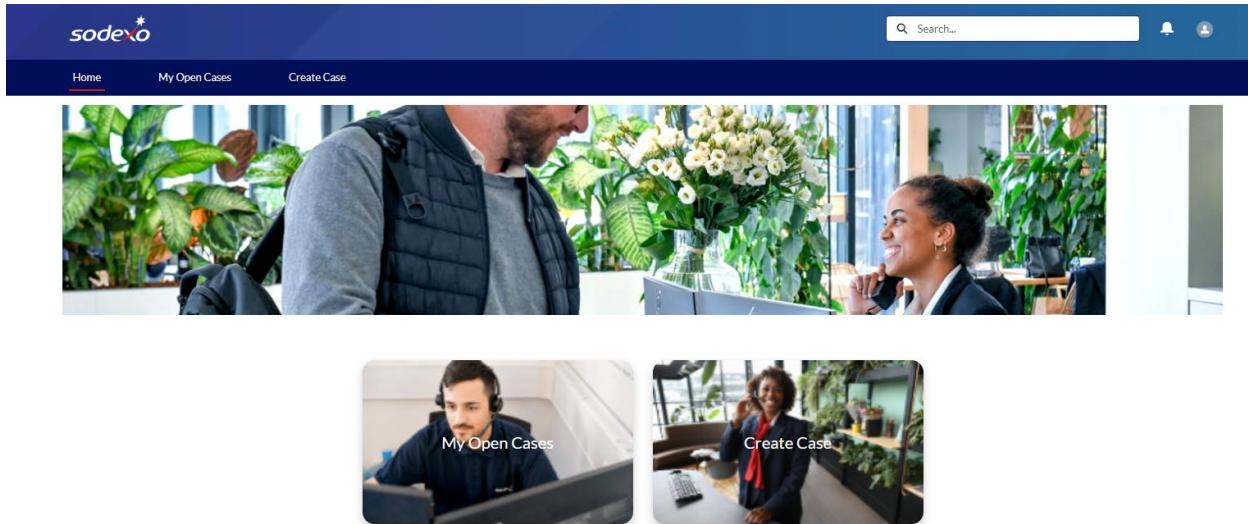
Step Eight:

Create a password for your Sodexo account

The image shows the "Change Your Password" interface from the Salesforce login screen. It features the Salesforce logo at the top. The main title is "Change Your Password". Below it, there is a text input field for a new password, with instructions: "Enter a new password for [REDACTED]. Make sure to include at least: 14 characters. Also include at least 3 of the following: 1 uppercase letter, 1 lowercase letter, 1 number, 1 special character." There are radio buttons for each of these requirements. Below these are two password input fields: "New Password" and "Confirm New Password". A note at the bottom states "Password was last changed on 1/5/2026 11:47 AM." A "Change Password" button is at the bottom.

Step Nine:

Finally, after creating your account-specific password, you will be directed to your work order dashboard



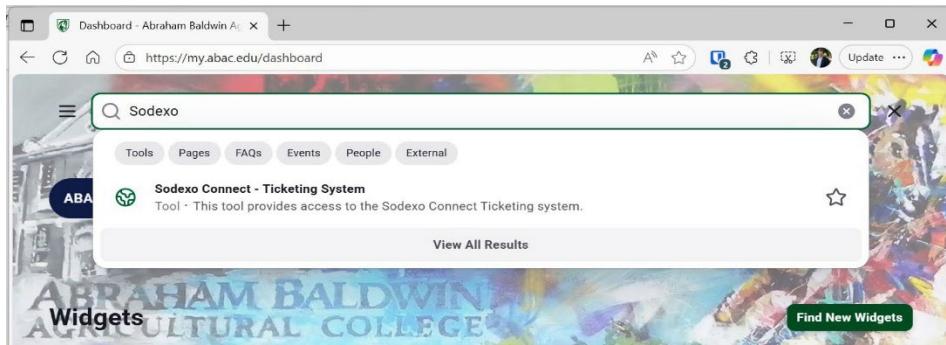
Congratulations!

You have successfully accessed and registered for your Sodexo Connect account!

How to Create a Case (Work Order)

Step One:

Once registered, you will have access to the Sodexo Ticket Portal from the MyABAC Portal by searching “Sodexo Connect – Ticket System Tool” to get started



Step Two:

You will be redirected to the Sodexo ticket portal and click “Create Case” to open a ticket with Sodexo

Step Three:

When creating a case, please use one of the following for your location:

- ABAC Lakeside
- ABAC Place 100
- ABAC Place 200

In the “Subject” include your Room Number and Unit. For example, ABAC Place 1318A would be included in your subject line.

Be as descriptive and specific as possible to better understand and serve your needs in a timely manner.



Search... Notification Bell User

Home My Open Cases **Create Case**

* Site Name
 X

* Location
 X

Can't find location? Check this box

Move Request? i

* Subject i

* Description i

Person Affected By This Request
 Search i

Submit

*Please note: if your name is not listed in the “Person Affected By This Request,” you are still able to submit your information

Step Four:

If you have pictures regarding the case submission, please upload them after clicking “Upload Files”

*If you do not have any pictures regarding your case submission, you will still be able to click “Submit” to continue



Search... Notification Bell User

Home My Open Cases **Create Case**

Create Case - Portal

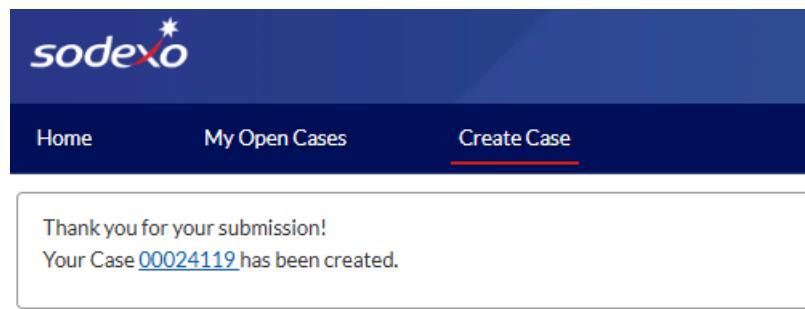
Do you want to attach any files?

Size Limit: 2GB. Allowed File Types: bmp, cfr, csv, doc, docx, dwg, gif, html, jpg, jpeg, mov, mp4, odp, ods, odt, pdf, png, ppt, pptx, rtf, txt, wm, wmv, xls, xlsx, xml, xsl, zip

Submit

Step Five:

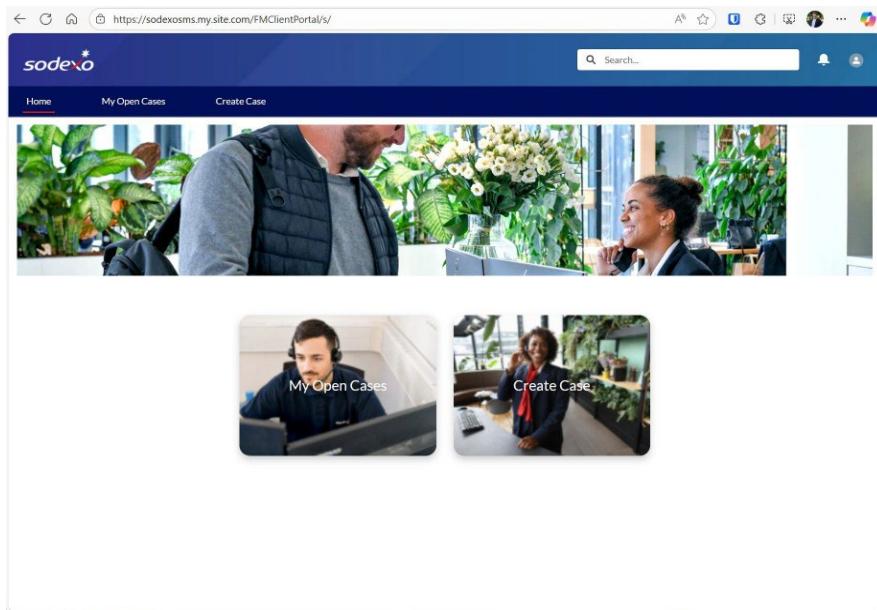
After clicking the final “Submit” button, you will receive a confirmation of your submission as well as the associated Case Number



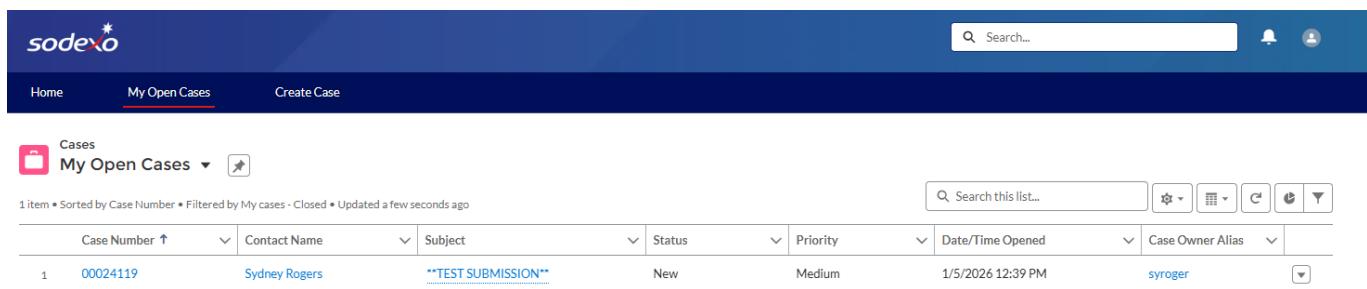
How to Check an Open Case (Work Order)

Step One:

From your home dashboard, click “My Open Cases”



Step Two:



Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
1 00024119	Sydney Rogers	**TEST SUBMISSION**	New	Medium	1/5/2026 12:39 PM	syroger

Click on the case number to view the case details, which include both the case status and the option to add a comment/edit

Here you will be able to review the submitted information regarding your submission and make any edits needed as well

Case ****TEST SUBMISSION****

Case Number	Status	Account Name	Location
00024119	New	Abraham Baldwin Agricultural College - Tifton, GA	Herring Hall 2nd Floor (080-070-02)

DETAILS RELATED

<p>Case Number 00024119</p> <p>Date/Time Opened 1/5/2026 12:39 PM</p> <p>Date/Time Closed</p>	<p>Status New</p> <p>Case Origin Customer Portal</p> <p>Receive Notifications For This Case <input checked="" type="checkbox"/></p>
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Site Information

<p>Site Name Abraham Baldwin Agricultural College - Tifton, GA</p> <p>Location Herring Hall 2nd Floor (080-070-02)</p> <p>Manually Entered Location</p>	<p>Client Cost Center</p> <p>Client Department</p>
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Request Details

<p>Reported By Sydney Rogers</p> <p>Reported By's Phone 2293915351</p>	<p>Person Affected By This Request</p> <p>Person Affected's Phone</p>
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Request Details

<p>Reported By Sydney Rogers</p> <p>Reported By's Phone 2293915351</p> <p>Reported By's Email sydney.rogers@abac.edu</p> <p>Subject **TEST SUBMISSION**</p> <p>Description This is a test submission!</p>	<p>Person Affected By This Request</p> <p>Person Affected's Phone</p> <p>Person Affected's Email</p>
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Other Details

<p>Web Name</p> <p>Web Email</p>	<p>Contact Name Sydney Rogers</p>
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Move Details

<p>Move Request? <input type="checkbox"/></p> <p>Move From Location</p>	<p>Move Request Date</p> <p>Move To Location</p>
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System Information

<p>Created By Sydney Rogers, 1/5/2026 12:39 PM</p> <p>Priority Medium</p>	<p>Last Modified By Sydney Rogers, 1/5/2026 12:39 PM</p>
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