STEP 1: If the machine does not have a CSC Machine ID (which may not be installed until mid-February 2023) please click the link at the bottom of the page that says "If you don't have the Machine ID Click Here"

STEP 2: Select "Community Laundry Room"

STEP 3: Enter "MIT" under the campus name field and enter "Cambridge" for the City, along with "MA" for the State and the Zip Code "02139." Then select "Proceed".

STEP 4: Select the first option for MIT, then click "Continue".
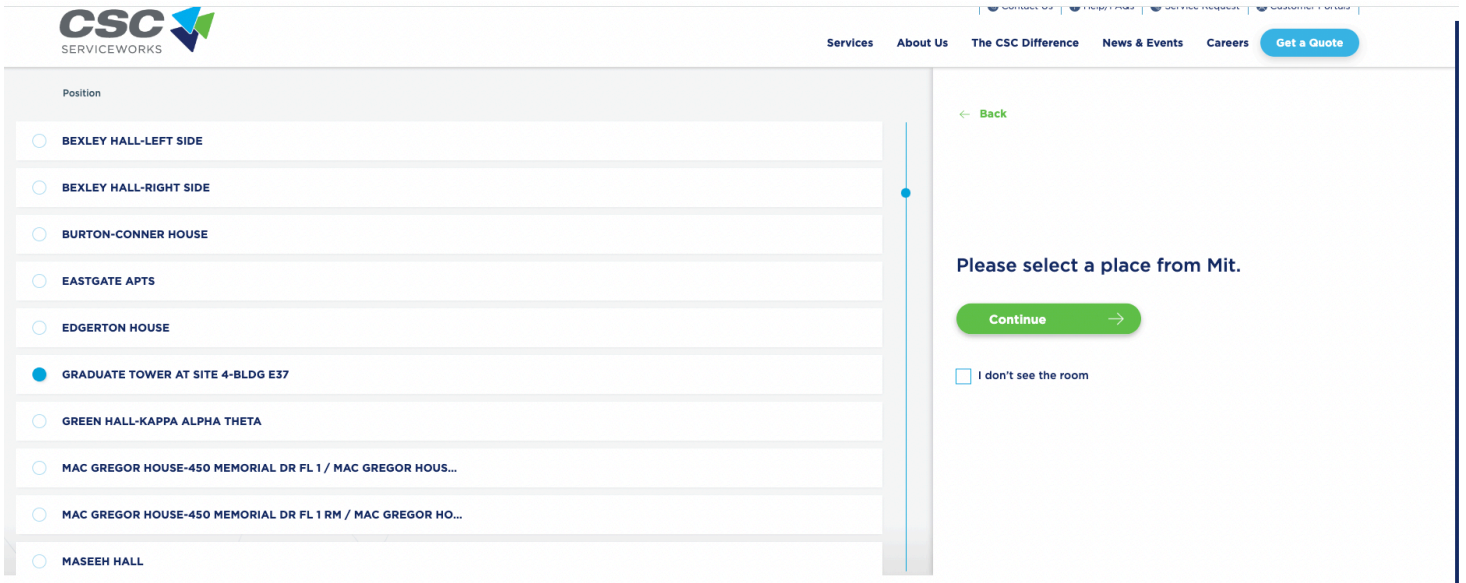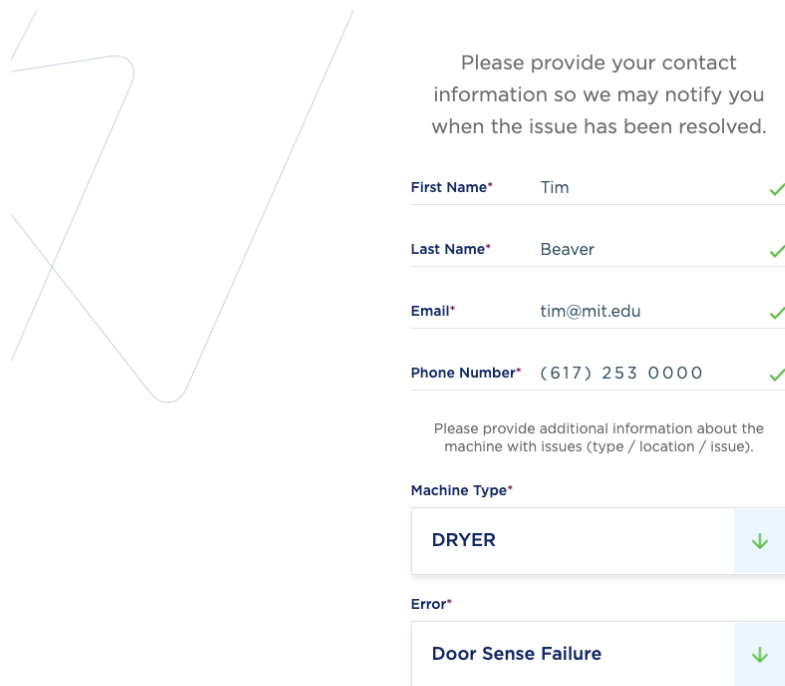
STEP 5: Select your building and click "Continue".

STEP 6: Enter your contact information, select the type of device and the issue. Then click "Complete Request" to submit the service request.