

WEBSITE: <https://www.cscsw.com/request-service>

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”

The screenshot shows the CSC Service Request Portal. On the left, there is a welcome message and instructions. On the right, there is a large blue panel with the text "Please enter the Machine ID" and a text input field containing "A B C - 0 0 0". Below the input field is a "Submit" button. At the bottom right of the blue panel, there is a "Machine ID Example" section showing a sample CSC Machine ID label and a link "If you do not have the Machine ID Click Here".

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Welcome to the CSC Service Request Portal.

If you experienced an issue with your service or a machine malfunction, you can submit a service request 24/7 and our team will be on their way!

If you are here to report a fire, gas leak or any other life-threatening emergency, do not complete the form. Dial 911 immediately.

If you need to request a refund, [click here](#).

To check the status of an existing claim, [click here](#).

Still need help? [Click here to chat](#)

Please enter the Machine ID

A B C - 0 0 0

Submit →

Machine ID Example
If you do not have the Machine ID [Click Here](#)

CSC SERVICEWORKS
DFG-345
1477-264-6832

STEP 2: Select “Community Laundry Room”

The screenshot shows the CSC Service Request Portal with the question "Where is the machine located?". There are four options: "Inside Home or Apartment", "Commercial Laundry", "Community Laundry Room", and "Gas & Convenience Store". The "Community Laundry Room" option is highlighted with a dark blue background and a white "Select" button. A "Back" link is visible at the top left of the selection area.

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Where is the machine located?

Inside Home or Apartment
Select →

Commercial Laundry
Select →

Community Laundry Room
Select →

Gas & Convenience Store
Select →

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”.

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Enter Location Information

Please provide us with a City and State and Zip Code.

Street / Building Name / Campus*
MIT ✓ ⓘ

City* Cambridge ✓

State* MA ↓ Zipcode 02139 ✓

[Proceed →](#)

[I don't see the location ↗](#)

STEP 4: Select the first option for MIT, then click “Continue”.

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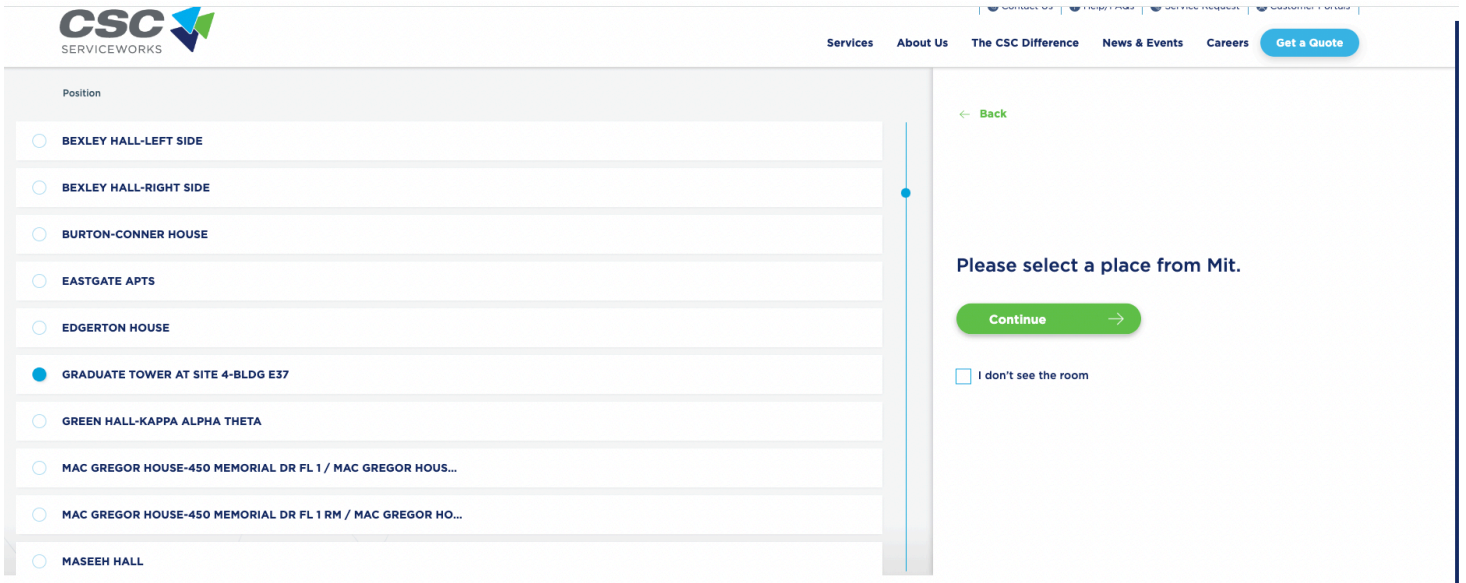
Name	Address	Billable
<input checked="" type="radio"/> MIT	143 ALBANY ST	
<input type="radio"/> MIT ARMY ROTC	201 VASSAR ST	Ⓢ

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Please select a location:

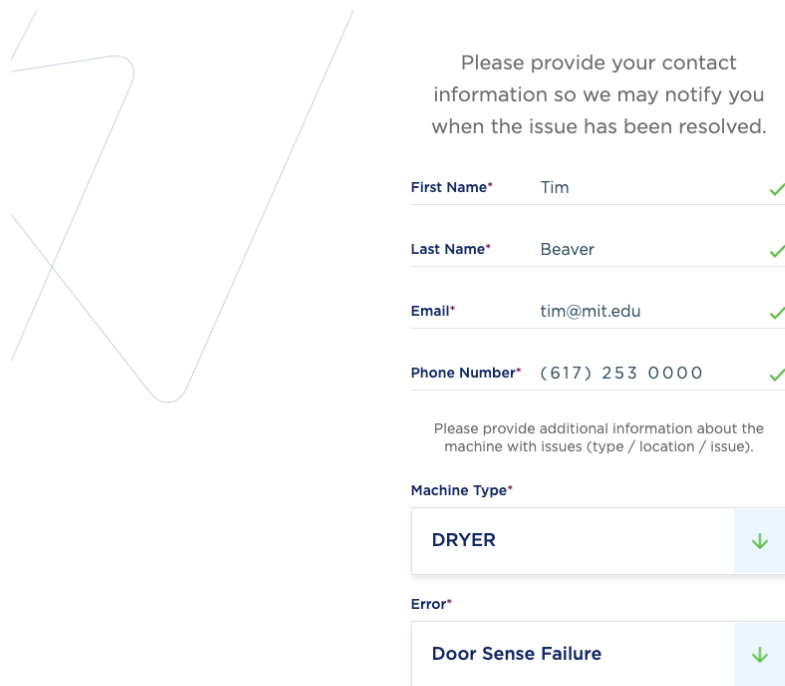
[Continue →](#)

STEP 5: Select your building and click “Continue”.



The screenshot shows the CSC ServiceWorks website interface. On the left, there is a list of buildings under the heading "Position". The buildings listed are: BEXLEY HALL-LEFT SIDE, BEXLEY HALL-RIGHT SIDE, BURTON-CONNER HOUSE, EASTGATE APTS, EDGERTON HOUSE, GRADUATE TOWER AT SITE 4-BLDG E37 (which is selected with a blue dot), GREEN HALL-KAPPA ALPHA THETA, MAC GREGOR HOUSE-450 MEMORIAL DR FL 1 / MAC GREGOR HOUS..., MAC GREGOR HOUSE-450 MEMORIAL DR FL 1 RM / MAC GREGOR HO..., and MASEEH HALL. On the right side of the page, there is a "Back" link, a heading "Please select a place from Mit.", a green "Continue" button with a right arrow, and a checkbox labeled "I don't see the room".

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



The screenshot shows the contact information form on the CSC ServiceWorks website. On the left, there is a large, faint, stylized graphic of a building. The form contains the following fields and information:

- Text: "Please provide your contact information so we may notify you when the issue has been resolved."
- Form field: "First Name*" with the value "Tim" and a green checkmark.
- Form field: "Last Name*" with the value "Beaver" and a green checkmark.
- Form field: "Email*" with the value "tim@mit.edu" and a green checkmark.
- Form field: "Phone Number*" with the value "(617) 253 0000" and a green checkmark.
- Text: "Please provide additional information about the machine with issues (type / location / issue)."
- Form field: "Machine Type*" with a dropdown menu showing "DRYER" and a green down arrow.
- Form field: "Error*" with a dropdown menu showing "Door Sense Failure" and a green down arrow.