

ST. THOMAS Laundry Concerns Guide

For laundry machine concerns, students have two options for submitting a request for maintenance.

Option 1: CSC Serviceworks Website

- Students can go to the “Request Service” page of CSC’s website <https://www.cscsw.com/request-service/>
- On the right side of the screen, students will be prompted to enter the machine ID. The machine ID can be found on the front of the machine. It will contain three letters and three numbers. Press “submit.” It will then give options to describe what is wrong with the machine. Click “continue” once you have described the issues.

Option 2: OneTapAway App

- This is available to you on all smart phone devices. The app icon looks like this:



- The app will ask you to create an account with your first name, last name, email address, and password for your account. Once you have filled out the information, click “continue.”
- Click “Submit a Service Request” button located on the main page of the app. You will then be directed to either scan the machine ID or manually enter the machine ID located on the machine. It will give you the option to describe what is wrong with the machine. Click “submit” once you have described the issues with the machine.

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← **Service Request**

Select Machine Information*

 **01**
Scan QR Code

 **DFG-345**
Scan License Plate

Having trouble? [Enter Manually](#)

Issue Type*

Select an issue type ▼

Additional issue details

Describe your issue

Submit

 Home  Activity  Chat  More