How To:
Enter a Customer Request

* Log into AiM using your MySFA username and password:

https://aim.sfasu.edu/fmax
How To: Enter a Customer Request

* Select the “Customer Service” menu

* Open a new Customer Request by pressing the blank page icon
How To: Enter a Customer Request (cont.)

* Fill out the required fields: Description, Contact, Contact Phone, Contact Email, Region, Facility, Property, and Problem Code

*These 3 things are required even though they are not in a red box

*The Problem Code should always be Faculty/Staff
When you are selecting the property, you will no longer get a pop-up box. The options will now be within the same window.

1. Select the Region

2. Select the Facility

*Most will select Main Campus*
How To:
Enter a Customer Request (cont.)

3. Select the Property (see bottom of screen to go to the next page of properties if needed)
4. Select the Room (OPTIONAL). If not desired or room is not shown correctly on list, select ‘Done’
How To: Enter a Customer Request (cont.)

* Check to make sure all information is correct and then SAVE your request. With questions or to confirm receipt, call ext. 3206.