

How to Submit a Customer Request in AiM

Updated September, 2024

Physical Plant Department

Work Control Office

(936) 468-3206

ppdworkcontrol@sfasu.edu




**STEPHEN F. AUSTIN
STATE UNIVERSITY**

THE UNIVERSITY OF TEXAS SYSTEM
NACOGDOCHES, TEXAS

1. Log into AiM using your MySFA User Name and Password:

<https://aim.sfasu.edu/fmax>



www.GoAssetWorks.com

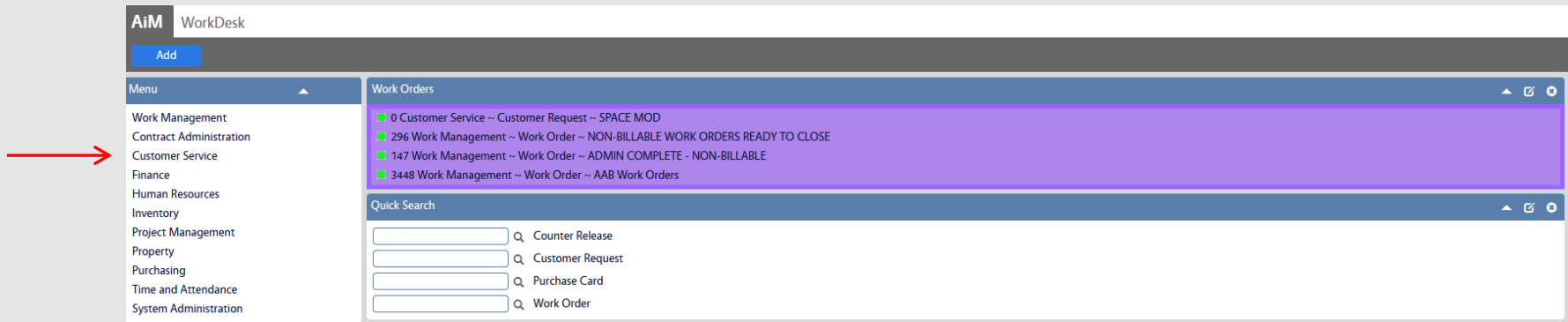
AiM
Enterprise IWMS

User Name

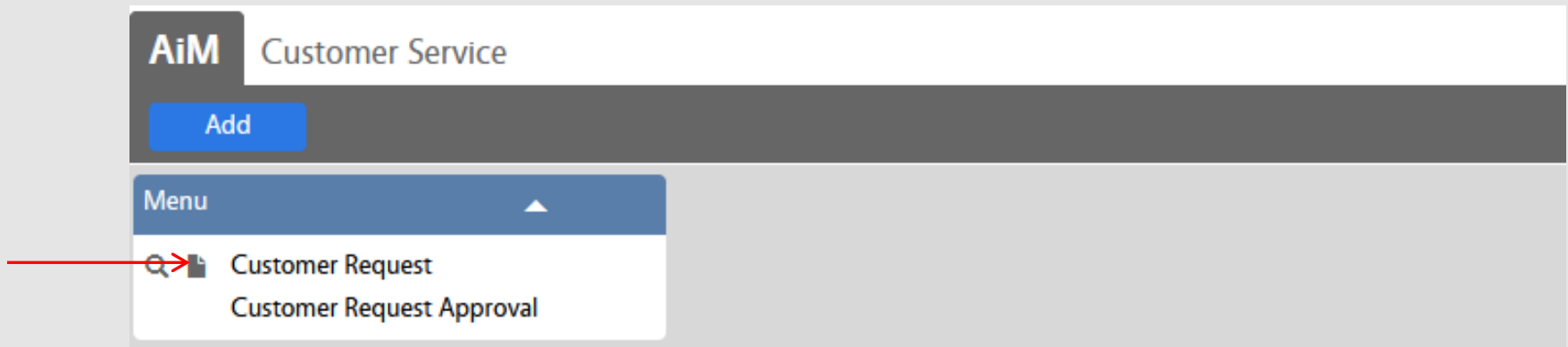
Password

Login

2. Select the “Customer Service” menu



3. Open a new “Customer Request” by pressing the blank page icon



4. Fill out the required fields highlighted in RED: Description, Contact, Contact Phone, Contact Email, Region, Facility, Property, and Problem Code

*Give as many details as possible to describe the issue & location, and please stick to just the facts.
*Building
* Room #

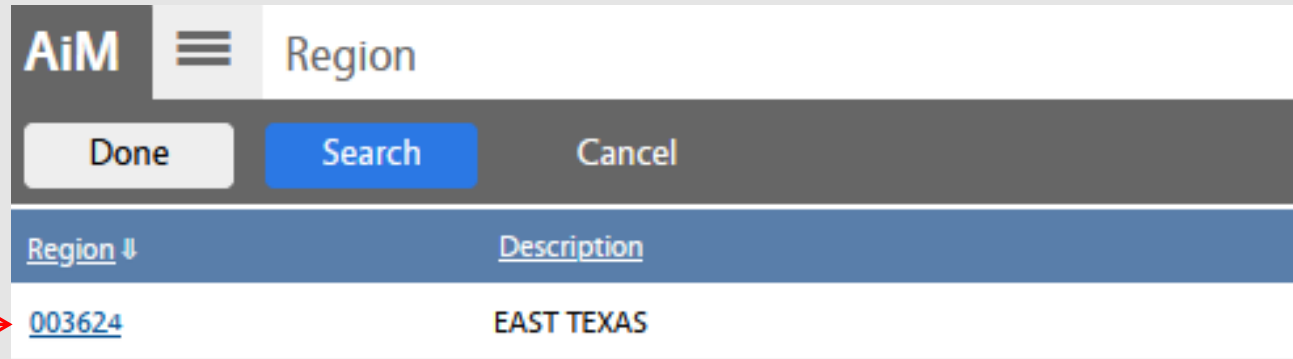
151390		Last Edited by		Status	SUBMITTED
AUSTIN BLDG-ROOM 101- Electrical plug on Northwest wall near desk is not working. FOP: 123456-78910-100					
Organization		Region	003624	Problem Code	FACULTY/STAFF
			EAST TEXAS		
Requestor		Facility	MAIN CAMPUS	Desired Date	
			MAIN CAMPUS		
		Property	000101	Reference	
			AUSTIN BLDG.		
		Location	00000101	Created By	
			CONFERENCE ROOM		
		Asset Group		Date Created	
		Asset			
Contact	John Doe				
Contact Phone	1234				
Contact Email	johndoe@sfasu.edu				

*Please enter your department FOP in the description even if the work falls under general maintenance and is a non billable task.

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

*The Problem Code should always be Faculty/Staff

5. Select the Region

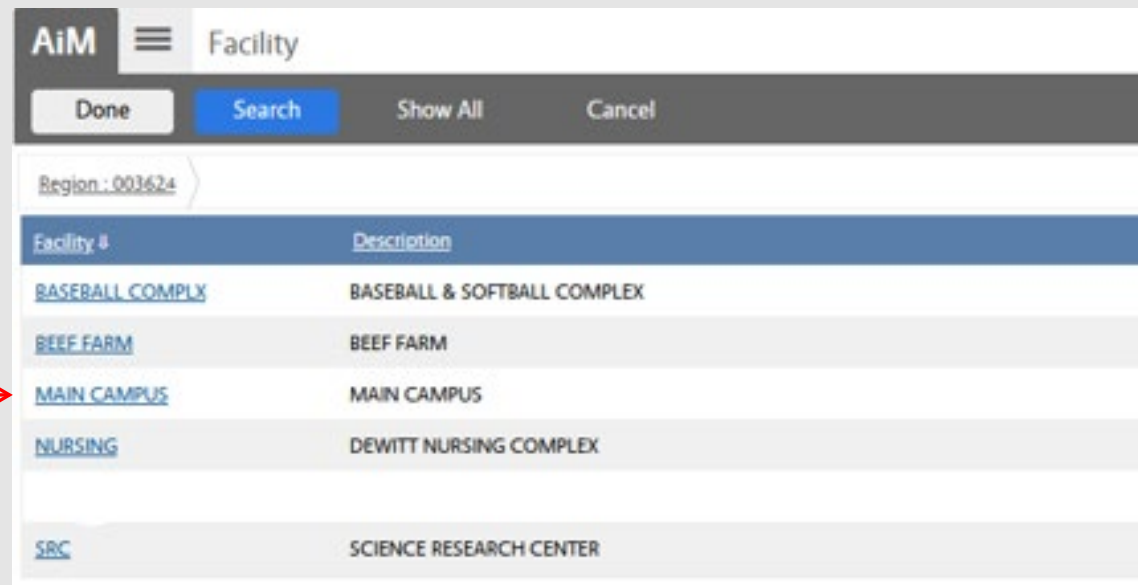


The screenshot shows the 'AiM' interface with a 'Region' selection screen. At the top, there is a header bar with the 'AiM' logo, a menu icon, and the title 'Region'. Below this is a dark grey bar containing three buttons: 'Done', 'Search', and 'Cancel'. The main area displays a table with two columns: 'Region' and 'Description'. The first row is highlighted in blue and contains the value '003624' under 'Region' and 'EAST TEXAS' under 'Description'. A red arrow points to the '003624' value.

Region	Description
003624	EAST TEXAS

6. Select the Facility


Main Campus will be
used by most



The screenshot shows the 'AiM' interface with a 'Facility' selection screen. At the top, there is a header bar with the 'AiM' logo, a menu icon, and the title 'Facility'. Below this is a dark grey bar containing four buttons: 'Done', 'Search', 'Show All', and 'Cancel'. The main area displays a table with two columns: 'Facility #' and 'Description'. The first row is highlighted in blue and contains the value 'MAIN CAMPUS' under 'Facility #' and 'MAIN CAMPUS' under 'Description'. A red arrow points to the 'MAIN CAMPUS' value. Above the table, there is a filter bar that says 'Region: 003624'.

Facility #	Description
BASEBALL COMPLY	BASEBALL & SOFTBALL COMPLEX
BEEF FARM	BEEF FARM
MAIN CAMPUS	MAIN CAMPUS
NURSING	DEWITT NURSING COMPLEX
SRC	SCIENCE RESEARCH CENTER

7. Select the Property (see bottom of screen to go to the next page of properties if needed)

AiM  **Property**

[Done](#) [Search](#) [Show All](#) [Cancel](#)


Region: 003624 > Facility: MAIN CAMPUS >

Property #	Description
000101	AUSTIN BLDG.
000102	THOMAS J. RUSK
000103	CHEMISTRY
000104	PHYSICAL PLANT
000106	FORESTRY LABORATORIES
000109	L. E. GRIFFITH FINE ARTS
000110	MILITARY SCIENCE
000113	AGRICULTURE MECHANICS SHOP
000114	SHELTON GYM
000117	MECHANICAL PLANT I
000120	KENNEDY AUDITORIUM
000121	E. L. MILLER SCIENCE
000122	T. E. FERGUSON LIBERAL ARTS
000123	HUMAN SCIENCES BUILDING
000124	TOM & PEGGY WRIGHT MUSIC
000125	BIOLOGY GREENHOUSE
000131	ART (LOWER)
000132	ART STUDIO (UPPER)
000133	JUANITA C. BOYNTON HOUSE (JCB)--PRESIDENT'S HOME
000136	PAUL L. BOYNTON
000137	FORESTRY BUILDING
000138	PURCHASING AND CENTRAL STORES
000139	STONE FORT
000140	CHEMISTRY STORAGE
000146	R. W. STEEN LIBRARY

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8. Select the room, then select “Done.” If room is not listed, just select “Done.”

Select
Room
then
press
Done

AiM  Location

[Done](#) [Search](#) [Show All](#) [Cancel](#)

Region : 003624 > Facility : MAIN CAMPUS > Property : 000104 >

Location #	Floor	Description
00000101	01	OFFICE
00000102	01	OFFICE
00000103	01	OFFICE
00000104	01	OFFICE
00000105	01	OFFICE SERVICE
00000106	01	OFFICE
00000107	01	OFFICE
00000108	01	OFFICE SERVICE
00000109	01	OFFICE
00000110	01	CONFERENCE ROOM
00000111	01	OFFICE
00000112	01	OFFICE
00000113	01	OFFICE
00000114	01	OFFICE
00000115	01	OFFICE
00000116	01	OFFICE
00000117	01	MEETING ROOM
00000118	01	SHOP
00000119	01	SHOP
00000120	01	SHOP SERVICE
00000121	01	SHOP
00000122	01	SHOP SERVICE
00000123	01	SHOP
00000124	01	SHOP SERVICE
00000125	01	SHOP

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8. Check to make sure all information is correct and then **SAVE** your request. Call ext. 3206 for questions or to confirm receipt.

AiM Customer Request ⓘ

Save **Cancel**

View

- Extra Description
- [Reference Data](#)
- Comments
- Account Setup
- Notes Log
- [Status History](#)
- Related Documents

151390 Last Edited by

AUSTIN BLDG-ROOM 101- Electrical plug on Northwest wall near desk is not working.

Status: SUBMITTED

Organization

Region: 003624 EAST TEXAS

Facility: MAIN CAMPUS MAIN CAMPUS

Property: 000101 AUSTIN BLDG.

Location: 00000101 CONFERENCE ROOM

Asset Group

Asset

Requestor

Problem Code: FACULTY/STAFF

Desired Date

Reference

Created By

Date Created

Contact: John Doe

Contact Phone: 1234

Contact Email: johndoe@sfasu.edu

Helpful Tips!

- Enter as much detail in the description field as possible (building, room #, office #, specific issue, etc...)
- Just state the facts! Description field only allows so many characters.
- Do not send customer requests to follow up on a previous request. You can call ext. 3206 or shop directly for an update.
- Submitting requests through the AiM system helps
 - streamline the large amount of work requests we receive
 - provides us with documentation to support approving the request
 - helps us direct the request to the correct maintenance shop
 - reduces the large influx of telephone calls to our office