

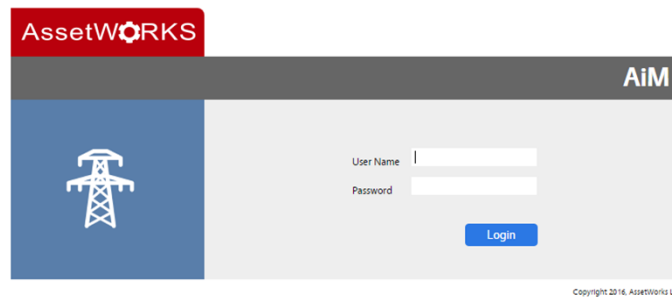
# AiM Tutorial

Version 8.5  
Updated Fall 2017

# How To: Enter a Customer Request

- \* Log into AiM using your MySFA username and password:

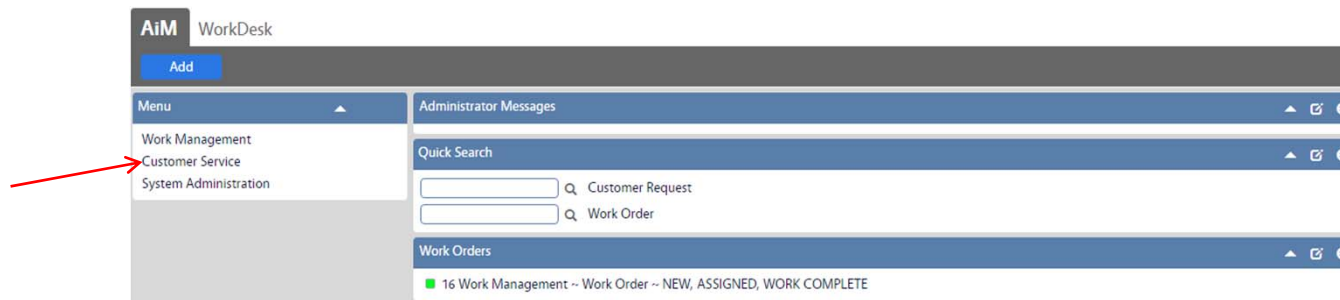
<https://aim.sfasu.edu/fmax>



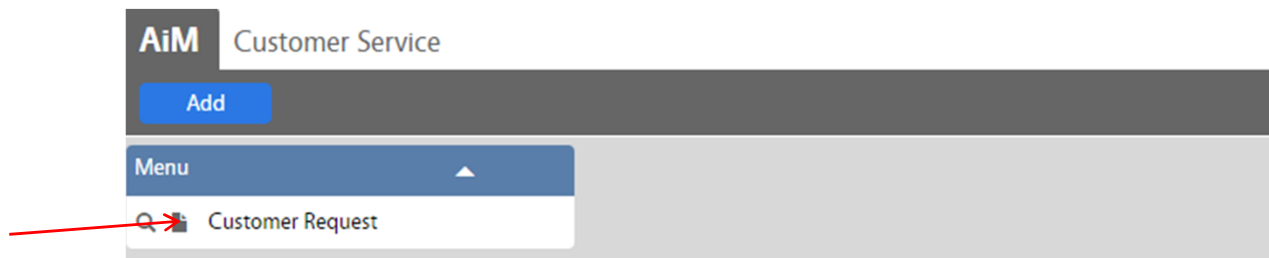
The screenshot shows the login page for AssetWORKS AiM. At the top left is the "AssetWORKS" logo in a red box. At the top right is the "AiM" label. On the left side, there is a blue vertical bar with a white icon of a power transmission tower. The main content area is light gray and contains two input fields: "User Name" and "Password". Below these fields is a blue "Login" button. At the bottom right, there is a small copyright notice: "Copyright 2016, AssetWorks LLC".

# 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

The screenshot shows a customer request form for ID 51120. The form is divided into several sections. A yellow header bar contains the ID and the text 'Last Edited by ALLENDEBOR On 11/17/2016 02:09 PM'. Below this is a description field containing the text 'Please come and hang some pictures in the Library room 117. Charge to FOP 107550-12345-100.' To the right of the description is a status dropdown menu set to 'SUBMITTED'. Below the description are several input fields: Organization, Requestor, Contact (filled with 'Debbie Allen'), Contact Phone (filled with '1234'), and Contact Email (filled with 'myemail@sfasu.edu'). To the right of these are Region (filled with '003624'), Facility (filled with 'MAIN CAMPUS'), Property (filled with '000146'), and Location. Further right are Problem Code (filled with 'FACULTY/STAFF'), Desired Date, Reference, Created By (filled with 'ALLENDEBOR'), and Date Created (filled with 'Nov 17, 2016 02:09 PM'). Red boxes highlight the description, the Contact, Contact Phone, and Contact Email fields, and the Problem Code field. Red arrows point from text annotations below to these highlighted areas.

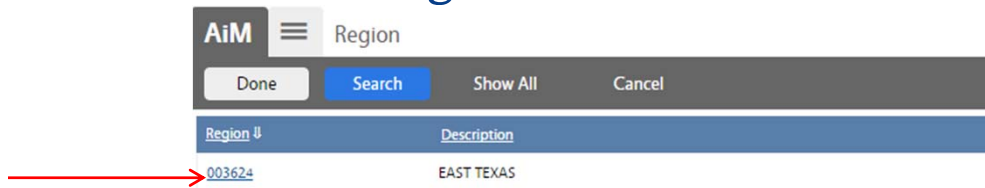
\*These 3 things are required even though they are not in a red box

\*The Problem Code should always be Faculty/Staff

# How To: Enter a Customer Request (cont.)

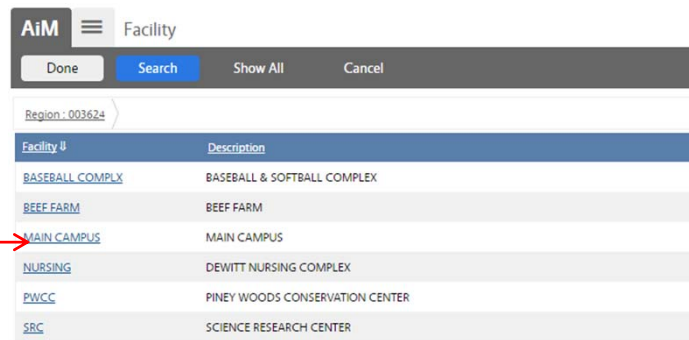
- \* When you are selecting the property, you will no longer get a pop-up box. The options will now be within the same window.

## 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)

The screenshot displays the AIM Property selection interface. At the top, there are buttons for 'Done', 'Search', 'Show All', and 'Cancel'. Below these, the current filters are shown: 'Region: 003624' and 'Facility: MAIN\_CAMPUS'. The main area is a table with the following data:

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
000132	ART STUDIO
000133	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

At the bottom of the screen, there is a pagination bar showing 'Page 1 of 10' and 'Display: 10 25 50'. Navigation buttons include 'First', 'Previous', 'Next', and 'Last'. A red arrow points to the 'Next' button, and another red arrow points to the 'Property #' column header.

# How To: Enter a Customer Request (cont.)

4. Select the Room (OPTIONAL). If not desired or room is not shown correctly on list, select 'Done'

Either select room  
or press 'Done'

Location #	Floor	Description
00000100	01	LOUNGE
00000101	01	READING/STUDY ROOM
00000102	01	READING/STUDY ROOM
00000104	01	OFFICE SERVICE
00000105	01	OFFICE SERVICE
00000106	01	MEETING ROOM
00000107	01	READING/STUDY ROOM
00000108	01	OPEN STACK STUDY ROOM
00000109	01	PROCESSING ROOM
00000110	01	READING/STUDY ROOM
00000201	02	OPEN STACK STUDY ROOM
00000203	02	OFFICE
00000205	02	MEETING ROOM
00000206	02	OFFICE
00000207	02	OFFICE SERVICE
00000208	02	OFFICE
00000209	02	OFFICE
00000210	02	OFFICE
00000211	02	OFFICE
00000212	02	OFFICE SERVICE
00000213	02	OFFICE
00000214	02	CONFERENCE ROOM
00000215	02	READING/STUDY ROOM
00000216	02	OFFICE
00000218	02	OFFICE

# 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.

The screenshot shows the AIM Customer Request form. The 'Save' button is highlighted with a red arrow and a red box. A red arrow also points to the 'Cancel' button. A red box highlights the 'Status' dropdown menu, which is set to 'SUBMITTED'. A red box highlights the 'Requestor' field, which contains the text 'Please come and hang some pictures in the Library room 117. Charge to FOP 107550-12345-100.'. A red box highlights the 'Region' dropdown menu, which is set to '003624'. A red box highlights the 'Facility' dropdown menu, which is set to 'MAIN CAMPUS'. A red box highlights the 'Property' dropdown menu, which is set to '000146'. A red box highlights the 'Contact' field, which contains the text 'Debbie Allen'. A red box highlights the 'Contact Phone' field, which contains the text '1234'. A red box highlights the 'Contact Email' field, which contains the text 'myemail@sfasu.edu'. A red box highlights the 'Problem Code' dropdown menu, which is set to 'FACULTY/STAFF'. A red box highlights the 'Desired Date' field, which is empty. A red box highlights the 'Reference' field, which is empty. A red box highlights the 'Created By' field, which contains the text 'ALLENDEBOR'. A red box highlights the 'Date Created' field, which contains the text 'Nov 17, 2016 02:09 PM'. The form is titled 'AIM Customer Request' and 'ALLENDEBOR' is in the top right corner. The form ID is '51120' and it was last edited by ALLENDEBOR on 11/17/2016 02:09 PM. The form has a sidebar with options: View, Extra Description, Comments, Account Setup, Notes Log, Status History, and Related Documents. The form has a 'Save' button and a 'Cancel' button. The form has a 'Status' dropdown menu. The form has a 'Requestor' field. The form has a 'Region' dropdown menu. The form has a 'Facility' dropdown menu. The form has a 'Property' dropdown menu. The form has a 'Location' dropdown menu. The form has a 'Contact' field. The form has a 'Contact Phone' field. The form has a 'Contact Email' field. The form has a 'Problem Code' dropdown menu. The form has a 'Desired Date' field. The form has a 'Reference' field. The form has a 'Created By' field. The form has a 'Date Created' field.