

IT 523 AiM Work Orders

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Building Coordinators List

<https://www.jmu.edu/riskmgmt/bldgcoor.shtml>

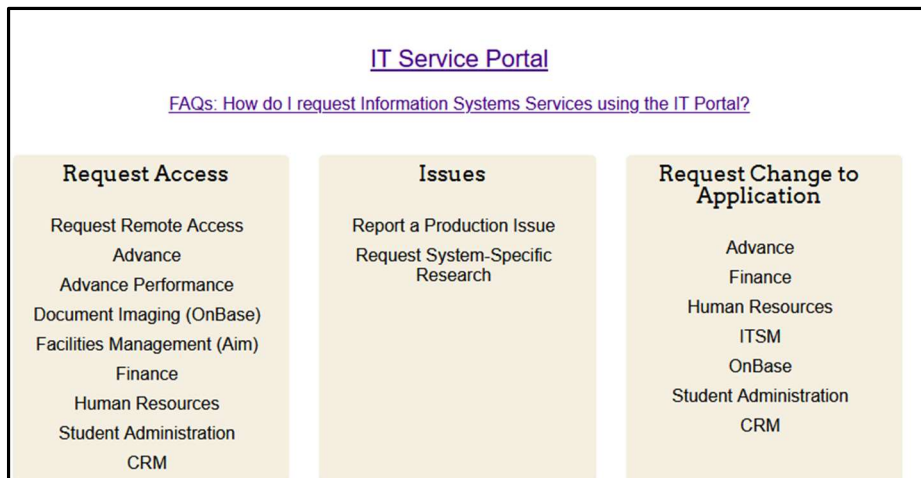
What is an AiM Work Order?

Work Orders are used to request services related to building, vehicle, and grounds maintenance. They are processed in the Customer Service segment of the AiM system and managed by the Facilities Management Work Control Center.

Where to Request Access to AiM

Access requests can be made from the Quick Login Access page on the JMU website.

JMU.edu > Info For > Faculty/Staff > IS Applications >
Request Access > Facilities Management (AiM)



The screenshot shows the IT Service Portal with the following structure:

- IT Service Portal** (header)
- [FAQs: How do I request Information Systems Services using the IT Portal?](#) (link)
- Request Access** (column):
 - Request Remote Access
 - Advance
 - Advance Performance
 - Document Imaging (OnBase)
 - Facilities Management (AiM)
 - Finance
 - Human Resources
 - Student Administration
 - CRM
- Issues** (column):
 - Report a Production Issue
 - Request System-Specific Research
- Request Change to Application** (column):
 - Advance
 - Finance
 - Human Resources
 - ITSM
 - OnBase
 - Student Administration
 - CRM

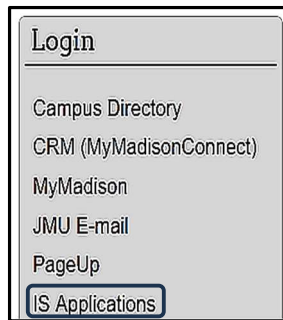
Select “Work Request” to request access to the Work Order portion of the AiM system.

Access AiM Facilities Management

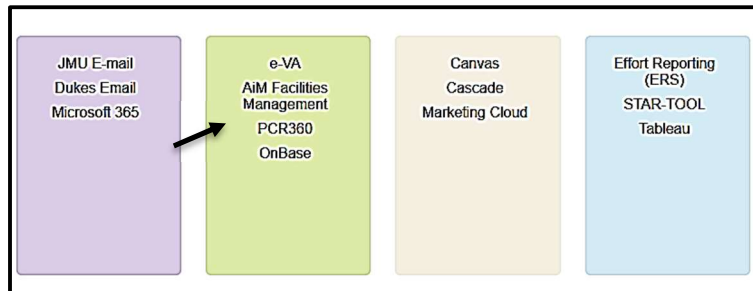
1. From the JMU Home page, click **INFO FOR > Faculty/Staff**.



2. Scroll down and inside the grey Login box, select **IS Applications**.



3. Click **AiM Facilities Management**.



4. Login to AiM using your **JMU eID and password** and click **Login**.



AiM Dashboard

When you log into the AiM system, you are taken to the AiM Dashboard. Let's take a look at some key features on this landing page.

JMU QUICK SEARCH

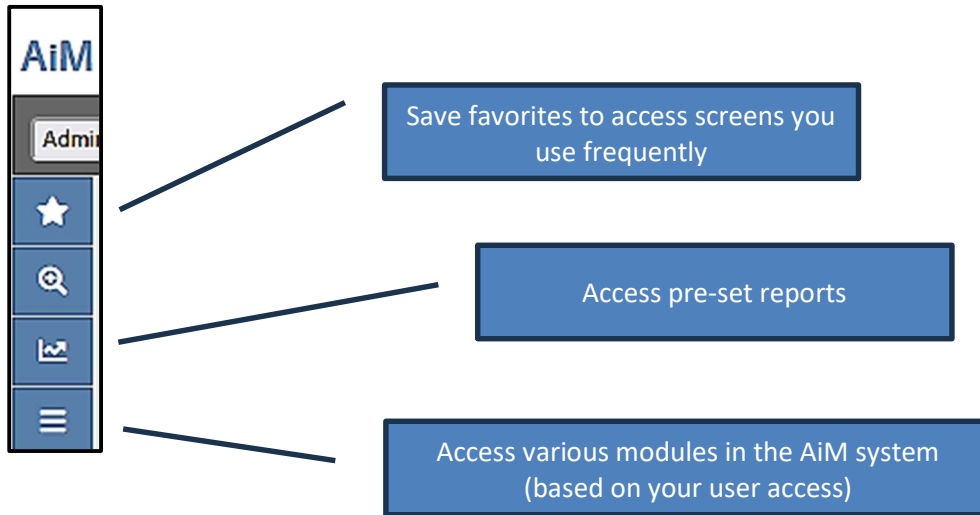
The **JMU Quick Search** is designed to give you easy access to customer requests. You have multiple ways to search (options marked with stars are relevant to work orders):

The screenshot shows the AiM WorkDesk interface. At the top, there is a search bar with the text "Administrator Messages" and a search icon. Below this is a navigation menu with a star icon and the text "CUSTOMER-INFO". The main content area is titled "JMU QUICK SEARCH" and contains a table of search criteria. Each row has a text input field, a "Go" button, and some rows have an "H" button. To the right of the search table, there are two purple boxes: "Youtube Training Videos" and "Resource Materials". Under "Youtube Training Videos", there are links for "Customer Dashboard Overview", "Customer Request Entry", and "Vehicle Request Entry". Under "Resource Materials", there is a link for "Work Order and Phase Overview" and "AiM Zone Map (GIS)".

Search Criteria	Input Field	Go	H
Customer Request	<input type="text"/>	Go	
UserID (CR)	<input type="text"/>	Go	
Account (CR)	<input type="text"/>	Go	
Vehicle Request	<input type="text"/>	Go	
Account (VR)	<input type="text"/>	Go	
Work Order	<input type="text"/>	Go	H
Asset / Vehicle	<input type="text"/>	Go	H
O&M Project	<input type="text"/>	Go	H
Property	<input type="text"/>	Go	

- ★ **Customer Request** – search by work request transaction #
- ★ **UserID (CR)** – search by your User ID
- ★ **Account (CR)** – search by the account number (Dept ID) the work is charged to
 - **Vehicle Request** – search by Vehicle Request transaction #
 - **Account (VR)** – search by the account number (Dept ID) the vehicle request is charged to
- ★ **Work Order** – search by Work Order # (once generated by Work Control)
- ★ **Asset/Vehicle** - search by asset or vehicle number to look up work orders and costs associated with that equipment
 - **O&M Project** – Operation and Maintenance projects (used primarily by FM)
- ★ **Property** – search by Property #

WorkDesk: Left Column Navigation



Building List and Administrative Message Center

The **Building List** provides a list of JMU property numbers and the facility each building resides in. You will need the property number whenever you enter a new customer request. For more information on the property, you can click on the property number.

The **Administrative Message** area is used by Facilities Management to communicate information such as the system being temporarily offline. It's a good idea to check this area for updates whenever you login.

BUILDING LIST					ADMINISTRATIVE MESSAGE
Show 20 entries					
Property	Description	Property Class	Facility	Region	
0249	10 W. GRACE ST.	AUX	NORTH	MAIN	
0207	1050 S. MAIN ST. (MIKE'S MART)	E&G	BLUESTONE	MAIN	
0270	1070 HILLCREST DR.	AUX	BLUESTONE	MAIN	
0971	1070 VA. AVE. (SHEN MANUFACTURING)	E&G	MEMORIAL	MAIN	
0160	1077 S. MAIN ST. (FUNKHOUSER HOUSE)	E&G	BLUESTONE	MAIN	
0342	110 W. GRACE ST.	E&G	MEMORIAL	MAIN	
0333	1140 HILLCREST DR.	AUX	BLUESTONE	MAIN	
0178	1150 S. MAIN ST. (FACULTY HOUSING)	AUX	S.MAIN	MAIN	
0283	116 PORT REPUBLIC RD.	AUX	LAKE	MAIN	

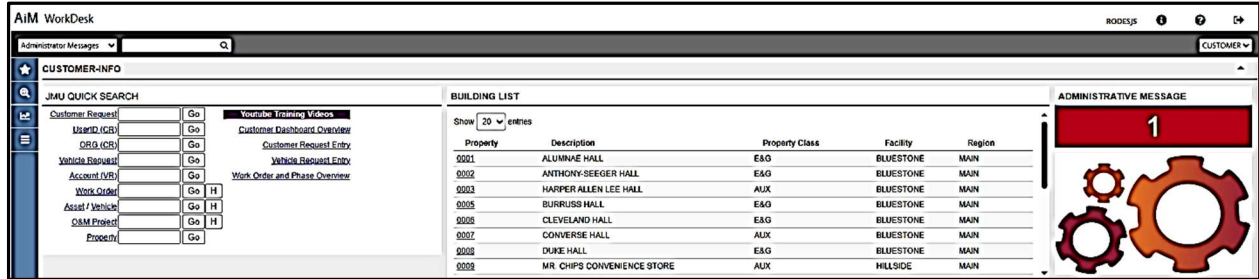
Zone Map

You can also find a link to the AiM Zone Map under **Resources**.

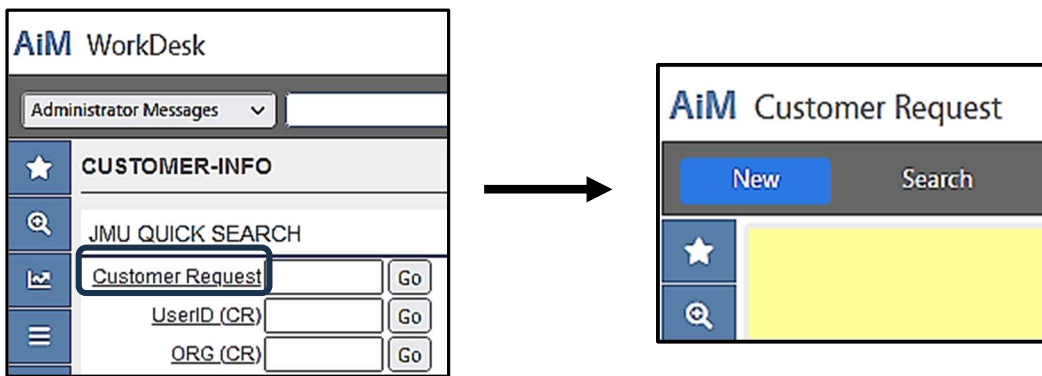


Create a New Customer Request

On the **AiM Dashboard**, you can access the screen to create a new customer request a couple of different ways.

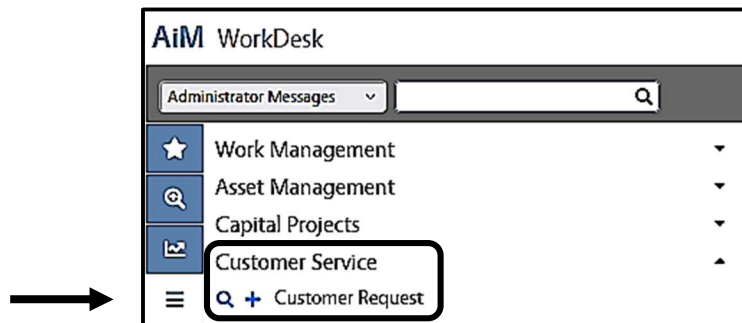


Under JMU QUICK SEARCH, click the **Customer Request** hyperlink, which takes you to the Customer Request screen. From there, click **New**.



OR

Click the three bars on the left-side navigation, click the drop-down arrow next to Customer Service and click + **Customer Request**.



Information Entry

The Customer Request screen will appear. All fields highlighted in red are required fields.

The screenshot shows the AiM Customer Request form. A callout box points to the transaction number '241362' in the top left. Another callout box points to the 'Problem Code' field, which is highlighted in red. A third callout box points to the 'Status' dropdown menu, which is set to 'OPEN' and is also highlighted in red. The form includes fields for Description, Organization, Requestor, Contact, Account, Subcode, Asset Group, Asset, Region, Facility, Property, and Location.

Problem Code is only required when:

1. Vandalism is the problem (use code 130)
2. An estimate is requested (use code 106)

Status is OPEN until approved. Once approved, you cannot make changes. Call the Work Control Desk (8-6101) for changes and additions.

Remember, do not click save until done! Save automatically submits the request to Facilities Management Work Control.

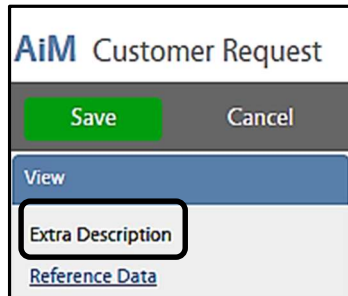
1. Complete **Description**

- Start with the **building and room number** be sure to indicate the building in which the work needs to be done (if vandalism, delete the word “vandalism” first – it appears only when the vandalism problem code is selected in the field above Description);
 - Type a **space**, then a – (**dash**), then another **space**
 - Type either **E&G OR Aux**
 - E&G for departments starting with 100
 - Aux for departments starting with 300 and above
 - Type a **space**, then a – (**dash**), then another **space**
 - **Describe the need** (be as specific as possible about work to be done, but brief/clear)
 - State a desired/specific date in the description if you have one
 - Also indicate **room availability** (consider noise of repairs for co-workers)

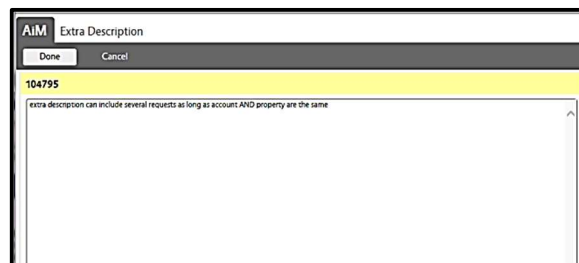
The screenshot shows the Description field in the AiM Customer Request form. The text entered is: "JMAC4 T108 - E&G - toilet running in ladies bathroom. Room available Mon-Fri before 8:30 am and after 4:00 p.m."

Use Extra Description to provide information that doesn't fit in the Description field; **type "see Extra Description" in the short description** to prompt Work Control to look more detail.

2. Click **Extra Description** when you need additional space for details about the request.



3. Type additional information in the **Extra Description** field.



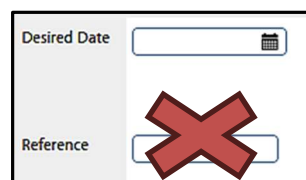
4. Click **Done** (returns to Request screen with Extra Description underlined to indicate the dialog box has information in it)

Indicate Desired Date (optional)

Desired date is not required so leave blank if the work is not needed by a certain date. If a date is entered, Work Control will use it to determine the urgency level. **If the date is important, it should also appear in the Description.**


5. Click the small **calendar** to the right of the desired date box to select your requested date; use a future date (if work is required today, call Facilities Management, then put the Work Order into the AiM system – input is always by the person making the request).

Note: Reference Field is for Facilities Management use (do not use)



Indicate Organization and Contact

6. Enter the **Organization** number (Dept ID) of the requestor.
7. Click the **magnifying glass** in the Organization field to autofill Organization information.

Organization	<input type="text" value="100123"/> 
	INFO TECH - COMPUTING SUPPORT
Requestor	<input type="text" value="INFO TECH - COMPUTING SUPPORT"/> 

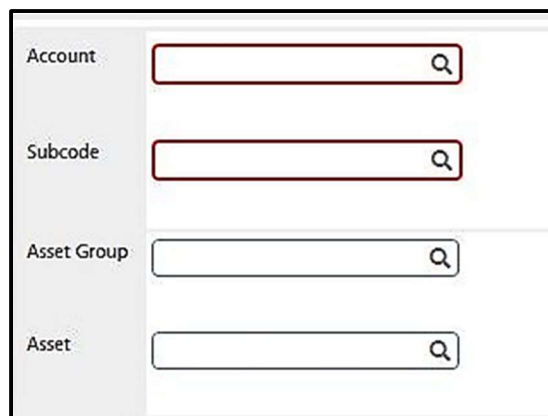
8. Enter **Contact person** as the person to **call with questions about the request**, not necessarily the person entering the request into the AiM system.
9. Enter **Contact Phone**.
10. Enter **Contact Email in all caps as a full email address** that includes the @jmu.edu – this will be used to generate a notification email once the customer request is closed.

Contact	<input type="text" value="James Madison"/>
Contact Phone	<input type="text" value="540-568-1234"/>
Contact Email	<input type="text" value="MADISOJA@JMU.EDU"/>

Indicate Account to be Charged

YOU ONLY HAVE THE ABILITY TO CHARGE ACCOUNTS TO WHICH YOU HAVE BEEN GIVEN ACCESS.

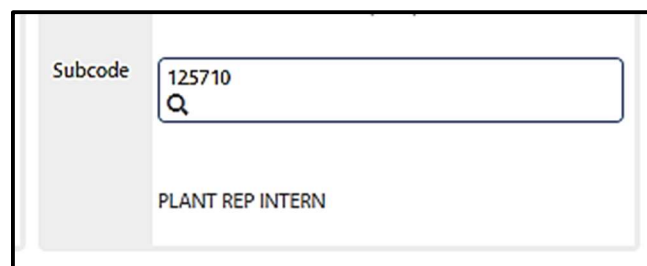
11. The AiM system auto-populates the **Account field** once Organization is entered; type the Account to be charged if different from what is populated or use the magnifying glass to open the dialog box and select the Account.
12. Click the **magnifying glass** to apply system information to the field.



A screenshot of a web interface showing four search fields. The fields are labeled 'Account', 'Subcode', 'Asset Group', and 'Asset'. Each field has a magnifying glass icon on the right side, indicating a search function. The 'Account' and 'Subcode' fields are highlighted with a red border.

Indicate Subcode

13. Enter Subcode **125710** (only 125710 can be used).



A screenshot of a web interface showing a search field for 'Subcode'. The field contains the text '125710' and a magnifying glass icon. Below the field, the text 'PLANT REP INTERN' is displayed.

14. Use the **magnifying glass** to autofill PLANT REP INTERN (plant representative internal).

NOTE: if this is omitted, an error message will appear when attempting to save.

Start with Property to Complete Location Fields

Region

Facility

Property

Location

FIRST enter property number of the building in which the work needs to be done

THEN click the magnifying glass

15. Go directly to **Property** and enter the property number of the building in which the work needs to be done.
16. Click the magnifying glass to auto-fill the Region, Facility, and Property details.
17. Dialog box for Location opens --- it is **optional** – choose a URL for a room, or simply click **Done** to close without choosing a specific location.

AIM Location

Done Search Cancel

Region - MAIN > Facility - BLUESTONE > Property - 0946

Location	Floor	Description
101	1	STUDY ROOM
102	1	OFFICE SERVICE
103	1	OFFICE
105	1	OFFICE
107	1	OFFICE SERVICE
109	1	OFFICE
111	1	STUDY ROOM
112	1	OFFICE
2000	1	OFFICE
2001	1	CONFERENCE ROOM
2002	1	OFFICE
2004	1	OFFICE
2006	1	OFFICE
2008	1	OFFICE

Page 1 of 2 Go Display: 10 25 50 First Previous Next Last Records Found = 28

Review the Completed Customer Request

Review the work order for accuracy. Reading it aloud is helpful.

The screenshot shows the 'Customer Request' form in the AIM system. The form is titled '241364' and was last edited by RODESJS on 8/27/21 at 10:44 AM. The status is 'OPEN'. The description is 'JMAC4 RM 101 - ESG - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234'. The organization is '100123 INFO TECH - COMPUTING SUPPORT'. The account is '100123 INFO TECH - COMPUTING SUPPORT'. The subcode is '125710 PLANT REP INTERN'. The contact is 'James Madison' with phone '568-1234' and email 'madisoja@jmu.edu'. The location is 'JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4)'.

18. Click **Save**; if there are no errors, Save will automatically submit the request to Facilities Management, and returns a Saved Customer Request screen.

Note: If you do not see the red required field boxes, the request has been saved/submitted

The **Saved** Customer Request should **NOT** be edited (call Work Control 8-6101 if changes are needed).

The screenshot shows the 'Saved Customer Request' form in the AIM system. The form is titled '241364' and was last edited by RODESJS on 8/27/21 at 10:55 AM. The status is 'OPEN'. The description is 'JMAC4 RM 101 - ESG - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234'. The organization is '100123 INFO TECH - COMPUTING SUPPORT'. The account is '100123 INFO TECH - COMPUTING SUPPORT'. The subcode is '125710 PLANT REP INTERN'. The contact is 'JAMES MADISON' with phone '568-1234' and email 'madisoja@jmu.edu'. The location is 'JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4)'.

Summary Steps for Submitting an AiM Work Order

Remember, do NOT click save until you are done!

1. Under JMU Quick Search, click **Customer Request** to access the Customer Request screen, then click **New**.
2. Complete the **Description**
 - a. describe the need in the following format: building room # - E&G or AUX - brief, clear action to be taken, any particulars that would help with scheduling (room availability), end with desired date if that is important
 - b. use Extra Description (accessed from the LEFT menu) if more space for explanation is needed
3. Optional: enter the desired completion date using the calendar in the **Desired Date** field (use only if you have entered a desired date in the description field)
4. Enter the **Organization** (Dept ID) of person entering the request, then click the **magnifying glass** to autofill Requestor field and system information.
5. The AiM system auto-populates the **Account** field once the Organization is entered; **enter** the Account to be charged if different from what auto-populates or use the magnifying glass to open the dialog box and select the correct Account.
6. Enter **Subcode** 125710.
7. Enter Contact information
 - a. **Name** (person who can explain the need)
 - b. Phone #
 - c. Full Email address (in all caps)
- Enter the **Property Number** of the building in which the work needs to be done, then click the **magnifying glass** to go to Location dialog box (choose a room or click Done)
8. Review/verify the request
9. Click **Save** (submits to Work Control in Facilities Management)
10. Logout of the AiM system

When to Create a New Request

Multiple needs of the same type can be put in a single request, use the Extra Description field if needed.

If you identify an additional need of the same type immediately after recently submitting a request, **call Work Control 8-6101** to add it to the request.

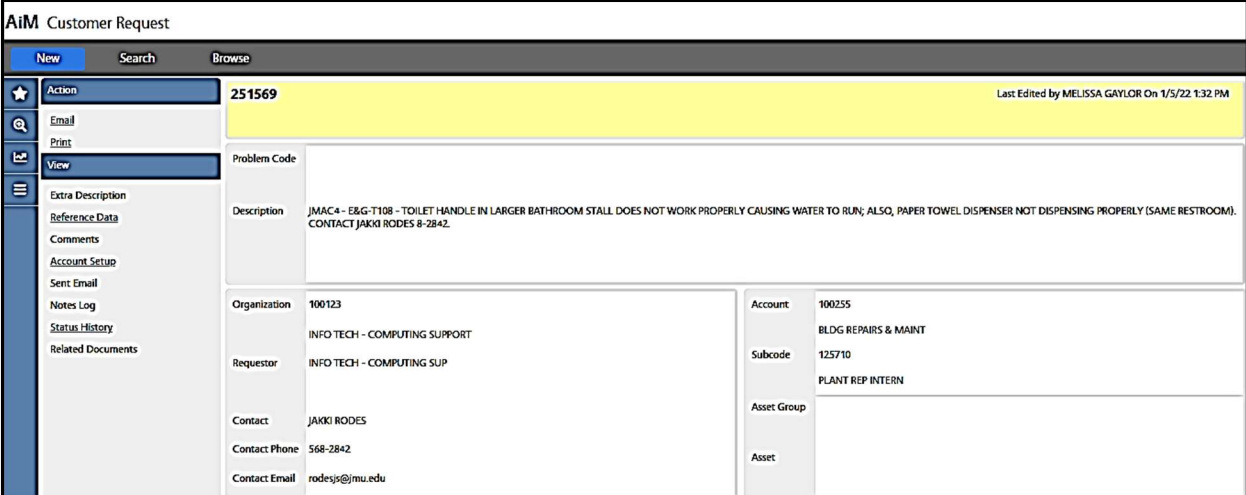
Different Accounts and/or Property

If the **Account** charged and/or **Property** will be different, you should create a new customer request.

Estimates

- If an Estimate is needed, it is entered as a separate request
- Put all needs associated with the estimate in a single request
- Select Estimate Needed as the Problem code (code 106)
- Add "Estimate Needed" at the beginning of your Description

On the Customer Request screen, you can click **New** in the upper navigation bar to start a new customer request.



The screenshot shows the AiM Customer Request interface. At the top, there is a navigation bar with 'New', 'Search', and 'Browse' buttons. Below this is a sidebar with various action buttons like 'Action', 'Email', 'Print', 'View', 'Extra Description', etc. The main content area displays the details for request 251569. The description reads: 'JMAC4 - ERG-T108 - TOILET HANDLE IN LARGER BATHROOM STALL DOES NOT WORK PROPERLY CAUSING WATER TO RUN; ALSO, PAPER TOWEL DISPENSER NOT DISPENSING PROPERLY (SAME RESTROOM). CONTACT JAKKI RODES 8-2842.' Other fields include Organization (100123 INFO TECH - COMPUTING SUPPORT), Requestor (INFO TECH - COMPUTING SUP), Contact (JAKKI RODES), and Account (100255 BLDG REPAIRS & MAINT).

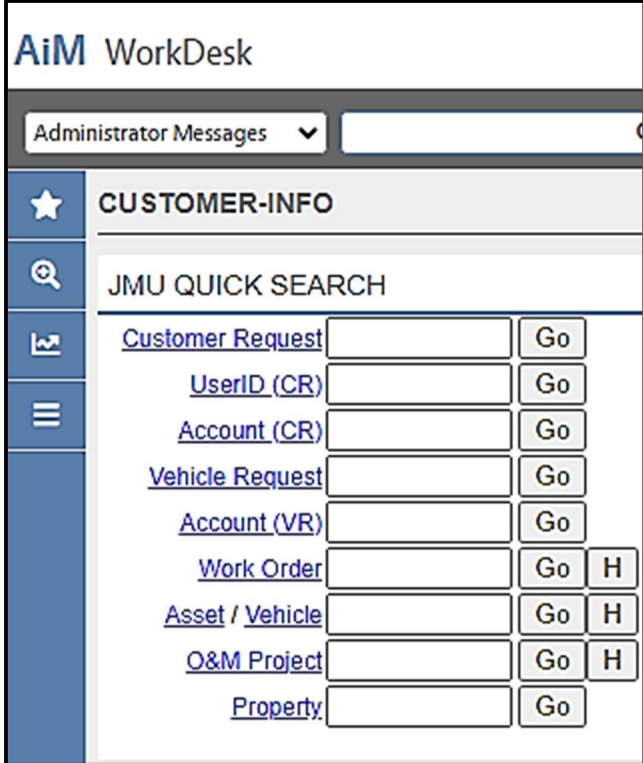
Not sure? Call Work Control at 8-6101 anytime to clarify whether a new request is needed.

Search for Existing Work Orders

To search for existing work orders, you can choose from various search options within JMU QUICK SEARCH on the AiM Dashboard.

You can search by:

- **Customer Request** – search by work request transaction #
- **UserID (CR)** – search by your User ID
- **Account (CR)** – search by the account number (Dept ID) the work is charged to
- **Work Order** – search by Work Order # (once generated by Work Control); if you type in the work order and click “H” you will create a work order life history report consisting of any labor and material currently charged to the work order
- **Asset/Vehicle** – search by asset or vehicle number to look up work orders and costs associated with that equipment
- **Property** – search by Property #



The screenshot shows the AiM WorkDesk interface. At the top, there is a header with the AiM logo and 'WorkDesk'. Below the header is a navigation bar with 'Administrator Messages' and a dropdown arrow. The main content area is titled 'CUSTOMER-INFO' and contains a search section labeled 'JMU QUICK SEARCH'. This section lists several search criteria, each with an input field and a 'Go' button. The criteria are: Customer Request, UserID (CR), Account (CR), Vehicle Request, Account (VR), Work Order, Asset / Vehicle, O&M Project, and Property. The 'Work Order', 'Asset / Vehicle', and 'O&M Project' rows also include an 'H' button next to the 'Go' button.

Search Option	Input Field	Go	H
Customer Request	<input type="text"/>	Go	
UserID (CR)	<input type="text"/>	Go	
Account (CR)	<input type="text"/>	Go	
Vehicle Request	<input type="text"/>	Go	
Account (VR)	<input type="text"/>	Go	
Work Order	<input type="text"/>	Go	H
Asset / Vehicle	<input type="text"/>	Go	H
O&M Project	<input type="text"/>	Go	H
Property	<input type="text"/>	Go	

- Once you enter your preferred search parameter, click **Go**. A list of results will generate. You can use the column headings at the top of the screen to sort the data as needed in ascending or descending order. Once you've found the customer request you're looking for, click the **transaction #**.

Transaction #	Reference	Status	Problem Code	Description	Organization	Requestor	Contact	Contact Phone	Contact Email	Region	Facility	Property	Location	Date Created
251569		APPROVED		JMAC4 - E&G-T108 - TOILET HANDLE IN LARGER BATHROOM STALL DOES NOT WORK PROPERLY CAUSING WATER TO RUN; ALSO, PAPER TOWEL DISPENSER NOT DISPENSING PROPERLY (SAME RESTROOM). CONTACT JAKKI RODES 8-2842.	100123	INFO TECH - COMPUTING SUP	JAKKI RODES	568-2842	rodesjs@jmu.edu	MAIN	BLUESTONE	0946		Jan 5, 2022 1:18 PM
274122		APPROVED		JMAC4 T108 (LADIES RESTROOM) - E&G - TOILET CLOGGED IN HANDICAPPED STALL. JAKKI RODES 540-568-2842.	100123	INFO TECH - COMPUTING SUP	JAKKI RODES	540-568-2842	rodesjs@jmu.edu	MAIN	BLUESTONE	0946		Nov 29, 2022 1:10 PM
280708		APPROVED	106	JMAC4 HALLWAY - E&G - REQUESTING AN ESTIMATE FOR REPLACEMENT OF STANDARD WATER FOUNTAIN WITH WATER BOTTLE FILL STATION. CONTACT ROB MORGAN 540-568-6258	100123	INFO TECH - COMPUTING SUP	ROB MORGAN	540-568-6258	morganrm@jmu.edu	MAIN	BLUESTONE	0946		Mar 16, 2023 1:34 PM

- The **Customer Request** screen appears. Click the link for the **Work Order #** for more detailed information. NOTE: Any data with a blue underline can be clicked to drill down for more information.

AiM Customer Request CUSTOMER ⓘ ? ↗

New Search Browse ☆

Action 309905 Last Edited by MICHAEL BORROR On 5/28/24 4:50 PM Status APPROVED

Email

Print

View

Extra Description

Reference Data

Comments

Account Setup

Sent Email

Notes Log

Status History

Related Documents

Problem Code 121

Description USB - E&G - ROOM 222 SUITE PATCH AND PAINT WALL TO THE RIGHT. 222E PATCH AND PAINT THE OFFICE WALL TO THE RIGHT

Desired Date

Reference

Work Order 24-471636

USB - E&G - ROOM 222 SUITE PATCH AND

Work Order Status OPEN

Organization

Requestor

Contact CARLENE HEATWOLE

Contact Phone 83645

Contact Email HEATWOC@JMU.EDU

Account 100250

ADM & SUPV PLANT

Subcode 125710

PLANT REP INTERN

Asset Group

Asset

Region MAIN

MAIN

Facility BLUESTONE

BLUESTONE

Property 0129

UNIVERSITY SERVICES BUILDING

Location

- The **Work Order** screen appears. The work order has several features. You can see which shop is working on the job, and the status the phase is in (see the Appendix for more details on the Work Order Phase Flow). Note: Phases may have multiple shops involved in completing the work.

AiM Work Order 24-471636

Created By MICHAEL BORROR On 5/28/24 4:50 PM
Last Edited by MICHAEL BORROR On 5/28/24 4:50 PM

Status: OPEN

Project: [Blank]

Customer Request: 309905

Desired Date: [Blank]

Budget: \$0.00

Problem Code: 121

WALLS

Type: OM

OPERATIONS AND MAINTENANCE

Category: NON-SCHEDULED

CUSTOMER REQUESTS AND ESTIMATES.

Duration: [Blank]

Phase	Description	Location	Shop	Work Code	Priority	Asset	Status
001	USB - E&G - ROOM 222 SUITE PATCH AND PAINT WALL TO THE RIGHT. 222E PATCH AND PAINT THE OFFICE WALL TO THE RIGHT		PAINT	PAINT	3-HIGH		WORK COMPLETE

On the top left of the work order screen, there is an **Action** block area. Click the **Viewfinder** to find transactions related to the work order. This may include purchase orders, timecards, PO's, etc. The print tab will allow you to print out the work order life history.

AiM Work Order

Back Search Bro

- Action
- Viewfinder**
- Email
- Print
- View
- Extra Description
- Reference Data
- Account Setup
- Cost Analysis
- Assessment Deficiency
- Sent Email
- Notes Log
- User Defined Fields
- Status History
- Related Documents



AiM Viewfinder

Back

24-471636

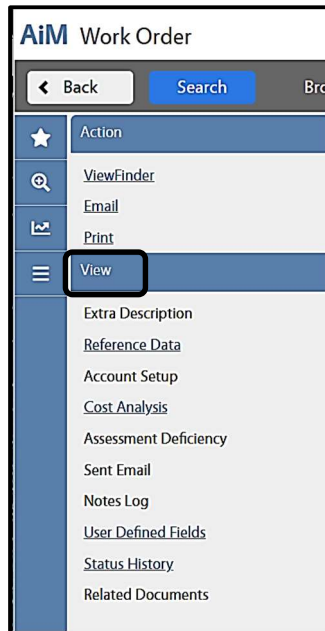
USB - E&G - ROOM 222 SUITE PATCH AND PAINT WALL TO THE RIGHT. 222E PATCH AND PAINT THE OFFICE WALL TO THE RIGHT

Transactions Documents

Screens

- Customer Request 1
- Purchase Card 1
- Timecard 9

Below the Action block, the **View** block provides links to details such as work order cost analysis, status history and documentation related to the work order. Reach out to Work Control if you need assistance or have any questions regarding the information available to you.

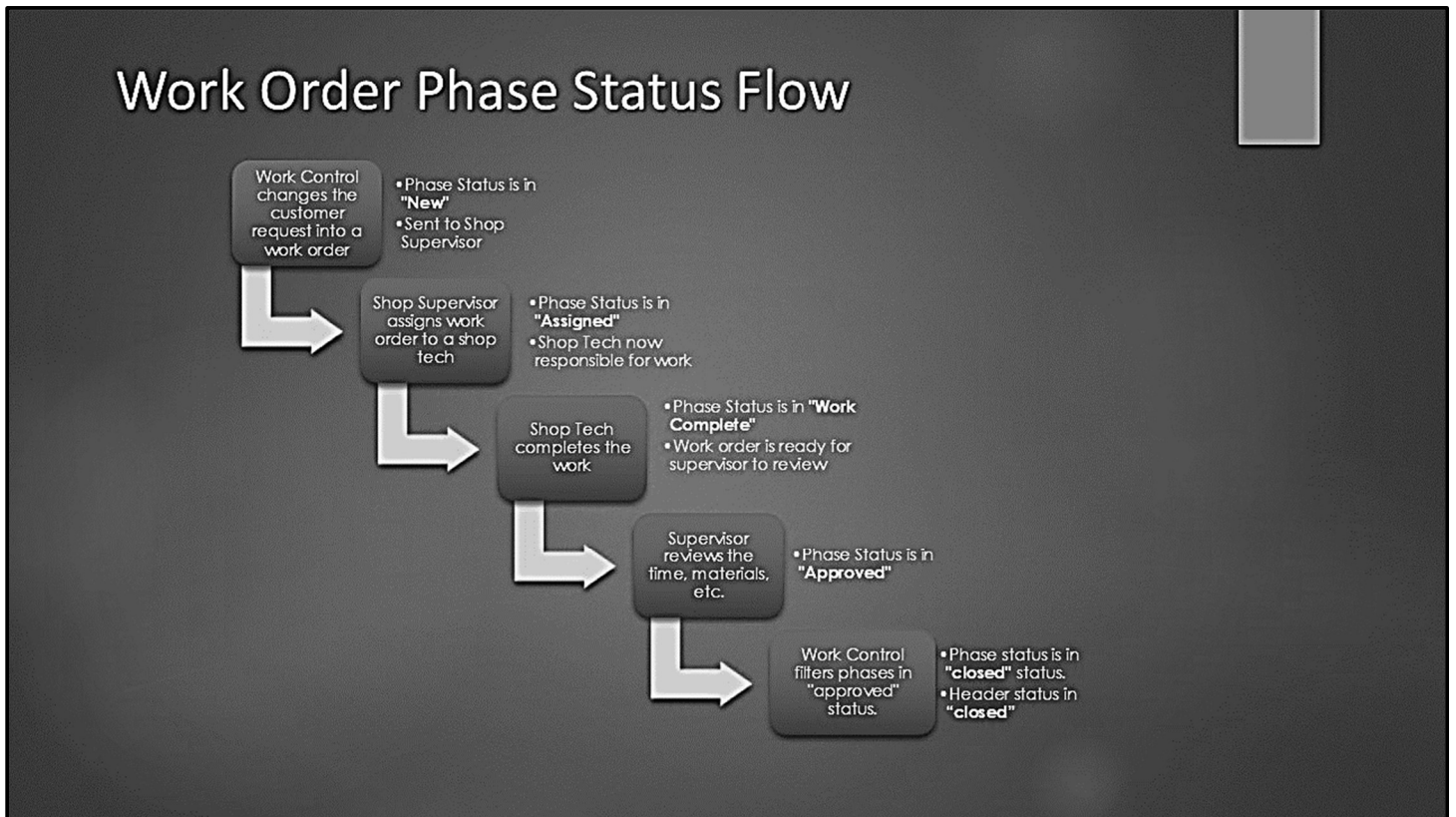


Appendix

Facilities Management Onsite Shops

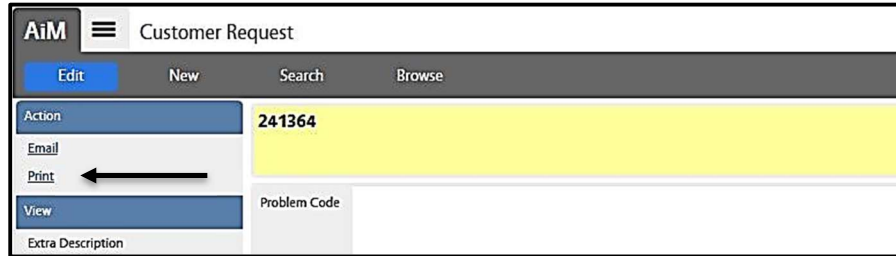
Shop Name	Type of Work
Administration	Mostly events
Building Automation System	Heating/Cooling systems, air pressure
Boiler Firemen – Power Plant	Steam Heating, manholes
Building Safety Technologies	Elevators, cameras, panic buttons, etc
Carpenters	Anything wood related, doors, furniture, plexi-glass
Electricians	Electricity
Engineering	Anything with construction or structural problems with buildings (e.g. cracking foundations, expanding rooms, renovations, etc)
Emergency Power Shop	Generators, Exit lights, etc
Facilities Planning and Construction	Work often with Engineers; plan new buildings
Housekeeping Equipment Repair	Repair all housekeeping equipment
Housekeeping	Cleaning and disinfecting
Heating, Ventilating, Air Conditioning	Heating and cooling
Integrated Pest Management	Pest control
Integrated Waste Management	Waste management, pick up and deliver confidential bins, pick up items for recycling
Landscaping	Lawns, shrubs, snow removal
Lock Shop	Keys and locks
Life Safety	Fire extinguishers, Fire panels, Sprinkler systems
Motor Pool	Car rentals
Motor Pool Chauffeur	Use to transport groups to events or the airport for business-related travel
Motor Vehicle Mechanic	Repair and inspect vehicles
Motor Vehicle Body Shop	Does body work on vehicles
Motor Vehicle Service	Cleaning of vehicles and small jobs
Oil Burner Shop	Heating
Paint Shop	Painting
Plumbing Shop	Water issues with leaks, water fountains, lighting pilot lights, etc
Refrigeration	Maintain/repair ice machines, coolers, etc.
Sign Shop	Make signs for events, offices, etc.
Store Room	Keep supplies/tools and items for techs to do their jobs, housekeeping stores deliveries
Carpet Cleaners	Clean carpets
Utility Moving & Delivery	Moving and delivery
Utility Shop	A little of everything (repair appliances, windows, roofs, bath fixtures, gates, doors, etc)

Work Order Phase Status Flow



Print a Customer Request

1. Click **Print**.



A report will immediately be generated for the selected Customer Request.

2. Click the **PRINT** icon on the top left section of the report's menu bar (not the browser).

The screenshot shows the 'Customer Request Summary Report' interface. At the top, there is a navigation bar with 'Print' and other icons. Below this, the report title 'Customer Request Summary Report' is displayed. The report content is organized into several sections: 'Customer Request', 'Contact', 'Location', and 'Extra Description'. The 'Customer Request' section includes fields for Description, Problem Code, Work Order, Approver Comment, Created By, Date Created, Desired Date, and Reference. The 'Contact' section includes fields for Requestor, Address1, Address2, City, State, Zip Code, Contact, Contact Email, and Contact Phone. The 'Location' section includes fields for Region, Facility, Property, and Location. The 'Extra Description' section includes a field for Customer Request Extra Description. The footer of the report shows the date and time 'Aug 27, 2021 11:05 AM', the report title 'AiM™ Customer Request 241364', and the page number 'Page: 1'. A black arrow points to the 'Print' icon in the top left section of the report's menu bar.

3. In the dialog box that appears, **select PDF** as the Print Format.

The screenshot shows a web-based interface for a Customer Request Summary Report. The main window displays the report details for request 241364, which is currently OPEN. The report includes sections for Customer Request, Contact, Location, and Extra Description. A 'Print Report' dialog box is overlaid on the right side of the screen. In this dialog, the 'Print Format' is set to 'PDF' (indicated by a selected radio button and a dropdown menu showing 'Auto'). An arrow points to the 'PDF' option. Below the format selection, there are options for 'Pages' to print: 'All pages' (selected), 'Current page', and 'Pages:'. The 'Pages' field contains a text input area. At the bottom of the dialog are 'OK' and 'Cancel' buttons. The background report shows the following details:

Customer Request	
Description:	JIMAC4 RM 101 - E&G - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234
Created By:	RODESJS
Date Created:	Aug 27, 2021 10:44 AM
Desired Date:	Sep 3, 2021
Problem Code:	
Work Order:	
Approver Comment:	

Contact	
Requestor:	INFO TECH - COMPUTING SUP (null)
Requestor Phone:	
Requestor Email:	madisoja@jmu.edu
Address1:	
Address2:	
City:	
State:	
Zip Code:	
Contact:	JAMES MADISON
Contact Email:	madisoja@jmu.edu
Contact Phone:	568-1234

Location	
Region:	MAIN (MAIN)
Facility:	BLUESTONE (BLUESTONE)
Property:	0948 (JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JIMAC 4))
Location:	

Extra Description

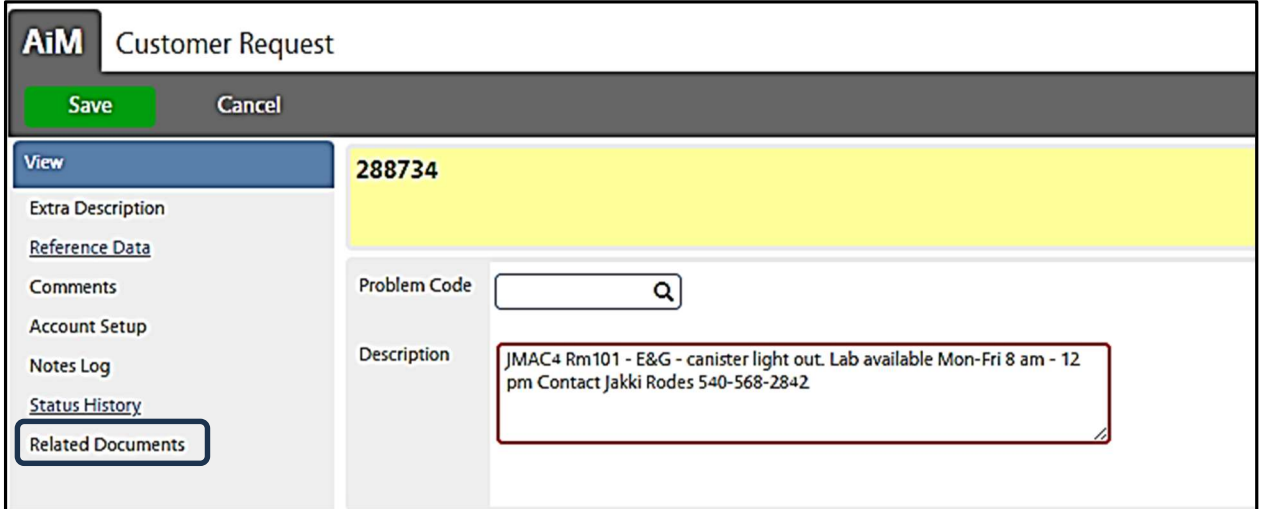
Customer Request
Extra Description:

Aug 27, 2021 11:12 AM AiM™ Customer Request 241364 Page: 1

4. Click **OK** to generate a PDF of the request.
5. Save or print the generated PDF file.

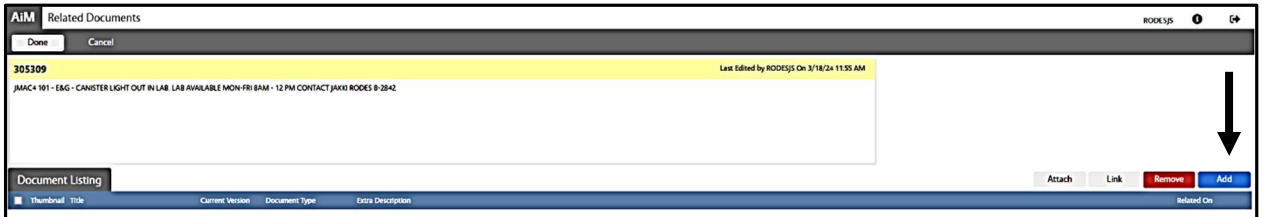
Add an Attachment

1. After entering the information for your customer request, click **Related Documents**.



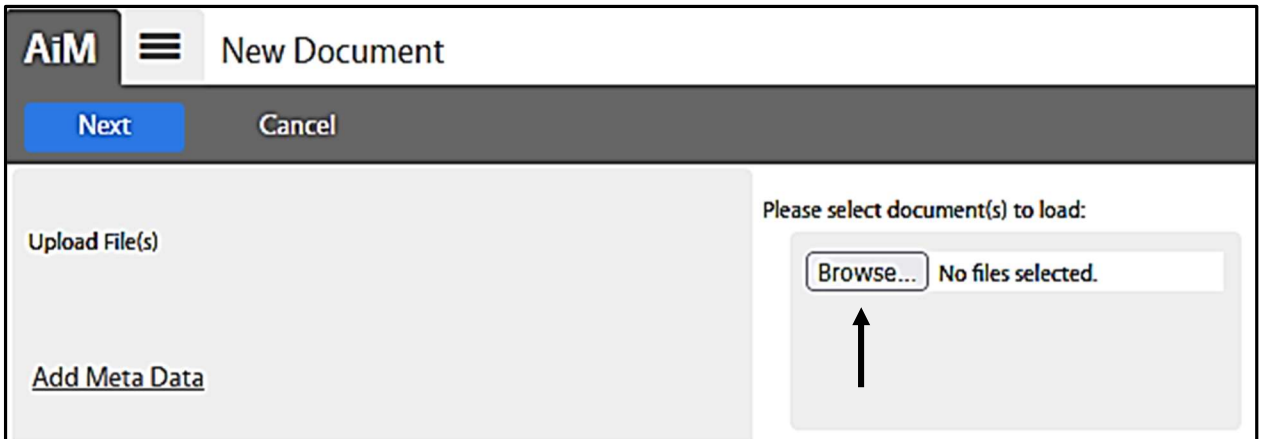
The screenshot shows the AiM Customer Request interface. The title bar reads "AiM Customer Request". Below the title bar are "Save" and "Cancel" buttons. A left-hand navigation menu includes "View", "Extra Description", "Reference Data", "Comments", "Account Setup", "Notes Log", "Status History", and "Related Documents" (which is highlighted with a blue border). The main content area shows a yellow header with the ID "288734". Below this are fields for "Problem Code" (with a search icon) and "Description" (containing the text: "JMAC4 Rm101 - E&G - canister light out. Lab available Mon-Fri 8 am - 12 pm Contact Jakki Rodes 540-568-2842").

2. Click **Add**.



The screenshot shows the AiM Related Documents window. The title bar reads "AiM Related Documents". Below the title bar are "Done" and "Cancel" buttons. The main area displays a document listing table with one entry: "305309 JMAC4 101 - E&G - CANISTER LIGHT OUT IN LAB. LAB AVAILABLE MON-FRI 8AM - 12 PM CONTACT JAKKI RODES 8-2842". The entry is highlighted in yellow. To the right of the entry, it says "Last edited by RODEJS On 3/18/24 11:55 AM". Below the table is a "Document Listing" header with columns for "Thumbnail", "Title", "Current Version", "Document Type", and "Extra Description". At the bottom right, there are buttons for "Attach", "Link", "Remove", and "Add" (highlighted in blue). A black arrow points down to the "Add" button.

3. Click **Browse**. Select the file you want to attach, then click **Next**.



The screenshot shows the AiM New Document window. The title bar reads "AiM New Document". Below the title bar are "Next" and "Cancel" buttons. The main area is divided into two sections. On the left, there is an "Upload File(s)" section with an "Add Meta Data" link below it. On the right, there is a "Please select document(s) to load:" section. This section contains a "Browse..." button (highlighted with a blue border) and a text box that says "No files selected." A black arrow points up to the "Browse..." button.

- Click the magnifying glass in the **Type** field and select “General,” then click **Next** (you’ll need to click **Next** twice).

AiM New Document

Next Cancel

[Upload File\(s\)](#)

Add Meta Data

[Add Attributes](#)

[Add Permissions](#)

Title: Work Order Individual Exercise.docx

Type: [magnifying glass icon]

Tags:

File Name(s): Work Order Individual Exercise.docx

- Click **Done**, then click **Save**.

AiM Related Documents

Done Cancel

305335

TEST ADDING ATTACHMENTS

Document Listing

Thumbnail	Title	Current Version	Document Type
<input type="checkbox"/>	Click to view Work Order Individual Exercise.docx	1.0	GENERAL

Enter a Key Request

Key Requests (duplicates are not issued)

- ✓ Work orders for keys can only be submitted by the building coordinator of the building for which keys are requested (the only exception is ETC3 classroom keys)
- ✓ Key codes should be included (we provide building coordinators with doors and key code information and ask that both be included on the work order)
- ✓ Include the following in the key request work order:
 - Building Name Room # ^-^E&G (or Aux) ^-^ (where ^ is a space)
 - Key needed for *legal Name of recipient/Contractor-Company name and representative name*;
 - JAC card number;
 - key code if known;
 - Expiration date or note that it is a permanently issued key
- ✓ On the work order, the “contact” area should be the name of the building coordinator and not the person who is to be issued the keys. The Lock Shop uses this “field” as a way to make sure the building coordinator entered the work order.
- ✓ Recipients of keys must wait 24 hours after the work order has been submitted before coming to pick up keys.
- ✓ Key will be cut when the person who is responsible for the key comes with photo ID to pick it up.
- ✓ Lost/stolen keys must be reported to JMU PD immediately. The lock shop will determine next steps (replace/rekey). With regard to reporting stolen/lost keys to PD; Lock Shop can’t reissue keys until we have the case number and a work order.
- ✓ All requests not processed within 14 days will be cancelled.

Lock Shops Hours of Operations:

Mon-Fri- 7:30am to 4:00pm

Lock shop is closed for Lunch from 12:00 to 12:45