Entering a Maintenance Request

1) Click the maintenance request link on the Housing & Residence Life website. This will take you to the AiM system login page.
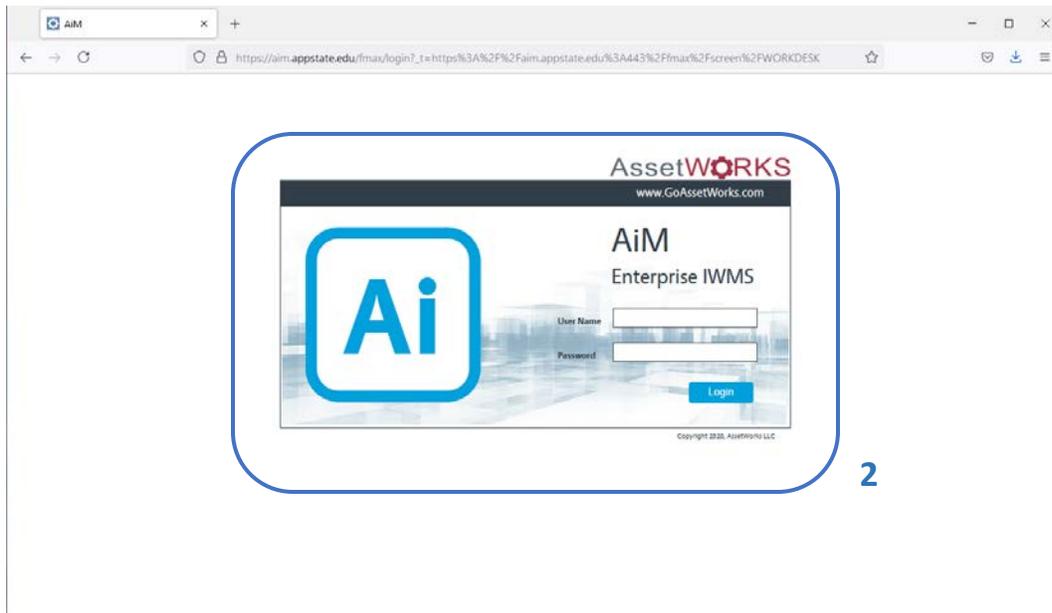
2) Log into the AiM system with your Appstate username and password. This is the same as your university email login credentials.
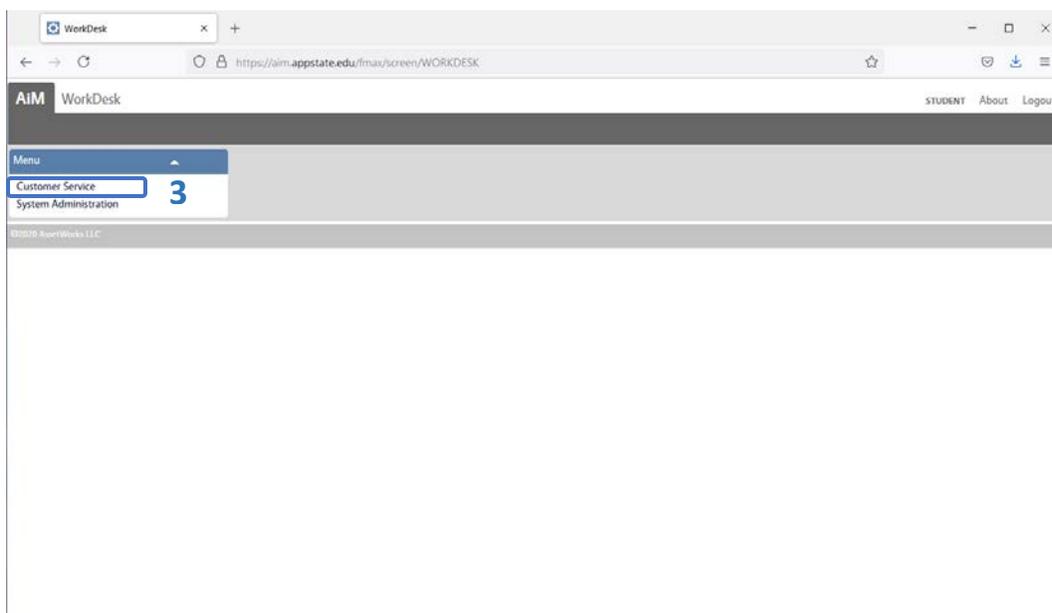
3) This will take you to the AiM workdesk. Click the Customer Service link on the left.
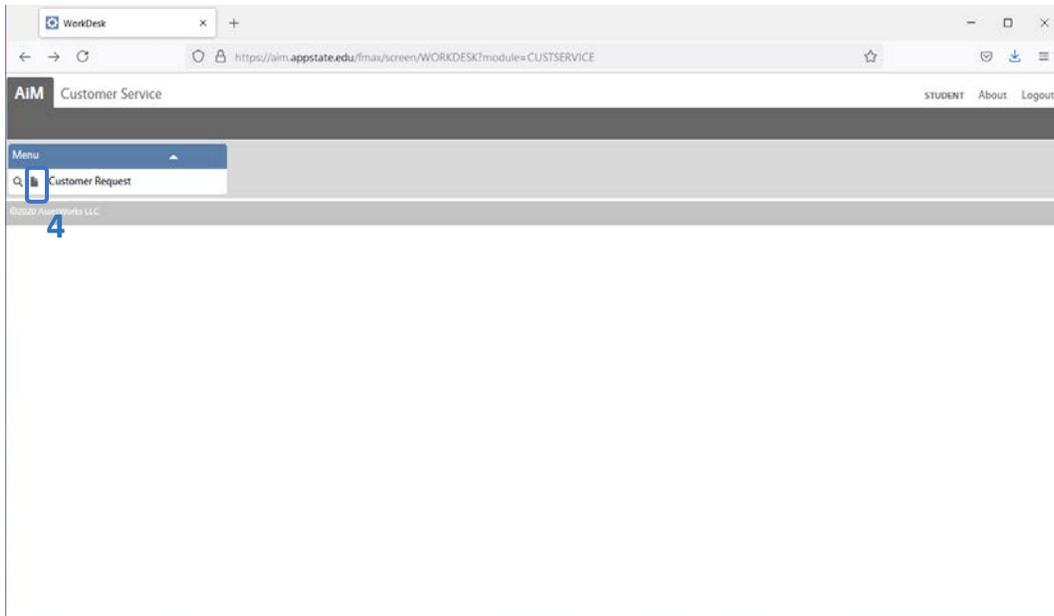
4) Then click on the New icon next to Customer Request. You could also click the Customer Request link and then the New button on the next page.
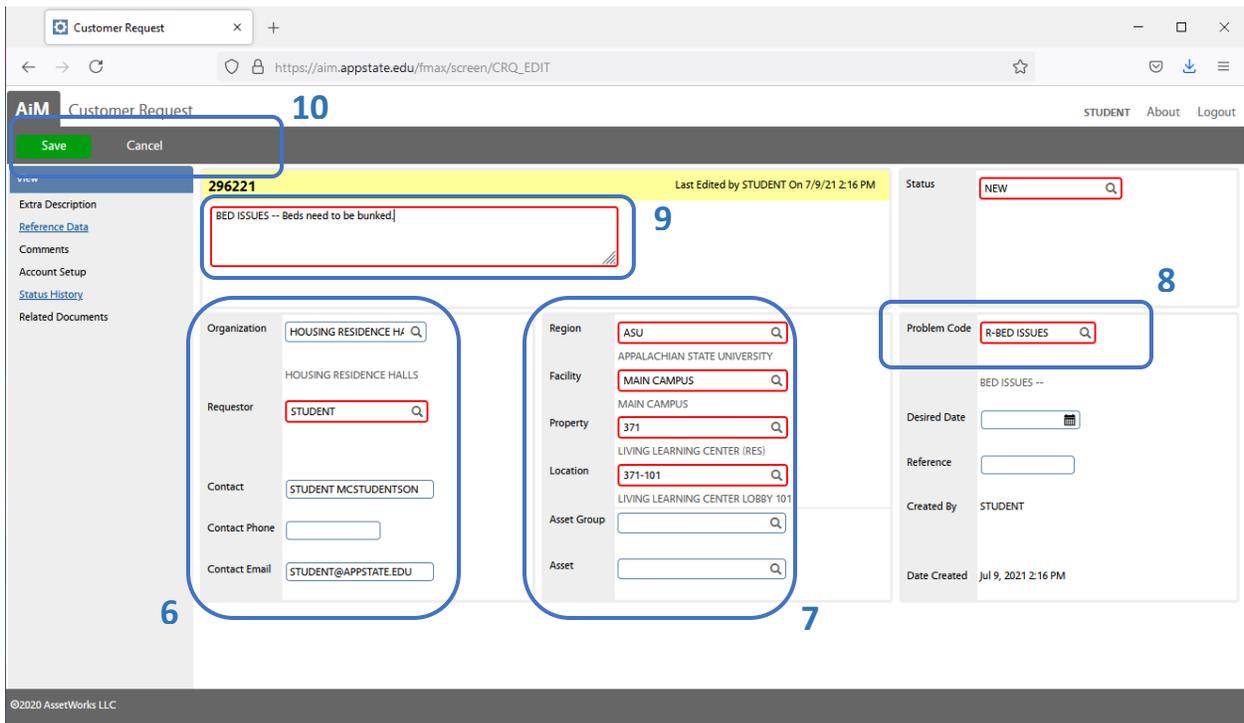
5) You will then be presented with a New customer request you can fill out. All fields in red must be filled out before saving.

6) The Requestor information (left column) will be automatically filled out. You can specify an alternative Contact Email if desired.

7) Your default Location (center column) will be automatically filled out. If you need to change the location (ie you need to enter a work order from some room other than your dorm), click the small magnifying glass in the location field. This will bring up a list of available rooms for that Property that you can select by clicking on their link. If no Location data initially defaulted on your screen, the system will prompt you for a Region (ASU), Facility (Main Campus) and Property (your specific dorm) before prompting for a Location when you click the magnifying glass.

8) The Problem Code must be selected. Click the magnifying glass in the Problem Code field and then select a relevant problem from the list that appears. This will fill out the Problem Code, and put the Problem Code in the Description field.

9) Fill out a thorough description of your problem in the Description field. Don't delete the Problem Code text that was automatically included in the Description; this is useful shorthand information for Housing staff.

10) Click the Save button. You should see the saved Customer Request on your screen. You will also receive an email indicating the Customer Request was submitted.

11) Once Housing approves the request, you will receive an email indicating that your request has been turned into a Work Order. Housing staff will address the issue shortly.