

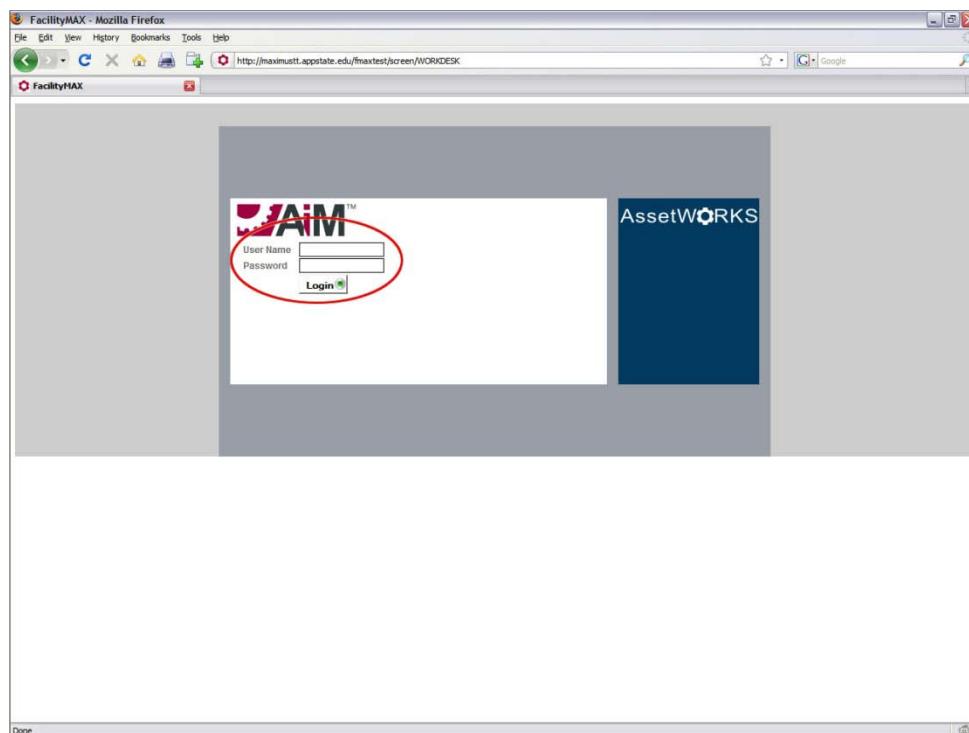
ENTERING A MAINTENANCE REQUEST

1. Click the maintenance request link on the Housing & Residence Life website.

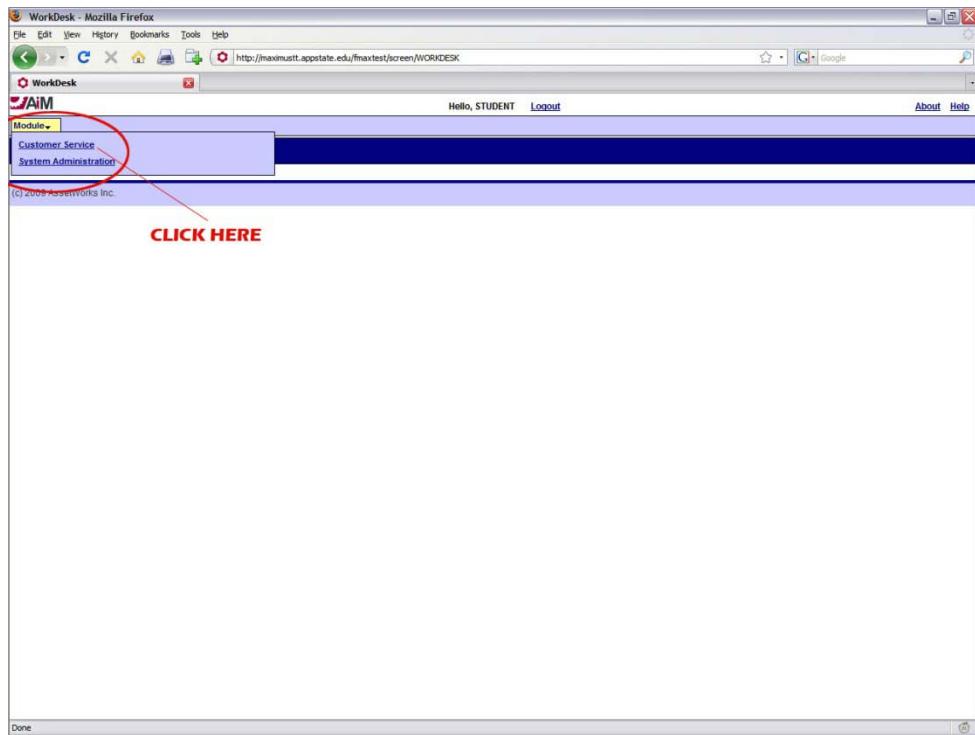


[Submit a Maintenance Request](#)

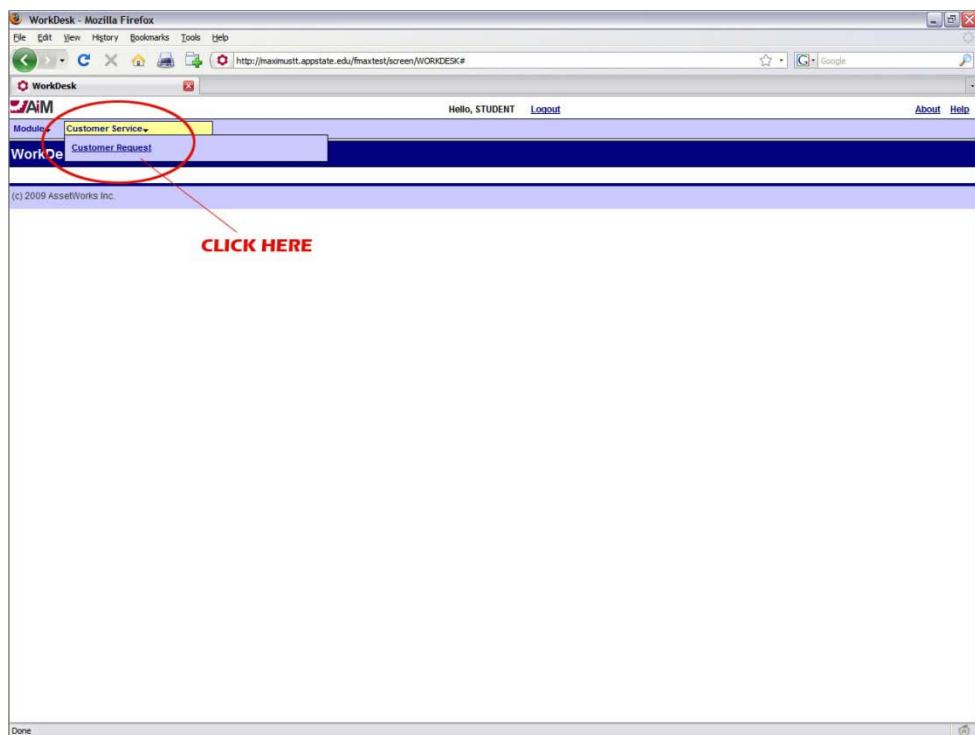
2. Log into the AiM system with your ASU username and password. **This will be the same as your AppalNet email login information.**



3. The WorkDesk will appear. Click on **Module** and you will be given two choices:
 - a. Customer Service: enter maintenance requests here – you may also check the status of your previously entered requests here.
 - b. System Administration: password changes are made here – surveys that have not been completed are also found here.



4. Click the **Customer Service** module, then click on **Customer Request**.



5. Click on the **New** icon to start entering a maintenance request. You will notice that several fields will fill in automatically.

Customer Request - Mozilla Firefox
 File Edit View History Bookmarks Tools Help
 http://maxmust.appstate.edu/fmaxtest/screen/WORKDESK
 Customer Request
 AIM
 Module Customer Service
 Customer Request
 View: Selected

Transaction	Editor Date Created			Request Status	
Description				Work Order	CLICK HERE
				Work Order Status	
Requestor	Location		Request Details		
Organization	Region		Problem Code		
Requestor	Facility		Desired Date		
Contact	Property		Reference		
Contact Phone	Location		Created By		
Contact Email			Date Created		

Done

6. Click on the **Zoom**  icon beside the **Problem Code** field and choose one from the list. These are very broad categories, so simply choose the one that you think best fits your particular problem.

Customer Request - Mozilla Firefox
 File Edit View History Bookmarks Tools Help
 http://maxmust.appstate.edu/fmaxtest/screen/CRQ_EDIT
 Customer Request
 AIM
 Module Customer Service
 Customer Request
 View: Select

Transaction	7784	Editor STUDENT	Date Created Apr 21, 2009 09:31 AM	Request Status	OPEN
Description				Work Order	
				Work Order Status	
Requestor	Location		Request Details		
Organization	Region	ASU	Problem Code		
Requestor	Facility	APPALACHIAN STATE UNIVERSITY	Desired Date		
Requestor	MAIN CAMPUS	MAIN CAMPUS	Reference		
Contact	Property		Created By	STUDENT	
Contact	Location		Date Created	Apr 21, 2009 09:31 AM	
Contact Phone					
Contact Email	fakestudent@appstate.edu				

CLICK HERE

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 Done

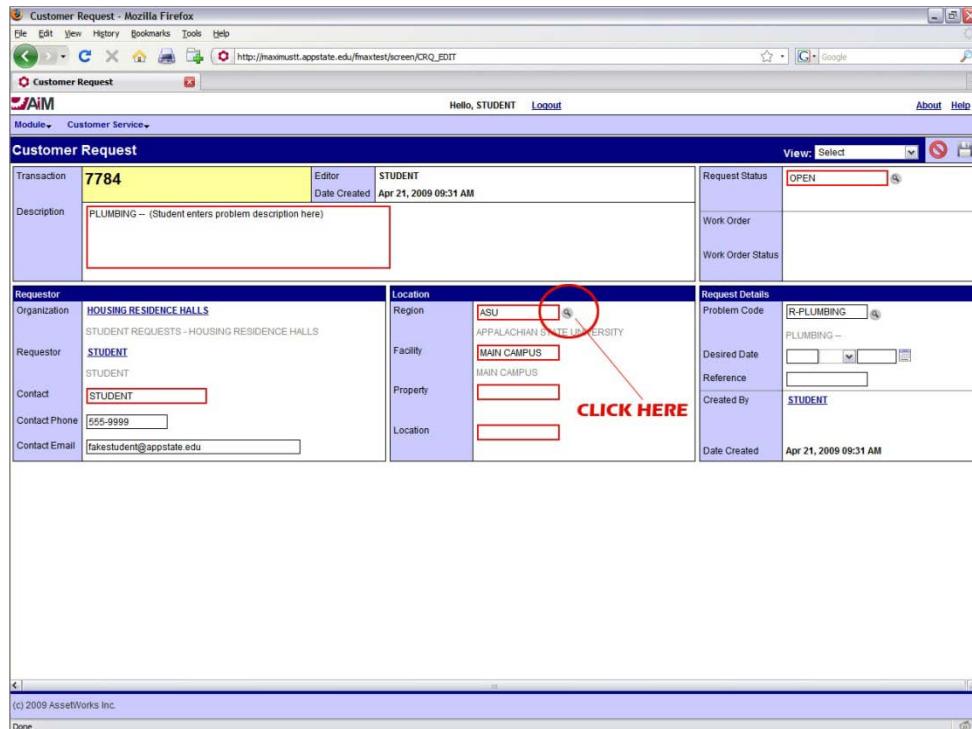
7. Provide a detailed description of your problem or request in the **Description** field. Please include any information that you feel is relevant to the situation here. You may also provide further details as to the exact location of a problem or request in this area. The AIM system will automatically include the problem code you chose earlier at the beginning of the description.

Customer Request - Mozilla Firefox
 File Edit View History Bookmarks Tools Help
 http://maximust.appstate.edu/fmaxtest/screen/CRQ_EDIT
 Customer Request
 AIM
 Module: Customer Service
 Customer Request
 Transaction 7784 Editor STUDENT Date Created Apr 21, 2009 09:31 AM
 Description PLUMBING --
 Request Status OPEN
 Requestor Organization HOUSING RESIDENCE HALLS STUDENT REQUESTS - HOUSING RESIDENCE HALLS Requestor STUDENT Contact STUDENT Contact Phone Contact Email fakestudent@appstate.edu
 Location Region ASU APPALACHIAN STATE UNIVERSITY Facility MAIN CAMPUS Property MAIN CAMPUS Location
 Request Details Problem Code R-PLUMBING PLUMBING -- Desired Date Reference Created By STUDENT Date Created Apr 21, 2009 09:31 AM
 ENTER PROBLEM DESCRIPTION HERE
 (c) 2009 AssetWorks Inc.
 Done

8. You may change the contact information if necessary before submitting the maintenance request.

Customer Request - Mozilla Firefox
 File Edit View History Bookmarks Tools Help
 http://maximust.appstate.edu/fmaxtest/screen/CRQ_EDIT
 Customer Request
 AIM
 Module: Customer Service
 Customer Request
 Transaction 7784 Editor STUDENT Date Created Apr 21, 2009 09:31 AM
 Description PLUMBING -- (Student enters problem description here)
 Request Status OPEN
 Requestor Organization HOUSING RESIDENCE HALLS STUDENT REQUESTS - HOUSING RESIDENCE HALLS Requestor STUDENT Contact STUDENT Contact Phone 555-9999 Contact Email fakestudent@appstate.edu
 Location Region ASU APPALACHIAN STATE UNIVERSITY Facility MAIN CAMPUS Property MAIN CAMPUS Location
 Request Details Problem Code R-PLUMBING PLUMBING -- Desired Date Reference Created By STUDENT Date Created Apr 21, 2009 09:31 AM
 STUDENT MAY CHANGE CONTACT INFORMATION IF NECESSARY
 (c) 2009 AssetWorks Inc.
 Done

9. Provide the location of the problem or request. Click on the **Zoom**  icon next to the **Region** field to display a list of residence halls. After selecting your hall you will be presented with a list of room numbers. Simply choose your room number from the list or, if your room number is not present, you may choose the generic location for your building and include your room number in the **Description** field that you filled in earlier.

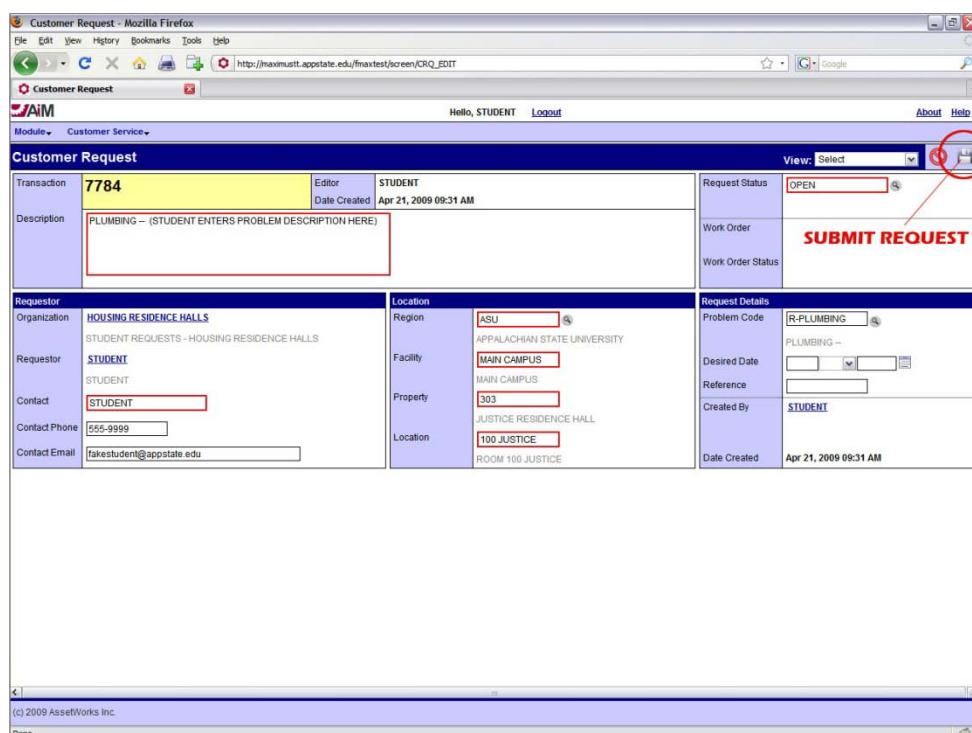


Customer Request

Transaction	7784	Editor	STUDENT	Request Status	OPEN
Description	PLUMBING -- (Student enters problem description here)			Work Order	
Requestor	HOUSING RESIDENCE HALLS	Location	ASU	Request Details	
Organization	STUDENT REQUESTS - HOUSING RESIDENCE HALLS	Region	APPALACHIAN STATE UNIVERSITY	Problem Code	R-PLUMBING
Requestor	STUDENT	Facility	MAIN CAMPUS	Desired Date	<input type="text"/>
Contact	STUDENT	Property	MAIN CAMPUS	Reference	<input type="text"/>
Contact Phone	555-9999	Location		Created By	STUDENT
Contact Email	fakestudent@appstate.edu			Date Created	Apr 21, 2009 09:31 AM

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Done

10. Click on the **Save**  icon to submit your maintenance request. To cancel without saving, click on the **Cancel**  icon

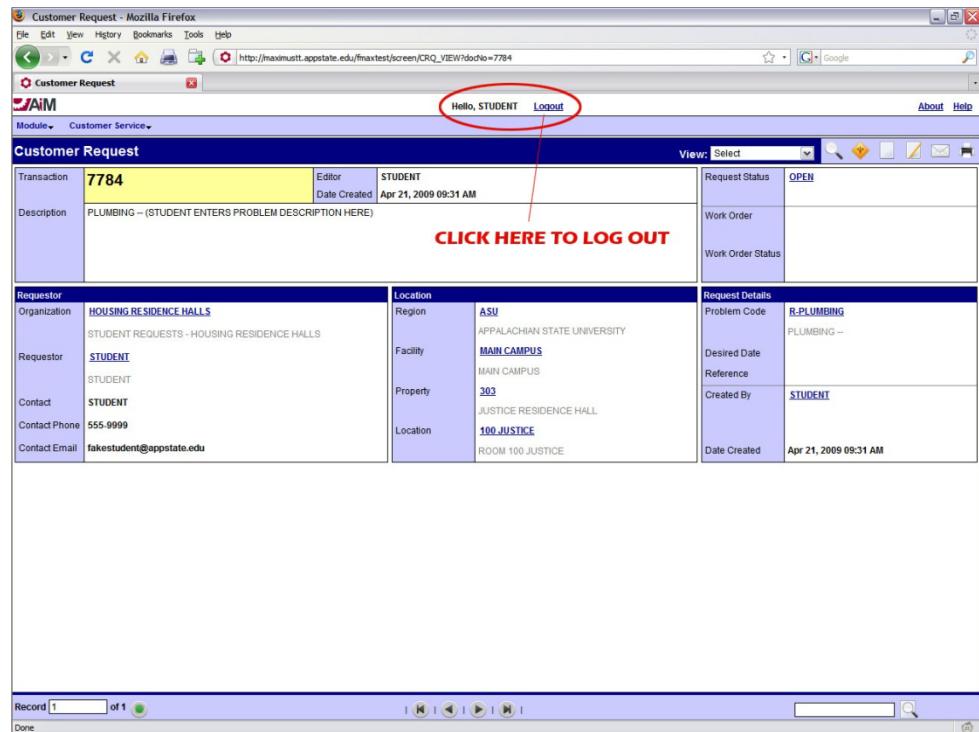


Customer Request

Transaction	7784	Editor	STUDENT	Request Status	OPEN
Description	PLUMBING -- (STUDENT ENTERS PROBLEM DESCRIPTION HERE)			Work Order	SUBMIT REQUEST
Requestor	HOUSING RESIDENCE HALLS	Location	ASU	Request Details	
Organization	STUDENT REQUESTS - HOUSING RESIDENCE HALLS	Region	APPALACHIAN STATE UNIVERSITY	Problem Code	R-PLUMBING
Requestor	STUDENT	Facility	MAIN CAMPUS	Desired Date	<input type="text"/>
Contact	STUDENT	Property	MAIN CAMPUS	Reference	<input type="text"/>
Contact Phone	555-9999	Location	303	Created By	STUDENT
Contact Email	fakestudent@appstate.edu		JUSTICE RESIDENCE HALL	Date Created	Apr 21, 2009 09:31 AM
			100 JUSTICE		
			ROOM 100 JUSTICE		

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Done

11. You will be presented with a copy of your submitted maintenance request. You may change any information necessary by clicking on the **Edit**  icon. If you have other maintenance requests to submit, you may do so by clicking on the **New**  icon. Once you are finished, you can log out of the system by clicking on the **Logout** link at the top of the screen.

A screenshot of a Mozilla Firefox browser window titled "Customer Request - Mozilla Firefox". The address bar shows the URL: "http://maximusit.appstate.edu/fmaxtest/screen/CRQ_VIEW?docid=7784". The main content area is a "Customer Request" form. At the top right, there are "Hello, STUDENT" and "Logout" links, with "Logout" circled in red. A red arrow points from the text "CLICK HERE TO LOG OUT" in the center of the form to the "Logout" link. The form fields include: Transaction (7784), Editor (Date Created: Apr 21, 2009 09:31 AM), Description (PLUMBING -- (STUDENT ENTERS PROBLEM DESCRIPTION HERE)), Request Status (OPEN), Request Details (Problem Code: R-PLUMBING, PLUMBING --), Requestor (Organization: HOUSING RESIDENCE HALLS, STUDENT REQUESTS - HOUSING RESIDENCE HALLS, Requestor: STUDENT, STUDENT), Location (Region: ASU, APPALACHIAN STATE UNIVERSITY, Facility: MAIN CAMPUS, MAIN CAMPUS, Property: 203, JUSTICE RESIDENCE HALL, Location: 100 JUSTICE, ROOM 100 JUSTICE), and Date Created (Apr 21, 2009 09:31 AM). At the bottom, there is a record navigation bar with "Record 1 of 1" and various navigation icons.