

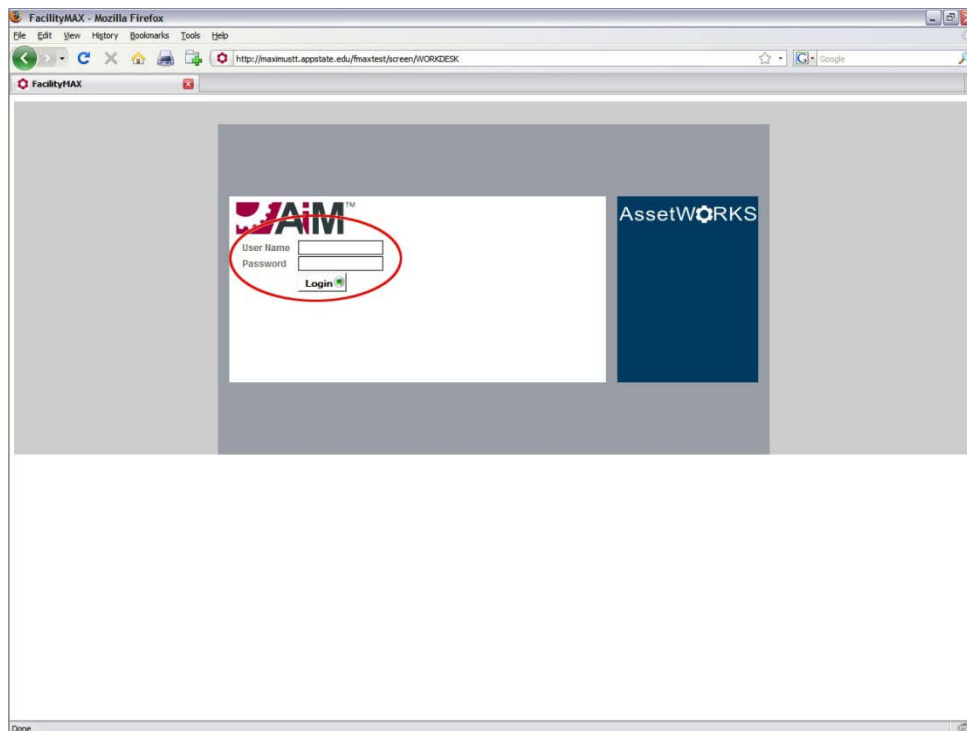
ENTERING A MAINTENANCE REQUEST

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

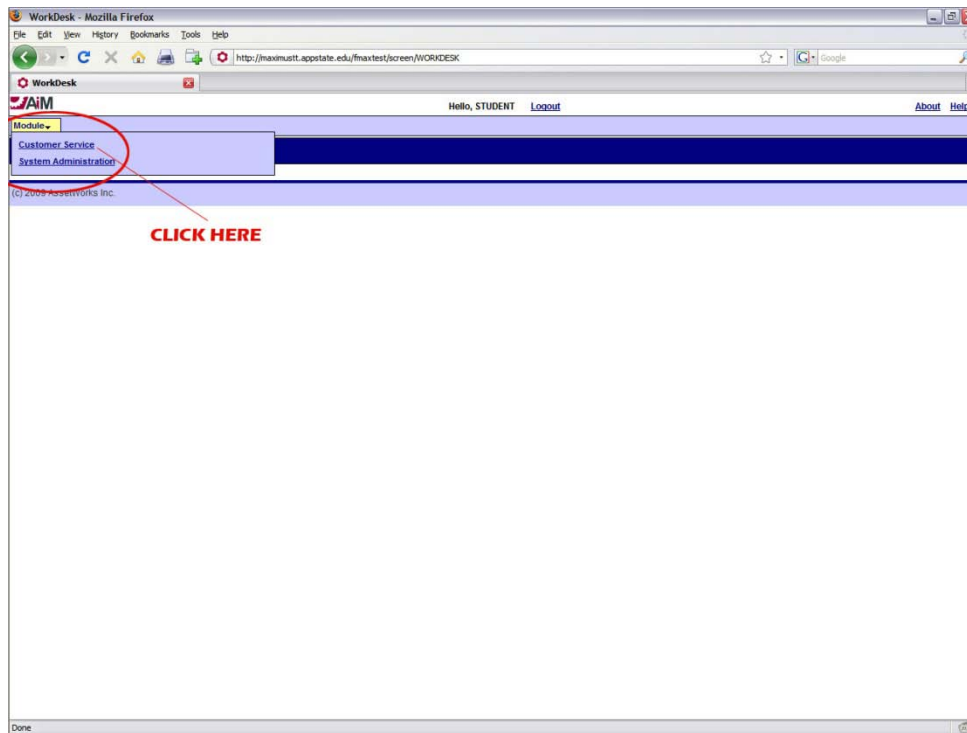


[Submit a Maintenance Request](#)

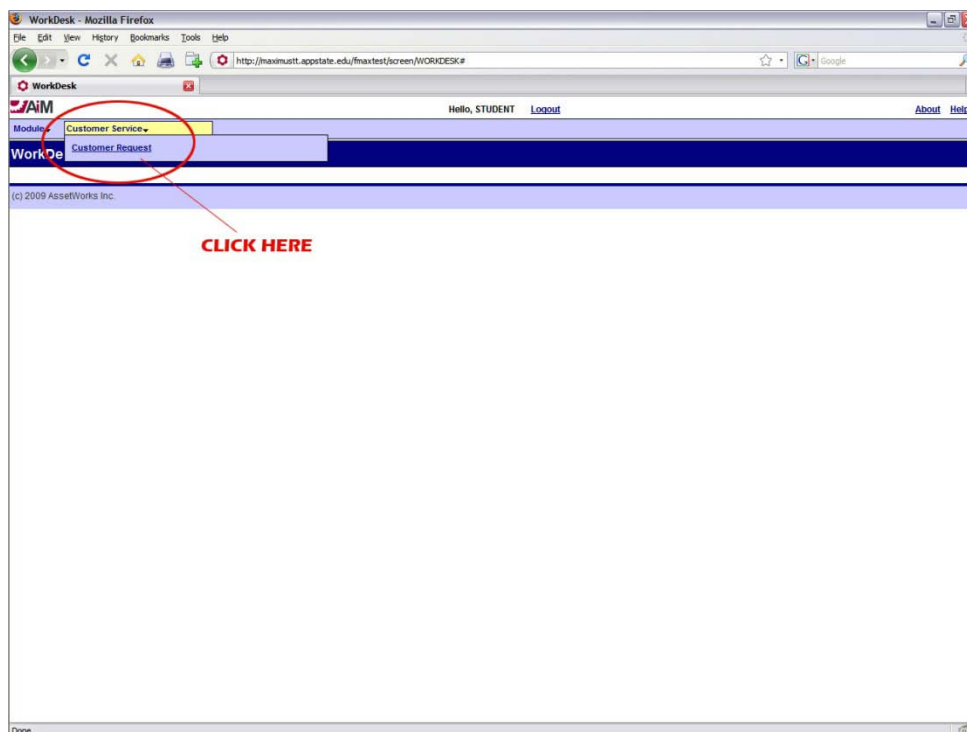
2. Log into the AiM system with your ASU username and password. **This will be the same as your AppalNet email login information.**




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://maximustt.appstate.edu/fmaxtest/screen/WORKDESK

Customer Request

Module Customer Service

Hello, STUDENT Logout About Help

Customer Request View: Select

Transaction		Editor		Request Status	
Description		Date Created		Work Order	
				Work Order Status	

CLICK HERE

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://maximustt.appstate.edu/fmaxtest/screen/CRQ_EDIT

Customer Request

Module Customer Service

Hello, STUDENT Logout About Help

Customer Request View: Select

Transaction	7784	Editor	STUDENT	Request Status	OPEN
Description		Date Created	Apr 21, 2009 09:31 AM	Work Order	
				Work Order Status	

Requestor	Location	Request Details
Organization	Region	Problem Code
STUDENT REQUESTS - HOUSING RESIDENCE HALLS	ASU	
Requestor	Facility	Desired Date
STUDENT	MAIN CAMPUS	
Contact	Property	Reference
STUDENT	MAIN CAMPUS	
Contact Phone	Location	Created By
		STUDENT
Contact Email		Date Created
fakestudent@appstate.edu		Apr 21, 2009 09:31 AM

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://maximustt.appstate.edu/fmaxtest/screen/CRIQ_EDIT

Customer Request

Module Customer Service

Hello, STUDENT Logout About Help

Customer Request View: Select

Transaction	7784	Editor	STUDENT	Date Created	Apr 21, 2009 09:31 AM	Request Status	OPEN
Description	PLUMBING --					Work Order	
					Work Order Status		

Requestor Organization	HOUSING RESIDENCE HALLS	Location Region	ASU	Request Details Problem Code	R-PLUMBING
Requestor	STUDENT REQUESTS - HOUSING RESIDENCE HALLS	Facility	APPALACHIAN STATE UNIVERSITY	Desired Date	PLUMBING --
Contact	STUDENT	Property	MAIN CAMPUS	Reference	
Contact Phone		Location		Created By	STUDENT
Contact Email	fakestudent@appstate.edu			Date Created	Apr 21, 2009 09:31 AM

ENTER PROBLEM DESCRIPTION HERE

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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://maximustt.appstate.edu/fmaxtest/screen/CRIQ_EDIT

Customer Request

Module Customer Service

Hello, STUDENT Logout About Help

Customer Request View: Select


Transaction	7784	Editor	STUDENT	Date Created	Apr 21, 2009 09:31 AM	Request Status	OPEN
Description	PLUMBING -- (Student enters problem description here)					Work Order	
					Work Order Status		

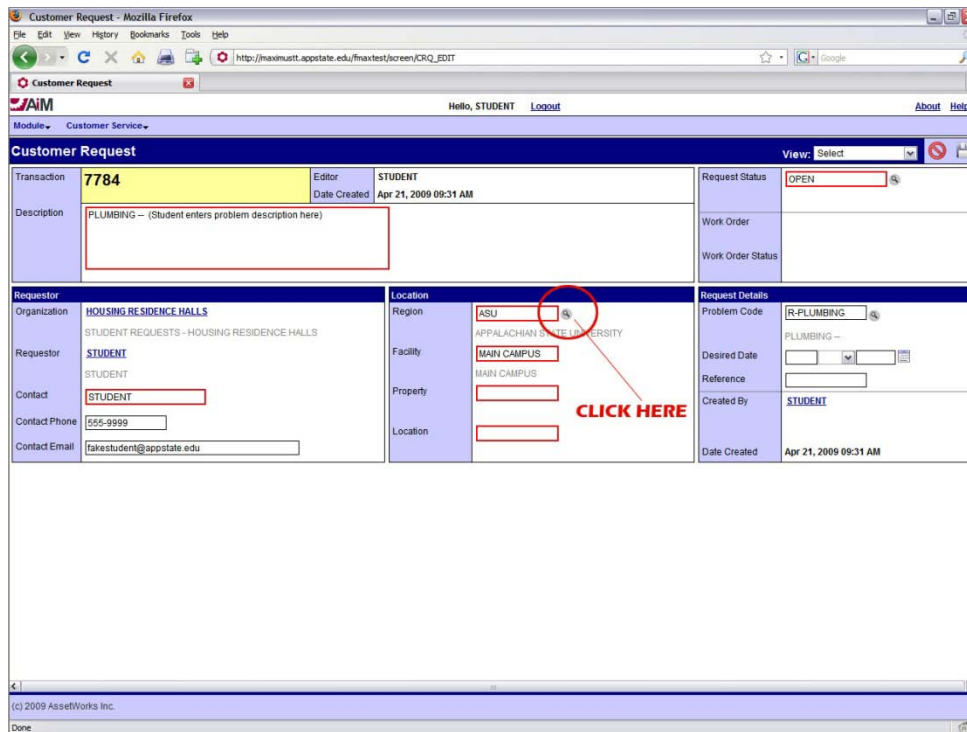
Requestor Organization	HOUSING RESIDENCE HALLS	Location Region	ASU	Request Details Problem Code	R-PLUMBING
Requestor	STUDENT REQUESTS - HOUSING RESIDENCE HALLS	Facility	APPALACHIAN STATE UNIVERSITY	Desired Date	PLUMBING --
Contact	STUDENT	Property	MAIN CAMPUS	Reference	
Contact Phone	555-9999	Location		Created By	STUDENT
Contact Email	fakestudent@appstate.edu			Date Created	Apr 21, 2009 09:31 AM

STUDENT MAY CHANGE CONTACT INFORMATION IF NECESSARY

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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 - Mozilla Firefox

file Edit View History Bookmarks Tools Help

http://maximutt.appstate.edu/finavtest/screen/CRQ_EDIT

Customer Request

Module Customer Service

Transaction: 7784 Editor: STUDENT Date Created: Apr 21, 2009 09:31 AM

Description: PLUMBING - (Student enters problem description here)

Requestor: HOUSING RESIDENCE HALLS

Requestor: STUDENT

Contact: STUDENT

Contact Phone: 555-9999

Contact Email: fakestudent@appstate.edu



Location: Region: ASU Facility: MAIN CAMPUS Property: MAIN CAMPUS Location: 100 JUSTICE

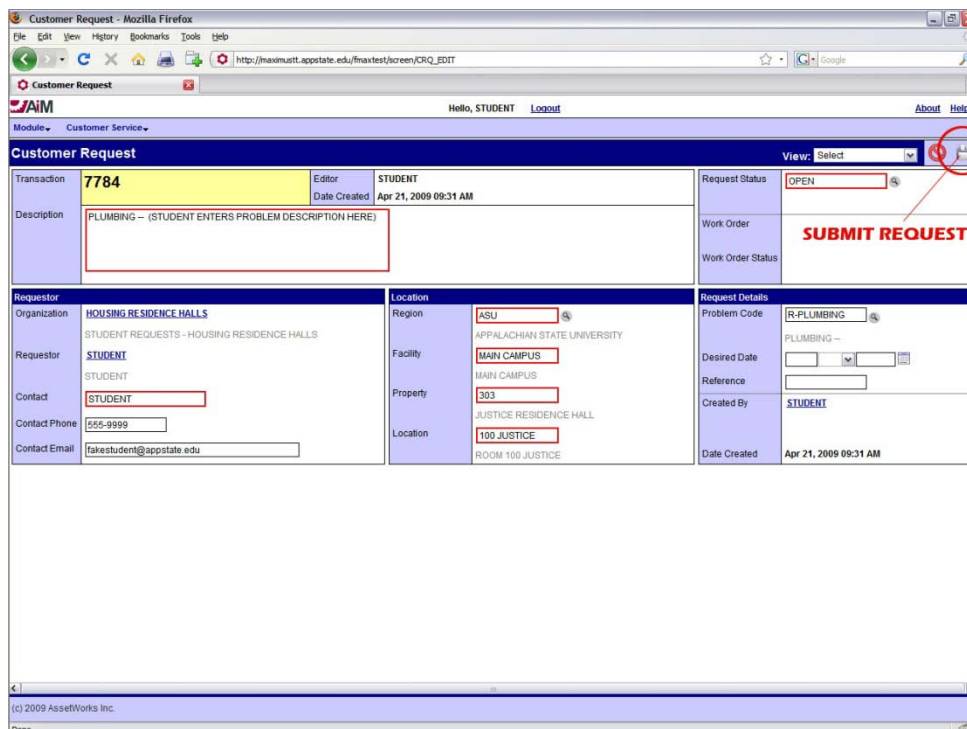
Request Details: Problem Code: R-PLUMBING Desired Date: APR 21, 2009 09:31 AM Reference: STUDENT Date Created: APR 21, 2009 09:31 AM

Request Status: OPEN

Work Order: Work Order Status:

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



Customer Request - Mozilla Firefox

file Edit View History Bookmarks Tools Help

http://maximutt.appstate.edu/finavtest/screen/CRQ_EDIT

Customer Request

Module Customer Service

Transaction: 7784 Editor: STUDENT Date Created: Apr 21, 2009 09:31 AM

Description: PLUMBING - (STUDENT ENTERS PROBLEM DESCRIPTION HERE)

Requestor: HOUSING RESIDENCE HALLS

Requestor: STUDENT

Contact: STUDENT

Contact Phone: 555-9999

Contact Email: fakestudent@appstate.edu



Location: Region: ASU Facility: MAIN CAMPUS Property: 303 JUSTICE RESIDENCE HALL Location: 100 JUSTICE ROOM 100 JUSTICE

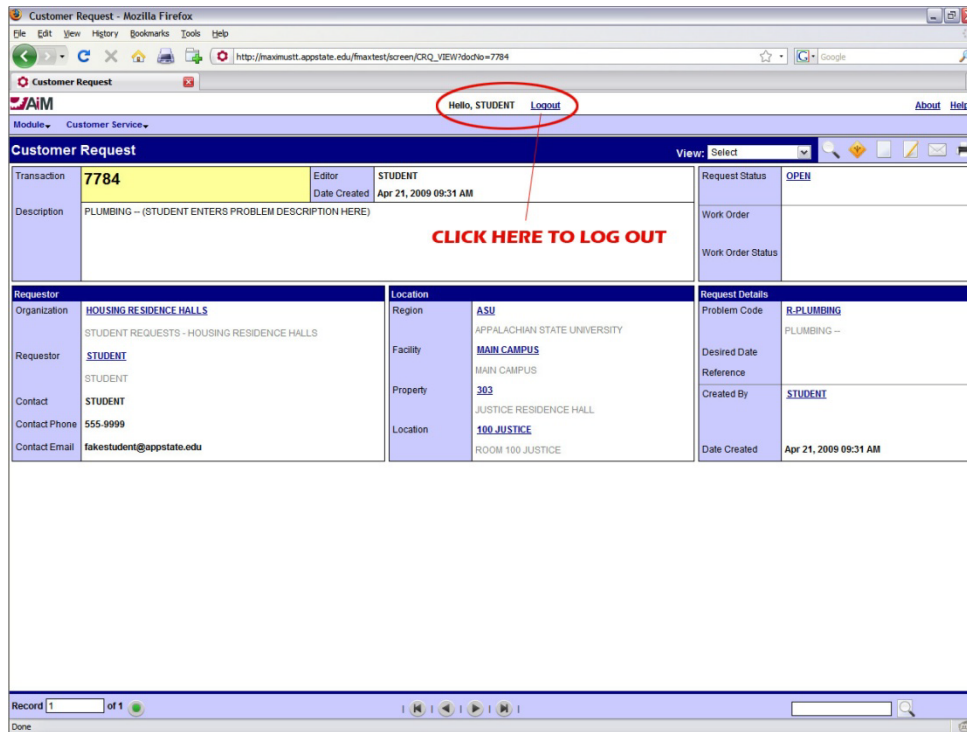
Request Details: Problem Code: R-PLUMBING Desired Date: APR 21, 2009 09:31 AM Reference: STUDENT Date Created: APR 21, 2009 09:31 AM

Request Status: OPEN

Work Order: Work Order Status:

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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.



Customer Request - Mozilla Firefox

http://maximustt.appstate.edu/finavtest/screen/CRO_VIEW?doNo=7784

Customer Request

Module: Customer Service

Customer Request View: Select

Transaction: 7784 Editor: STUDENT Date Created: Apr 21, 2009 09:31 AM Request Status: OPEN

Description: PLUMBING -- (STUDENT ENTERS PROBLEM DESCRIPTION HERE)

CLICK HERE TO LOG OUT

Requestor	Location	Request Details
Organization: HOUSING RESIDENCE HALLS Requestor: STUDENT Contact: STUDENT Contact Phone: 555-9999 Contact Email: fakestudent@appstate.edu	Region: ASU Facility: MAIN CAMPUS Property: 303 Location: 100 JUSTICE	Problem Code: R-PLUMBING Desired Date: PLUMBING -- Reference: STUDENT Created By: STUDENT Date Created: Apr 21, 2009 09:31 AM

Record 1 of 1

Done