How to request help from Facilities IT

A DETAILED GUIDE FOR HOW TO ENTER AN AIM CUSTOMER REQUEST FOR IT HELP
AiM WorkDesk Menu: Customer Service
Start a New Customer Request

- Click the icon for New Customer Request.
- The “new” icon looks like a piece of paper
1\textsuperscript{st} Step: Select the Problem Code

- Use the "spy glass" icon to Search
- You can enter the letters "IT" in the Problem Code field and then click the spy glass and it will open a window of only "IT" problem codes.
You can page through the Problem Code Listing
Or you can click the Search button and refine your search
Once you have identified the Problem Code that best applies, Click it to Select it.
Next, Enter a Description

In order for us to provide you with the best service please add these specific details on the description before submitting your customer request.

- If you are receiving an error message or experiencing abnormal behavior, please specify the behavior and include the exact error message in the description. The better the description, the quicker we can help.
- If you are requesting something be purchased, please include the FOP (xxxxxx-xxxxxx-xxxx) in the description.
- For cell phone or accessory orders, please include the FOP, the cell phone number, and the user ID.
- For new computers, please include the employee’s ID or name.
- If a desk phone needs to be added or moved, please include the jack number that the phone will be plugged in. Don’t just move phones on your own – IT needs to be notified of phone moves.

If you run out of room in the description, you may click on the “Extra Description” link on the left side of the screen to enter more details.
Next, Select Account – “0-PROPERTY”
Next, Click Subcode – “75520”
Everything else will have a Default
To finish, Click the Save button
Finished

You will get an email confirmation.