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## 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 Work Order

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

Under **Request Access**, click **Facilities Management (Aim)** and complete the online access request form. Select **Work Request** to request access to the Work Order portion of the AiM system.



# Access AiM Work Order

#### Go to the Quick Login Access page

From the JMU Home page, search by **Quick Login**.



#### Select Quick Login Access.



On the second row of applications, click AiM Facilities Management.



Enter your JMU eID and password and click Login.



### **AiM Dashboard**

When you log into the AiM system, you are taken to the AiM Dashboard. Here are some key features:

#### Administrative Message Center and Building List

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



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.

BUILDING LIST	Γ			
Show 20 🗸 en	tries			
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
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

#### **Training Resources**



Training videos created by Facilities Management IT, and the IT Training guides, are available for easy access anytime you need them.

The **AiM Zone Map (GIS)** is your reference for spaces on campus not associated with a building. You'll use the zone rather than a building number when entering work orders located in this type of space.

#### **JMU QUICK SEARCH**

The **JMU Quick Search** is designed to give you easy access to vehicle rental requests. You have two primary ways to search:



**UserID (CR)** – search by your User ID



- Vehicle Request search by Vehicle Request transaction #
- Account (VR) search by the account number (Dept ID) the vehicle request is charged to



**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 #

AiM	WorkDesk		
Admi	inistrator Messages 🛛 🗸		۹
*	CUSTOMER-INFO		
Q	JMU QUICK SEARC	ж	
₩.	Customer Request	Go ★	Youtube Training Videos
=	UserID (CR)	Go 🛨	Customer Dashboard Overview
_	Account (CR)	Go ★	Customer Request Entry
	Vehicle Request	Go	Vehicle Request Entry
	Account (VR)	Go	Work Order and Phase Overview
	Work Order	Go	Resource Materials
	Asset/Vehicle	Go H	AiM Zone Map (GIS)
	O&M Project	Go H	
	Property	Go ★	

### WorkDesk: Left Column Navigation



IT523 AiM Work Orders

# **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.

AIM WorkDesk			ROD	sjs <b>0 0 ⊡</b>
Administrator Messages 👻 🔍				CUSTOMER 🛩
CUSTOMER-INFO				•
JMU QUICK SEARCH	BUILDING LIST		ADMINISTRAT	VE MESSAGE
Customer Request Go Youtebe Training Valeos UserDL (CB) Go Customer Dashbaard Ownriew DB (VP) Go Customer Banbaard Strong	Show 20 v entries Property Description	Property Class Facility	Region	1
Vehicle Request 660 Vehicle Request Entry	0001 ALUMNAE HALL 0002 ANTHONY-SEEGER HALL	E&G BLUESTONE E&G BLUESTONE	MAIN MAIN	
York Order Go H Asset / Vehicle Go H	0003 HARPER ALLEN LEE HALL 0005 BURRUSS HALL	AUX BLUESTONE E&G BLUESTONE		
O&M Project Go H Protect Go	0005 CLEVELAND HALL 0007 CONVERSE HALL	E&G BLUESTONE AUX BLUESTONE	MAIN MAIN	
	2002 DUKE HALL 0009 MR. CHIPS CONVENIENCE STORE	E&G BLUESTONE AUX HILLSIDE		~~~~

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

AiM	WorkDesk		
Admi	inistrator Messages 🗸 🗸	AiM Custo	omer Request
*		New	Search
୍	JMU QUICK SEARCH	+	
2	Customer Request Go		
=	UserID (CR) Go	୍	
=	ORG (CR) Go		

#### OR

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

	AiM	1 WorkDesk	
	Admi	inistrator Messages v	
	☆	Work Management	•
	Q	Asset Management	•
	le#	Capital Projects	•
	1	Customer Service	•
◆	III	Q + Customer Request	

# **Information Entry**

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



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)

Description	JMAC4 T108 - E&G - toilet running in <u>ladies</u> bathroom. Room available Mon-Fri before 8:30 am and after 4:00 p.m.	
	L	

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.

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

AiM Custo	mer Request
Save	Cancel
View	
Extra Description	n
Reference Data	

Type additional information in the Extra Description field.

AiM Ext	ra Description	
Done	Cancel	
104795		
extra descripti	on can include several requests as long as account AND property are the same	^

Click **Done** (returns to Request screen with <u>Extra Description</u> 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.** 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

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

Organization	[100123 Q	
Requestor	INFO TECH - COMPUTING SUP	PORT

- 4. Enter **Contact person** as the person to **call with questions about the request**, not necessarily the person entering the request into the AiM system.
- 5. Enter Contact Phone.
- 6. 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	lames Madison	
	James Madison	
Contact Phone	540-568-1234	
Contact Email	MADISOJA@JMU.EDU	

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

- 7. 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.
- 8. Click the magnifying glass to apply system information to the field.

Account	Q
Subcode	٩
Asset Group	٩
Asset	Q

Indicate Subcode

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

Subcode	125710 Q
	PLANT REP INTERN

10. 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

11. Go directly to **Property** and enter the property number of the building in which the work needs to be done.



12. Click the magnifying glass to auto-fill the Region, Facility, and Property details.

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	Eacility : BLUESTONE Property : 0946	$\rangle$					^
Location 4	Floor	Description					
<u>101</u>	1	STUDY ROOM					
<u>102</u>	1	OFFICE SERVICE					
<u>103</u>	1	OFFICE					
<u>105</u>	1	OFFICE					
<u>107</u>	1	OFFICE SERVICE					
109	1	OFFICE					
111	1	STUDY ROOM					
<u>112</u>	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: <u>10</u> 25 <u>50</u>		First	Previous	Next	Last	Records Found = 28

#### **Review the Completed Customer Request**

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

AIM Customer Request	M Customer Request						
Save Cancel	Sive Cancel						
View Extra Description Paferonce Data	241364				Last Edited by RODESJS On 8/27/21 10:44 AM	Status	OPEN Q
Comments Account Setup Notes Log <u>Status History</u> Related Documents	Problem Code Description	Q JMAC4 RM 101-ERG-3 CANNED LIGHTS GUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234				Desired Date	Sep 3 2021 (m)
	Organization	(100123 Q)	Account	100123 Q		Region	MAIN Q
	Requestor	INFO TECH - COMPUTIN Q	Subcode	INFO TECH - COMPUTING SUPPORT 125710 Q PLANT REP INTERN		Facility	MAIN BLUESTONE Q BLUESTONE
	Contact	James Madison	Asset Group	Q		Property	0946 Q JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4)
	Contact Phone	[568-1234 madisoja⊛jmu edu	Asset	<b></b> Q		Location	<u> </u>

13. 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).

241364			Last Edited by RODESJS On 8/27/21 10:55 AM	Status	OPEN
Problem Code Description	JMAC4 RM 101 - E&G - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTA	Desired Date	Sep 3, 2021		
Organization Requestor	100123 NFO TECH - COMPUTING SUPPORT NFO TECH - COMPUTING SUP	Account Subcode	100123 INFO TECH - COMPUTING SUPPORT 125710 PLANT REP INTERN	Region Facility	MAIN MAIN BILJESTONE BILJESTONE
Contact Contact Phone Contact Email	JAMES MADISON 568-1234 mađkoja@jmu eđu	Asset Group Asset		Property	0946 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** 
  - 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
  - se 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
  - Name (person who can explain the need)
  - Phone #
  - 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)

### 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 <u>after</u> 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.

4	AIM Customer Request								
→[	•	New Search Bi	owse						
	<b>*</b> @	Action Email	251569			Last Edited by MELISSA GAYLOR On 1/5/22 1:32 PM			
	2	Print View	Problem Code						
		Extra Description <u>Reference Data</u> Comments <u>Account Setup</u> From Entug	Description	JMAC4 - E&G-T108 - TOILET HANDLE IN LARGER BATHROOM STALL DOES NOT WORK PROPERL CONTACT JAKKI RODES 8-2842.	AAC4 - E&G-TIDB - TOILET HANDLE IN LARGER BATHROOM STALL DOES NOT WORK PROPERLY CAUSING WATER TO RUN; ALSO, PAPER TOWEL DISPENSER NOT DISPENSING PROPERLY (SAME RESTROOM). ONTACT JAKIN RODES 8-2842.				
Sent Email Notes Log <u>Status History</u> Related Documents		Notes Log <u>Status History</u> Related Documents	Organization Requestor	100123 INFO TECH - COMPUTING SUPPORT INFO TECH - COMPUTING SUP	Account Subcode	100255 BLDG REPAIRS & MAINT 125710 PJANT REP INTERN			
			Contact Contact Phone Contact Email	JAKKI RODES 568-2842 rades;≈@imu.edu	Asset Group Asset				

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, all work orders associated with your userid will display
- Account (CR) search by the account number (Dept ID) the work is charged to, all work orders associated with that Dept ID will display
- 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

AiM WorkDesk							
Admi	nistrator Messages 🛛 🗙			(			
*	★ CUSTOMER-INFO						
đ	JMU QUICK SEA	RCH					
2	Customer Request		Go				
_	UserID (CR)	]	Go				
=	Account (CR)		Go				
	Vehicle Request		Go				
	Account (VR)		Go				
	Work Order		Go	Η			
	Asset / Vehicle		Go	Η			
	O&M Project		Go	Η			
	<u>Property</u>		Go				

- Asset/Vehicle search by asset or vehicle # to look up work orders and costs associated with that equipment; once you access the asset or vehicle screen, use the ViewFinder to find the work orders (see next page starting on step 2)
- **Property** search by Property # (see next page for further instructions, starting with step 1)

IT523 AiM Work Orders

IT Training

1. When you search by **Property #**, a screen will display showing the Property # as a hyperlink. Click the hyperlink.

AiM	AiM Property Profile						
S	Search						
*	Action		Property	í¶			
Q	Export	0	<u>0946</u>				
₩.	View <u>First Previous Next Last</u>						
	PROPERTY-ACTIVE_BUILDINGS-GI						

2. Under the Action block, click **ViewFinder**.

S	earch	Browse
☆	Action	
Q	ViewFinde	<u>"</u>
	View	

3. Under the Screens block, click **Work Order**.

AiM	AiM ViewFinder					
<	Back					
*	0946					
Q	JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4)					
2						
	Transactions Documents					
	Screens					
	Work Order 991					
	Customer Request 460					
	Master Asset Profile 26					

4. 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 work order you're looking for, click the **Work Order #**.

Page 1 of	40 Go
<u>Work Order</u> 1	Description
<u>25-493359</u>	JMAC 4, 2009 - E&G - PLEASE HANG PICTURE. PLEASE SEE
<u>24-489107</u>	JMAC 4 - E&G - EXTERIOR DOOR TO THE MECHANICAL RO
<u>24-488862</u>	JMAC 4 - E&G - ESTIMATE FOR ANNUAL ROOF INSPECTIO

5. The Work Order screen appears.

## Features of the Work Order Screen

The work order has several features. Within the Phase section, you can see the phases of the job, which shop is working on that phase, and the status the phase is in (see the Appendix for more details on the Work Order Phase Flow).

AiN	Work Order						CUSTOMER	0	0	•
<	t Back Search Browse									
* @ 1 II	Action Viewfinder Email Print View Extra Description	<b>24-471636</b> USB - E&G - R 222E PATCH AI	DOM 222 SUTE PATCH AND PAINT WALL TO THE RIGHT. ND PAINT THE OFFICE WALL TO THE RIGHT		Created By MICHAEL BORROR On \$/28/24 4:50 PM Last Edited by MICHAEL BORROR On \$/28/24 4:50 PM	Status Project Customer Requ Desired Date Budget	OPEN est <u>309905</u>			\$0.00
	Reference.Data Account Setup Cost.Analysis Assessment Deficiency Sent Email Notes Log User.Defined Fields Status History Related Documents	Organization Requestor Contact Contact Phone Contact Email	CARLENE HEATWOLE 83645 HEATWOCC@JMU.EDU	Region Facility Property	MAIN MAIN BLUESTONE BLUESTONE 0.122 UNIVERSITY SERVICES BUILDING	Problem Code Type Category Duration	121 WALLS OM OPERATIONS AND MAIN NON-SCHEDULED CUSTOMER REQUESTS /	TENANCE IND ESTIMA	TES.	
	$\rightarrow$	Phase Phase 001	Description USS - EAG - ROOM 222 SUITE PATCH AND PAINT WA RIGHT, 222E PATCH AND PAINT THE OFFICE WALL TO	ILL TO THE D THE RIGHT	Location Shop Work PAIN PAINT T	ode Pric 3-H	rrity Asse IGH	I	Statu WOR COM	s :K IPLETE

Note: Phases may have multiple shops involved in completing the work.

IT523 AiM Work Orders

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



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.

AiM	AiM Work Order						
<	K Back Search Bro						
☆	Action						
0	<u>ViewFinder</u>						
2	Print						
≡	View						
	Extra Description						
	<u>Reference Data</u>						
	Account Setup						
	Cost Analysis						
	Assessment Deficiency						
	Sent Email						
	Notes Log						

# Appendix

#### **Facilities Management (FM) Shops**



#### IT523 AiM Work Orders

IT Training

Work Order Phase Status Flow



IT523 AiM Work Orders

**IT Training** 

#### **Print a Customer Request**

1. Click Print.

AiM =	Customer I	Request	
Edit	New	Search	Browse
Action		241364	
Email			
Print	_	Problem Code	
Extra Description			

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).

	i il su				
Showing page 1				a (2014) we	
	M	Cust 2 St	241364 Status: OPEN		
	Customer Reque	est Sun	nmar	y Report	
Customer Re	equest			-	30
Description:	JMAC4 RM 101 - E&G - 3 CANNED LIG	HTS OUT - R	DOM NOT	Created By:	RODESJS
	AVAILABLE BETWEEN 11-2 M-F CONT/ 8-1234	ACT JAMES M	ADISON	Date Created:	Aug 27, 2021 10:44 AM
				Desired Date:	Sep 3, 2021
Problem Code:				Reference:	
Work Order:					
Approver Commen	at:				
Contact					
Requestor:	INFO TECH - COMPUTING SUP (null)			Requestor Phone:	
Address1:				Requestor Email:	madisoja@jmu.edu
Address2:				NG .	100
City:		State:		Zip Code:	
Contact:	JAMES MADISON				
Contact Email:	madisoja@jmu.edu			Contact Phone:	568-1234
Location					
Region:	MAIN (MAIN)	Facility:	BLUES	TONE (BLUESTONE)	)
Property:	0946 (JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4))	Location:			
Extra Descri	ption				
Customer Request Extra Description:	t				
Aug 27, 2021 11:05	AM AiM™ Custor	mer Request 2	41364		Page: 1

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

Contrast Damage	-+ C				
S S S S	st Summary Report				
Showing page 1 c	of 1				
			Customer Request 241364 Status: OPEN		
	Customer Reque	est Summar	y Report		
Customer Req	uest		and the second second		
Description:	JMAC4 RM 101 - E&G - 3 CANNED LIG	HTS OUT - ROOM NOT	Created By:	RODESJS	
	AVAILABLE BETWEEN 11-2 M-F CONTA 8-1234	ACT JAMES MADISON	Date Created:	Aug 27, 2021 10:44 AM	
			Desired Date:	Sep 3, 2021	
Problem Code:			Reference:		
Work Order:					
Approver Comment:	· · · · · · · · · · · · · · · · · · ·				
Contact					Print Report
Requestor:	INFO TECH - COMPUTING SUP (null)		Requestor Phone:		
Address1:			Requestor Email:	madisoja@jmu.e	Print Format
Address2:		5			0
City:		State:	Zip Code:		O HIML
Contact:	JAMES MADISON				O PDF Auto
Contact Email:	madisoja@jmu.edu		Contact Phone:	568-1234	
Location					Pages
Region:	MAIN (MAIN)	Facility: BLUES	TONE (BLUESTONE)	S	All pages O Current page O Pages:
Property:	0946 (JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4))	Location:			(Enter page number(s) and/or page range(s). For example: 1-6 or 1,3,6 )
Extra Descripti	ion	*			OK Cancel
Customer Request Extra Description:					
Aug 27, 2021 11:12 Av	AiM™ Custon	ner Request 241364		Page	1

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

### **Work Order Print Options**

There are additional print options for Work Orders, shown below:



- Work Order Print generates the Work Order Assignment report
- WO Trans Detail Rpt provides a short summary of labor and materials charged to the Work Order (all phases)
- JMU WO Life History displays anything that has been billed to date
- JMU Cost to Date shows anticipated costs, not yet billed

### Add an Attachment

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

AiM Customer Request						
Save Cancel						
View Extra Description Reference Data	288734					
Comments Account Setup Notes Log <u>Status History</u> Related Documents	Problem Code       Q         Description       JMAC4 Rm101 - E&G - canister light out. Lab available Mon-Fri 8 am - 12 pm Contact Jakki Rodes 540-568-2842					

2. Click Add.

AiM Related Documents			RODESJS	0	€⇒
- Done Cancel					
305309	Last Edited by RODESJS On 3/18/24 11:55 AM				
JAMC+ 191-EBG - CANSTER LIGHT OUT NI LAB LAB ANALARE MOH-FRI BAM + 12 PM CONTACT JAKO ROOES 8-28+2				ļ	,
Document Listing		Attach Link	Remove	A	dd
Thumbnall Tile Current Version Document Type Extra Description			Rela	ited On	

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

AIM  New Document	
Next Cancel	
Upload File(s)	Please select document(s) to load: Browse No files selected.
Add Meta Data	1

#### IT523 AiM Work Orders

4. 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)	Title	Work Order Individual Exercise.docx
Add Meta Data	Туре	
Add Attributes	Tags	
Add Permissions		
	File Name(s)	Work Order Individual Exercise.docx

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

AiM Related Documents					
 Done	Cancel				
305335					
TEST ADDING ATTAC	HMENTS				
Document Lis	ting				
Thumbnail	Title	Current Version	Document Type		
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.
- $\checkmark$  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

IT523 AiM Work Orders

IT Training