

# 1) Go to : https://aim.sucf.suny.edu/

This should automatically redirect you to the University's single sign on page to enter your Net ID and Password:

Hello
UNIVERSITY at Albany
State University of New York Net ID
Sign in
Check Browser   Password Set/Reset   Need Help?   Scheduled Maintenance
The University at Albany computer system is reserved for authorized use only. By using this system, you represent that you are an authorized user and agree to protect and maintain the security, integrity, and confidentiality of the system and data stored on it consistent with the University at Albany policies and all legal requirements. Certain activities are monitored in the course of normal system operations and maintenance. Unauthorized use will be reported to the appropriate authorities. Learn more about authorized use.



#### This is what your main WorkDesk will look like:

AiM WorkDesk	_			ALB-JDOE About I	Help Logout
Add Restore	•	Administrator Messages	<b>▲</b> Ø	Quick Links	<b>▲</b> 0′
Customer Service System Administration		Personal Query Count	<b>▲</b> Ø	CUSTOMER REQUEST	
		0 Customer Service ~ Customer Request ~ MY WORK REQUESTS			
©2020 AssetWorks LLC					

## 2) Select Customer Request Link:

AiM WorkDesk		ALB-JDOE About Help	Logout
Add Restore			
Menu	Administrator Messages	🔺 🗭 Quick Links 🔺	• ¢
Customer Service System Administration	Personal Query Count		
System ramming action	■ 0 Customer Service ~ Customer Request ~ MY WORK REQUESTS		
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#### 3) Select New Request

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New Search			
		Last Edited by On Status	
		Problem Code	
ganization	Region	Problem Code	
	Facility		
equestor	Property	Desired Date	
		Desired Date	
ontact	Location	Reference	
	Asset Group	Created By	
ontact Phone			
ontact Email	Asset	Date Created	



4) Enter detailed information of what you want done and where, and fill in your contact information:

Save Cancel			Prov	ide a brief	description			
a Description r <u>ence Data</u> ments uurt Setup	184601	M SIGN IN ETEC 0123 TO READ ANE DOE		e work you to have c	would like lone	Last Edited by CUSTOMER On 7/12/21 11:43	AM Status	OPEN
is Log <u>is History</u> ted Documents	Organization 02001 PROVO Requestor UALB	DST & VP-ACADEMIC AFFAIRS		Region Facility Property	28010         Q           ALBANY         UPTOWN         Q           UPTOWN         Q         UPTOWN           0525         Q         Q		Problem Cod Desired Date	
(	Contact JANE Contact Phone x1234	\ \_	Organization Requestor w	/ill auto- "	ETEC (OFF PODIUM) (FUTURE - AGU 0123 Q FT FACULTY Q	Facility (Campus), Property (Building	,	CUSTOMER
_	Contact Email jdoe@	Palbany.edu	populate fro profile setu Requestor fi	b. If	٩	Location (Room)	ted	d Jul 12, 2021 11:43 AM



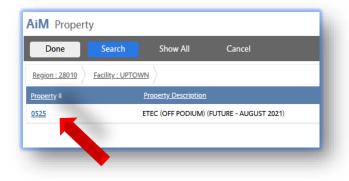
- Tip: to search for a property (building, parking lot or Athletic/Rec Field), hit the search icon on the (blank) property field
  - 1) Select Search Button

AiM Property	y		
Done	Search	Show All	Cancel
Region : 28010	ility : UPTOW	<u>n</u>	
<u>Property</u> ↓		Property Description	
0007		WATER TOWER (POD	IUM)
0015		LINEAR ACCELERATO	R LAB (PODIUM)
<u>0017</u>		INFORMATION TECH	NOLOGY (OFF PODIUM)

2) Enter a key word in the description field and then Execute

	Execute Reset		
>		Operator	
	Property	= v	
_	Property Description	contains V ETEC	
₩.			
_			//
≡	Property Class	= v	
	Status	= v	
	City	= v	
	County	= v	
	State	= v	
	Zip Code	= v	
	Country Code		

3) Select Property, then the **Done** button





4) Hit Save – this submits your request to the Facilities Management Operations Center for review:

Customer Request						
Save Cancel						
w tra Description	184601			Last Edited by CUSTOMER On 7/12/21 11:43 AM	Status	OPEN C
rerence Data mments	PLEASE CREA	TE ROOM SIGN IN ETEC 0123 TO READ JANE DOE				
ount Setup es Log tus History						
ated Documents	Organization	02001 Q		Z8010 Q ALBANY	Problem Code	Q
	Requestor	PROVOST & VP-ACADEMIC AFFAIRS UALBANY Q	Facility Property	UPTOWN Q UPTOWN 0525 Q	Desired Date	
	Contract	UNIVERSITY AT ALBANY		0525 Q ETEC (OFF PODIUM) (FUTURE - AUGUST 2021) 0123 Q	Reference	
	Contact Contact Phone	ANE DOE	Asset Group	FT FACULTY	Created By	CUSTOMER
	Contact Email	[jdoe@albany.edu	Asset	٩	Date Created	Jul 12, 2021 11:43 AM



5) Once your request is submitted, you will receive an e-mail confirmation:

	Boyle, Barbara G To Manager Team Email V Done Reply & Delete V Create New Quick Steps	Rules *	Mark Categorize Follow	Translate →	kom Iom
Tue 9/20/2016 10:59 AM CUSTOMERSERVICE@UAM CUSTOMER REQUEST STATUS					
o: Jane Smith Re: Customer Request number 95700 Request Description need desk mo Customer Request Status OPEN ou have successfully submitted a customer request f /e will review your request and you will receive anoth lease call Customer Service Center at 2-3480 with any	ner email notification once your requ		or denied.		
nk To Aim ttps://sunyaimapp.assetworks.com:8443/fmaxtest/s	creen/CRQ_VIEW?docNo=95700				



6) You will receive an additional e-mail once the work request is approved

Ignore 🗙 Junk - Delete	Reply Reply Forward More -	🖃 Team Email 🔹	→ To Manager ✓ Done ダ Create New	Move	सि Rules र अधि OneNote ि Actions र	Mark Categor	ze Follow Up -	Translate ↓ Select →	Q Zoom
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	ie 9/20/2016 11:24 AM								
	USTOMERSERVICE@UA	AMAIL.ALBANY.	.EDU						
C	USTOMER REQUEST APPROVED	)							
o Stern, Stacy									
Suggested Meeting	igs								
Re:	Customer Request Number 95700 Work Order Number: 17-01961 Request Description: need des	has been approved ik moved from room 10	01 to room 202						
Please call Cust	omer Service Center at 2-3480 with	any questions.							
Link To Aim <u>https://sunyair</u>	napp.assetworks.com:8443/fmaxte	st/screen/CRQ_VIEW?	?docNo=95700						

If you have any questions, please call the FM Operations Center at 2-3480.