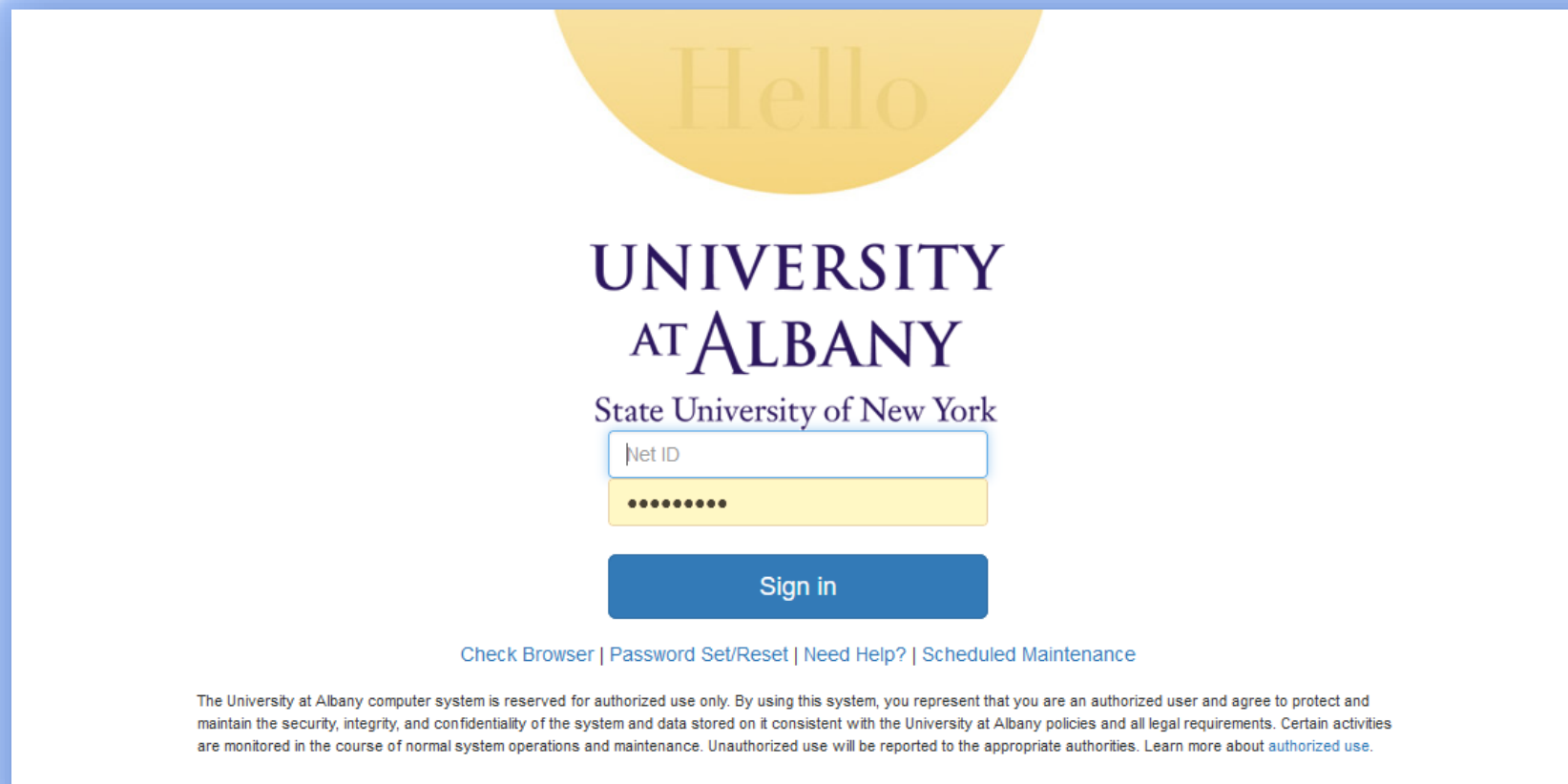
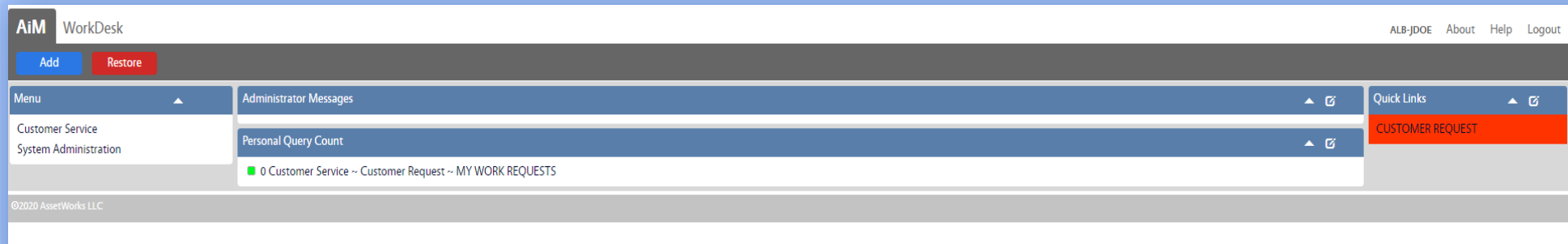


1) Go to : <https://aim.sucf.suny.edu/>

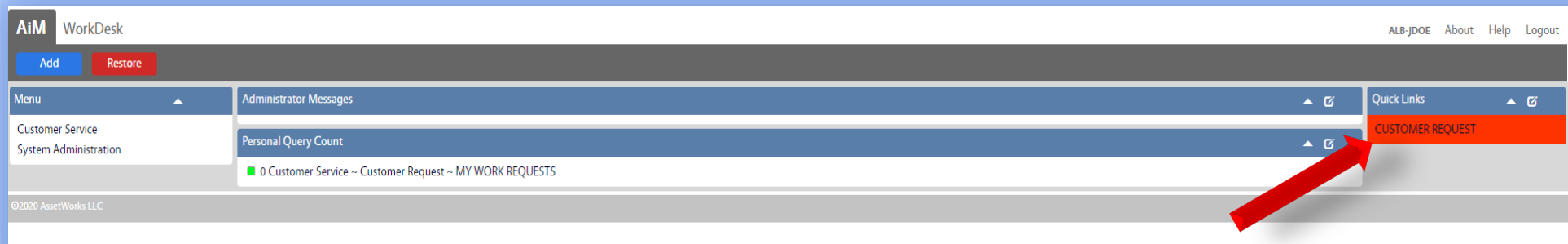
This should automatically redirect you to the University's single sign on page to enter your Net ID and Password:

The image shows a single sign-on page for the University at Albany. At the top, a large yellow semi-circle contains the word "Hello" in a light, serif font. Below this, the university's name "UNIVERSITY AT ALBANY" is displayed in a large, dark blue, serif font, with "AT" in a smaller font size. Underneath, "State University of New York" is written in a smaller, dark blue, serif font. The login fields consist of a white text box with "Net ID" placeholder text and a yellow password box with black dots. A blue "Sign in" button is positioned below the password field. At the bottom, there are links for "Check Browser", "Password Set/Reset", "Need Help?", and "Scheduled Maintenance". A small disclaimer at the very bottom states that the computer system is reserved for authorized use only and that users agree to protect and maintain the security, integrity, and confidentiality of the system and data stored on it.

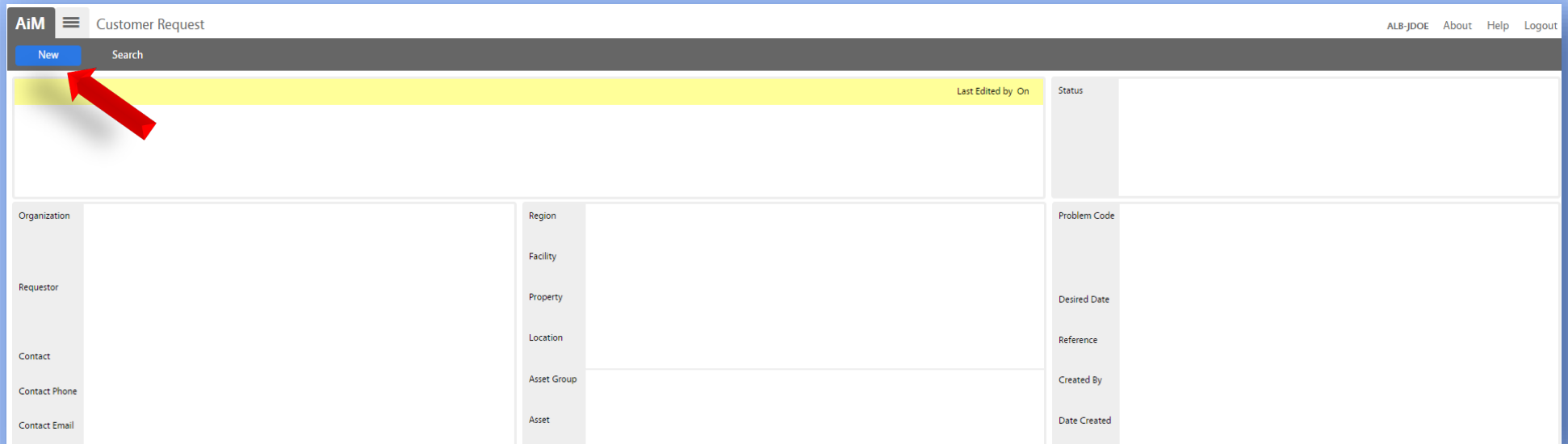
This is what your main WorkDesk will look like:



2) Select Customer Request Link:



## 3) Select New Request

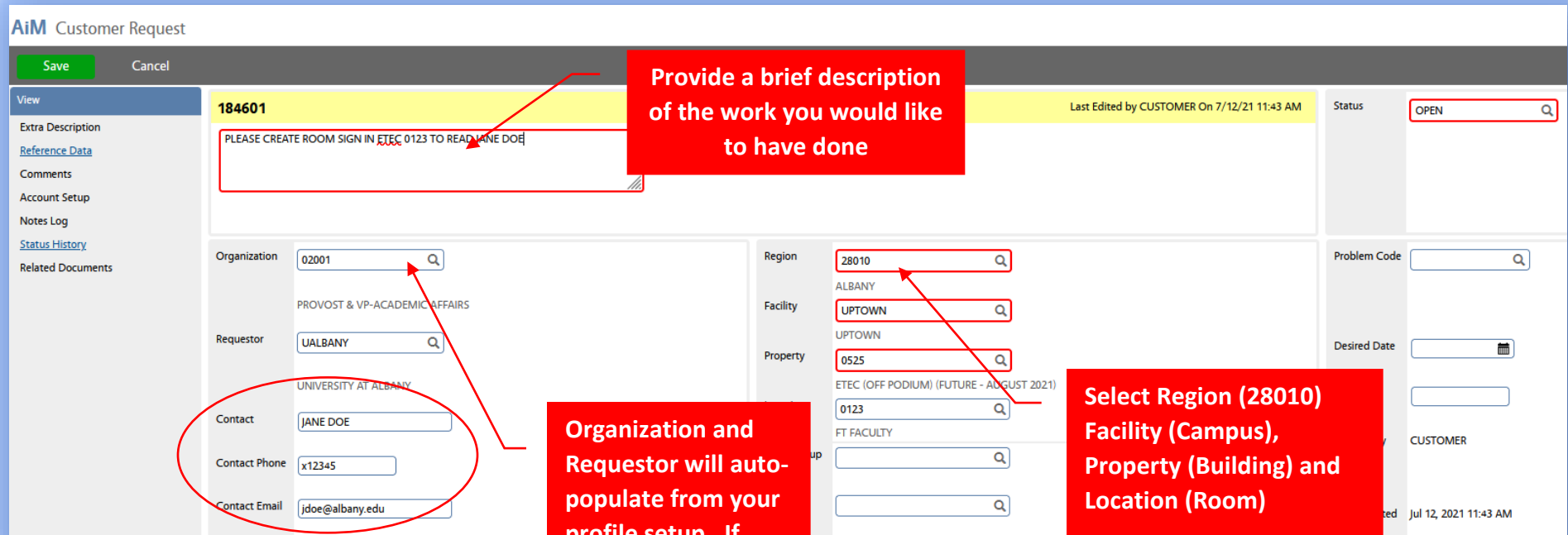


The screenshot shows the 'Customer Request' form in the AiM system. A red arrow points to the 'New' button in the top left corner. The form is divided into several sections for data entry.

Organization		Region		Status	
Requestor		Facility			
Contact		Property			
Contact Phone		Location			
Contact Email		Asset Group			
		Asset			

Additional fields visible on the right side of the form include: Last Edited by, On, Problem Code, Desired Date, Reference, Created By, and Date Created.

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



**AiM Customer Request**

**184601** | Last Edited by CUSTOMER On 7/12/21 11:43 AM | Status: **OPEN**

**Provide a brief description of the work you would like to have done**

PLEASE CREATE ROOM SIGN IN ETEC 0123 TO READ JANE DOE

**Organization and Requestor will auto-populate from your profile setup. If Requestor field is blank, leave it blank**

**Select Region (28010) Facility (Campus), Property (Building) and Location (Room)**

Organization: 02001 | PROVOST & VP-ACADEMIC AFFAIRS

Requestor: UALBANY | UNIVERSITY AT ALBANY

Contact: JANE DOE

Contact Phone: x12345

Contact Email: jdoe@albany.edu

Region: 28010 | ALBANY

Facility: UPTOWN | UPTOWN

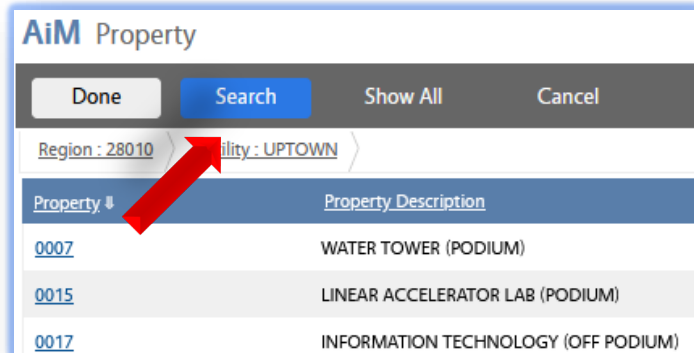
Property: 0525 | ETEC (OFF PODIUM) (FUTURE - AUGUST 2021)

0123 | FT FACULTY

Problem Code: | Desired Date: | CUSTOMER: | 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



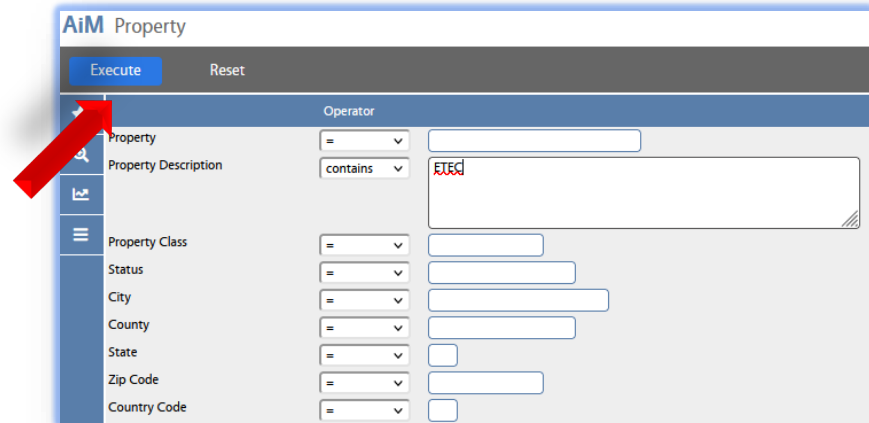
**AiM Property**

Done Search Show All Cancel

Region : 28010 Facility : UPTOWN

Property #	Property Description
<a href="#">0007</a>	WATER TOWER (PODIUM)
<a href="#">0015</a>	LINEAR ACCELERATOR LAB (PODIUM)
<a href="#">0017</a>	INFORMATION TECHNOLOGY (OFF PODIUM)

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



**AiM Property**

Execute Reset

Property =

Property Description contains ETEC

Property Class =

Status =

City =

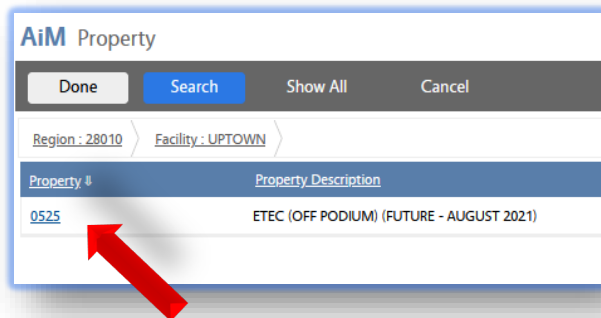
County =

State =

Zip Code =

Country Code =

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



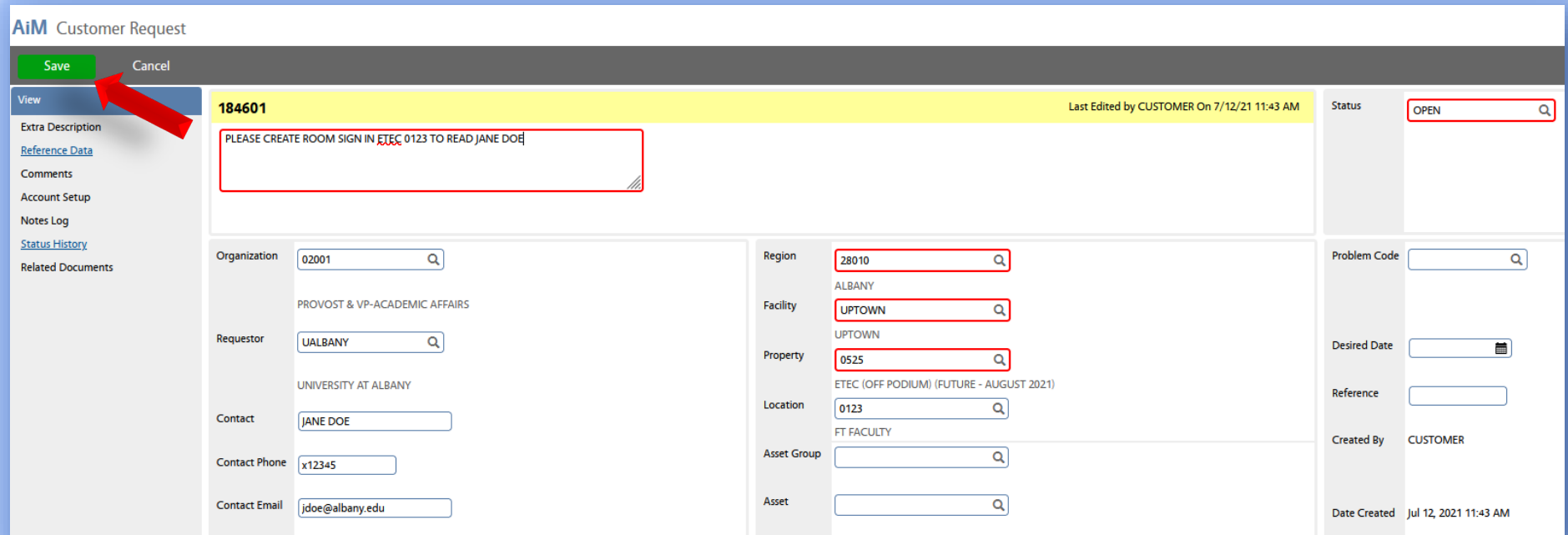
**AiM Property**

Done Search Show All Cancel

Region : 28010 Facility : UPTOWN

Property #	Property Description
<a href="#">0525</a>	ETEC (OFF PODIUM) (FUTURE - AUGUST 2021)

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



**AiM Customer Request**

**Save** **Cancel**

**View**

- Extra Description
- Reference Data
- Comments
- Account Setup
- Notes Log
- Status History
- Related Documents

**184601** Last Edited by CUSTOMER On 7/12/21 11:43 AM Status: **OPEN**

PLEASE CREATE ROOM SIGN IN ETEC 0123 TO READ JANE DOE

Organization: 02001 PROVOST & VP-ACADEMIC AFFAIRS

Requestor: UALBANY UNIVERSITY AT ALBANY

Contact: JANE DOE

Contact Phone: x12345

Contact Email: jdoe@albany.edu

Region: 28010 ALBANY

Facility: UPTOWN

Property: 0525 ETEC (OFF PODIUM) (FUTURE - AUGUST 2021)

Location: 0123 FT FACULTY

Asset Group:

Asset:

Problem Code:

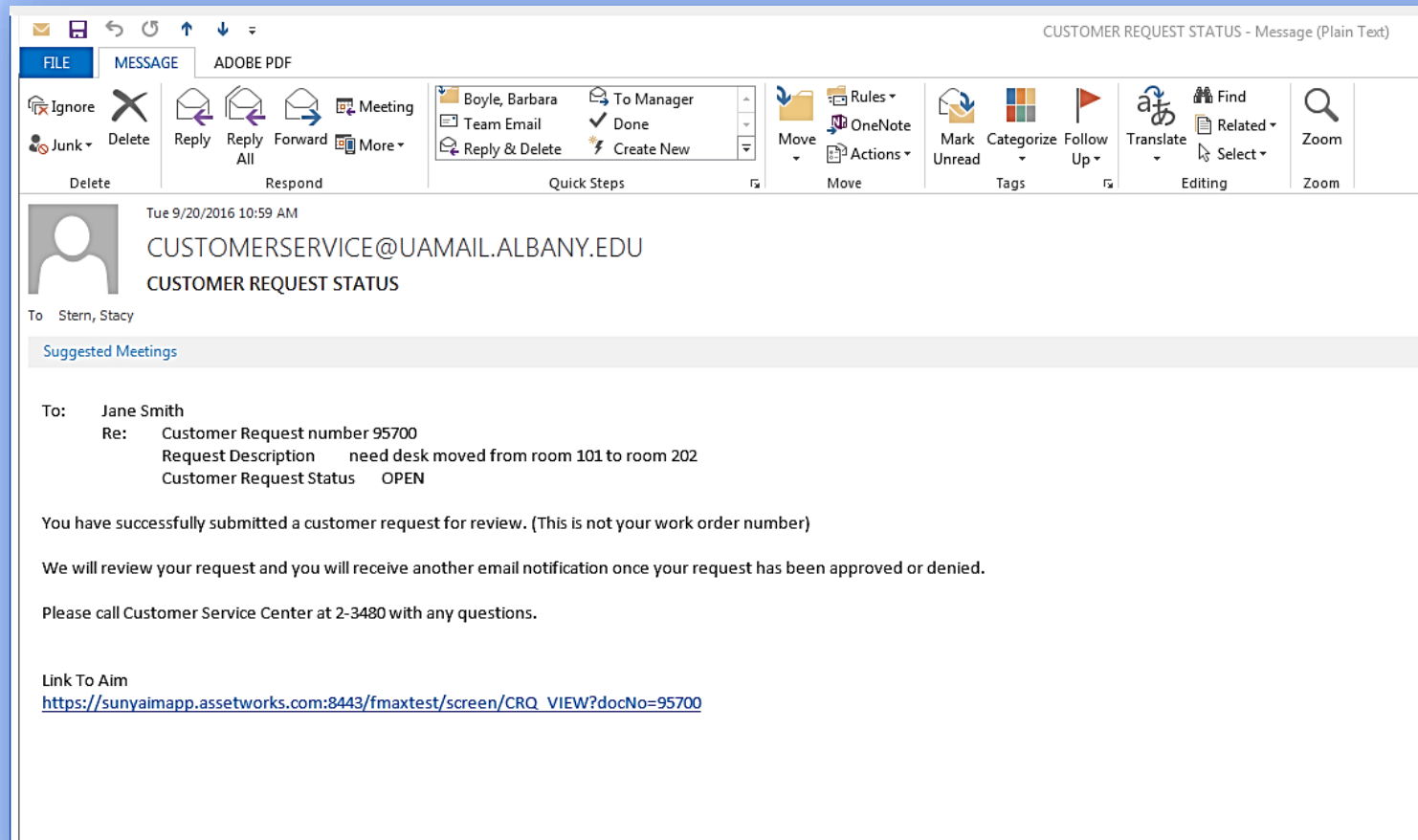
Desired Date:

Reference:

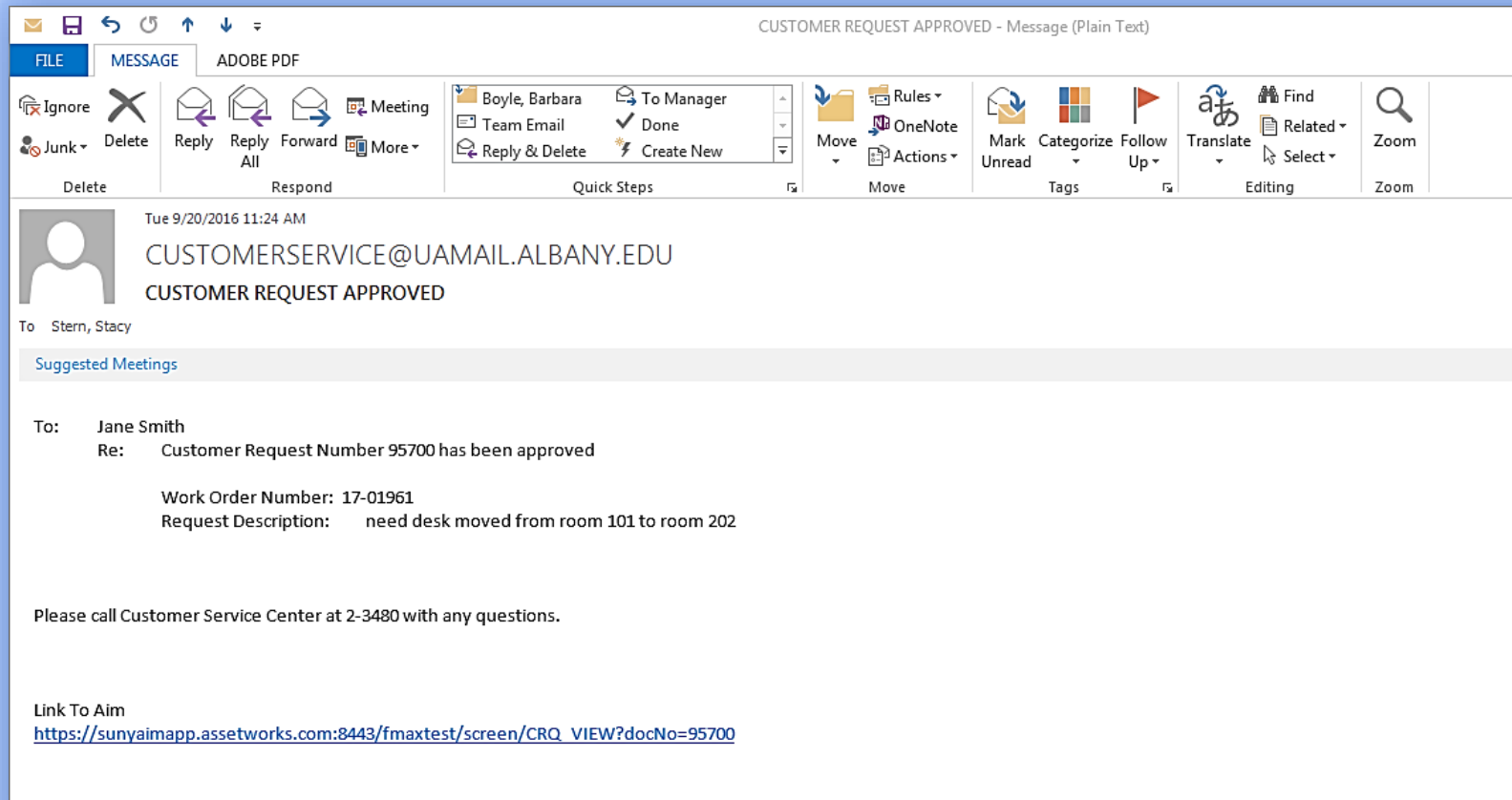
Created By: CUSTOMER

Date Created: Jul 12, 2021 11:43 AM

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



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



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