1) Go to : **https://aim.sucf.suny.edu/**
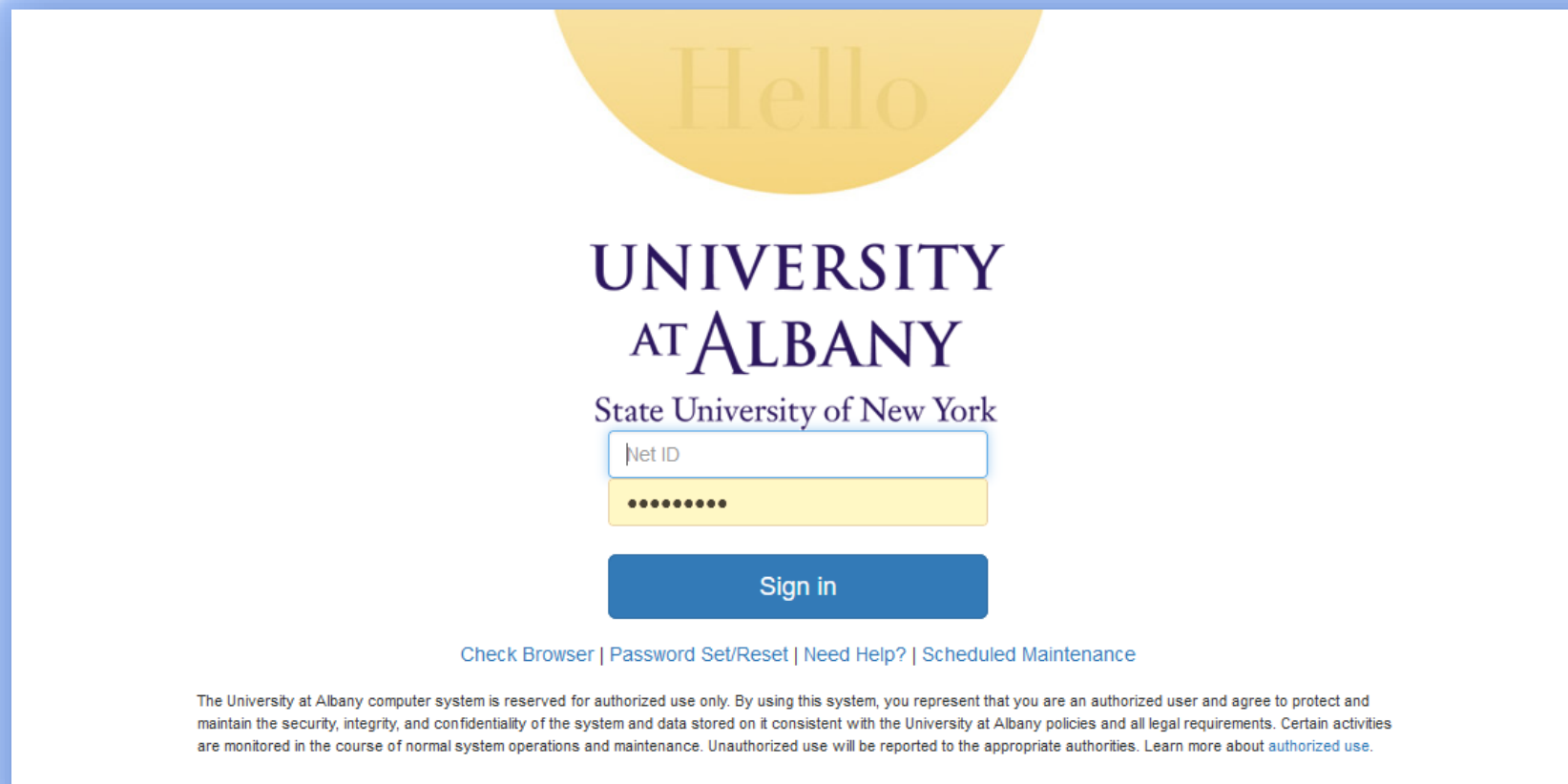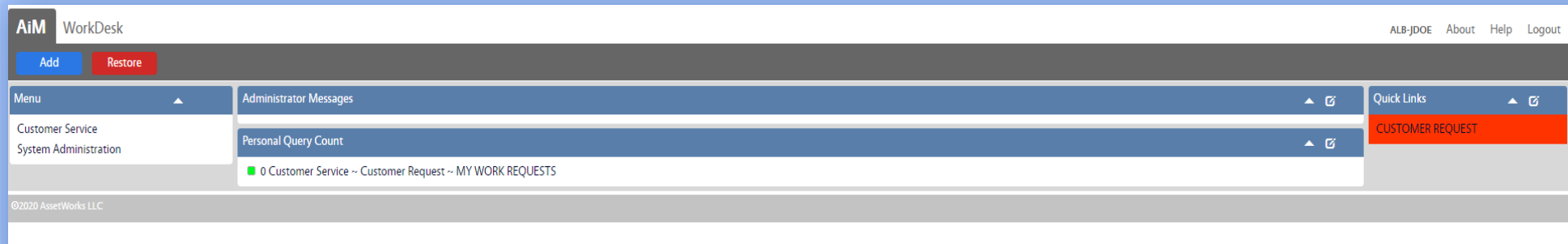
This should automatically redirect you to the University's single sign on page to enter your Net ID and Password:

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, integr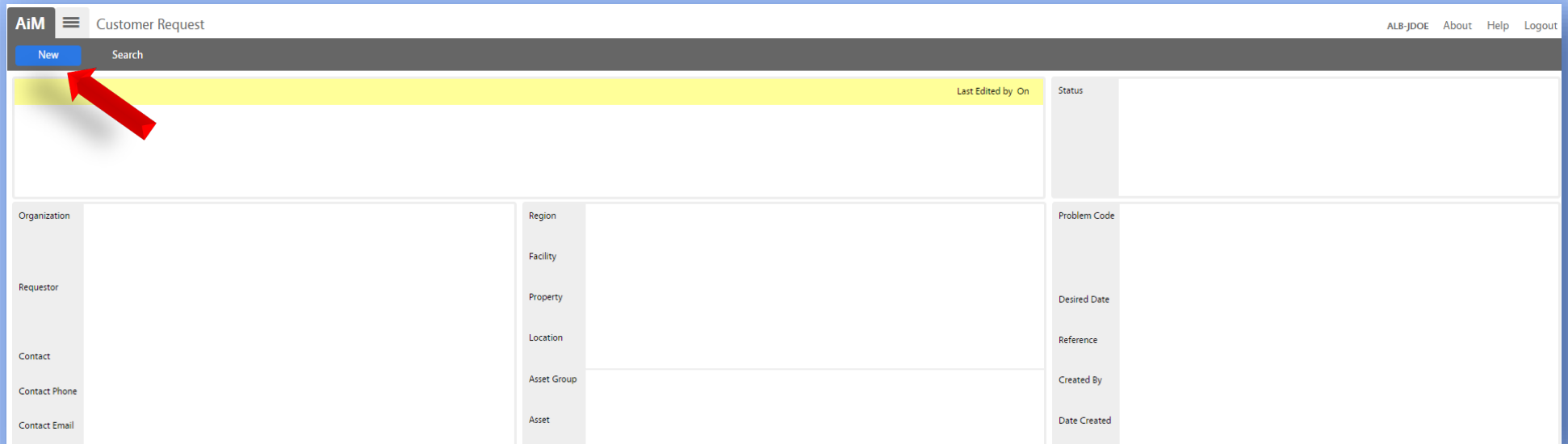ity, and confidentiality of the system and data stored on it consistent with the University at Albany policies and all legal requirements. Certain activities are monitored in the course of normal system operations and maintenance. Unauthorized use will be reported to the appropriate authorities. Learn more about authorized use.

This is what your main WorkDesk will look like:

2) Select Customer Request Link:

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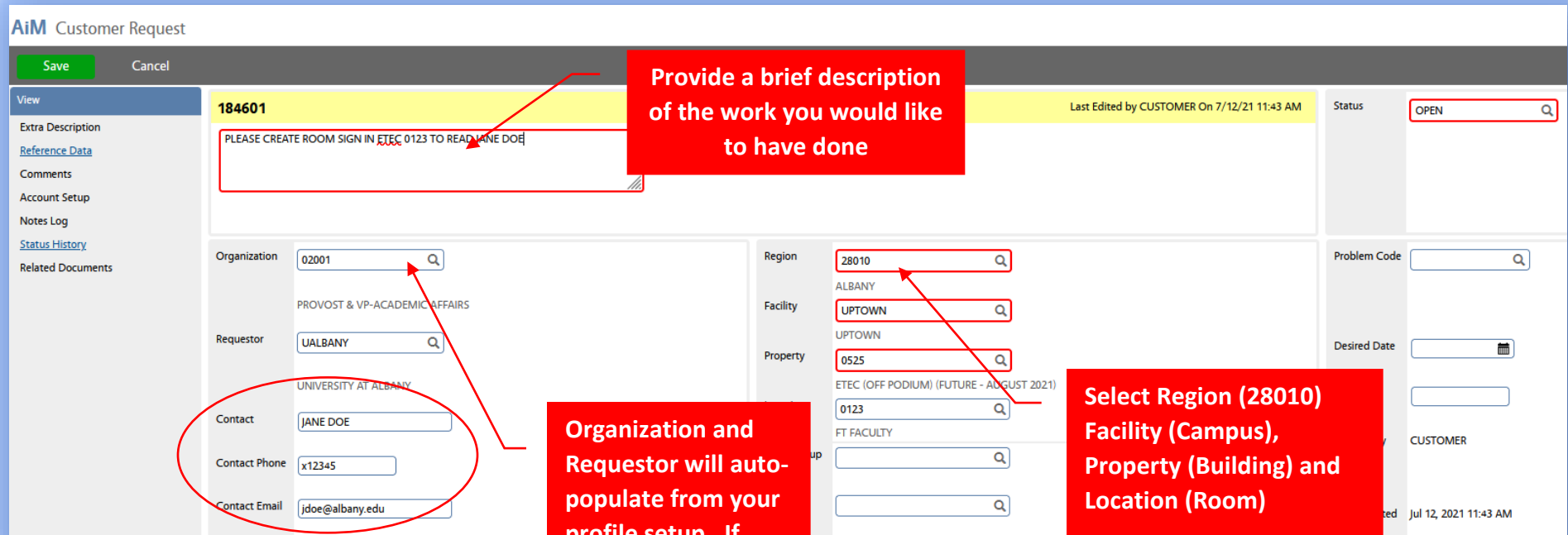
4) Enter detailed information of what you want done and where, and fill in your contact information:

4

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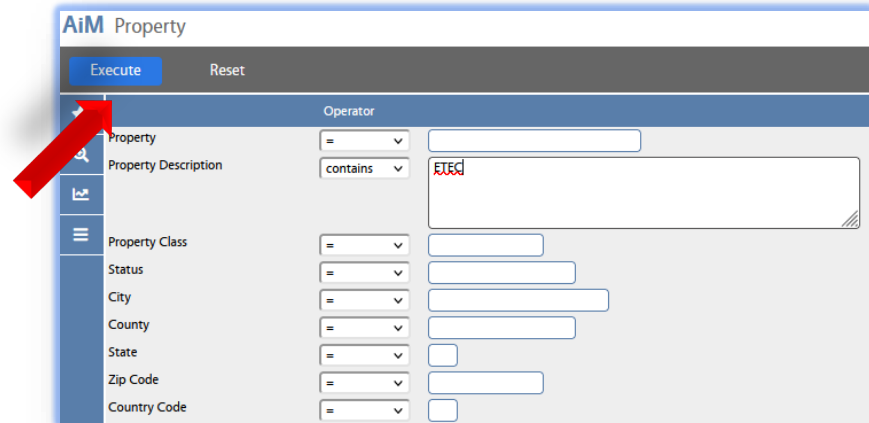
1) Select **Search** Button

2) Enter a key word in the description field and then **Execute**
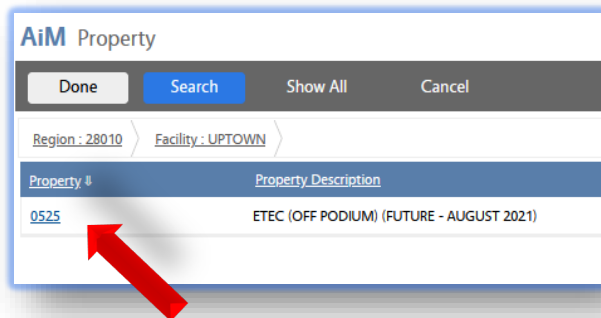
3) Select Property, then the **Done** button
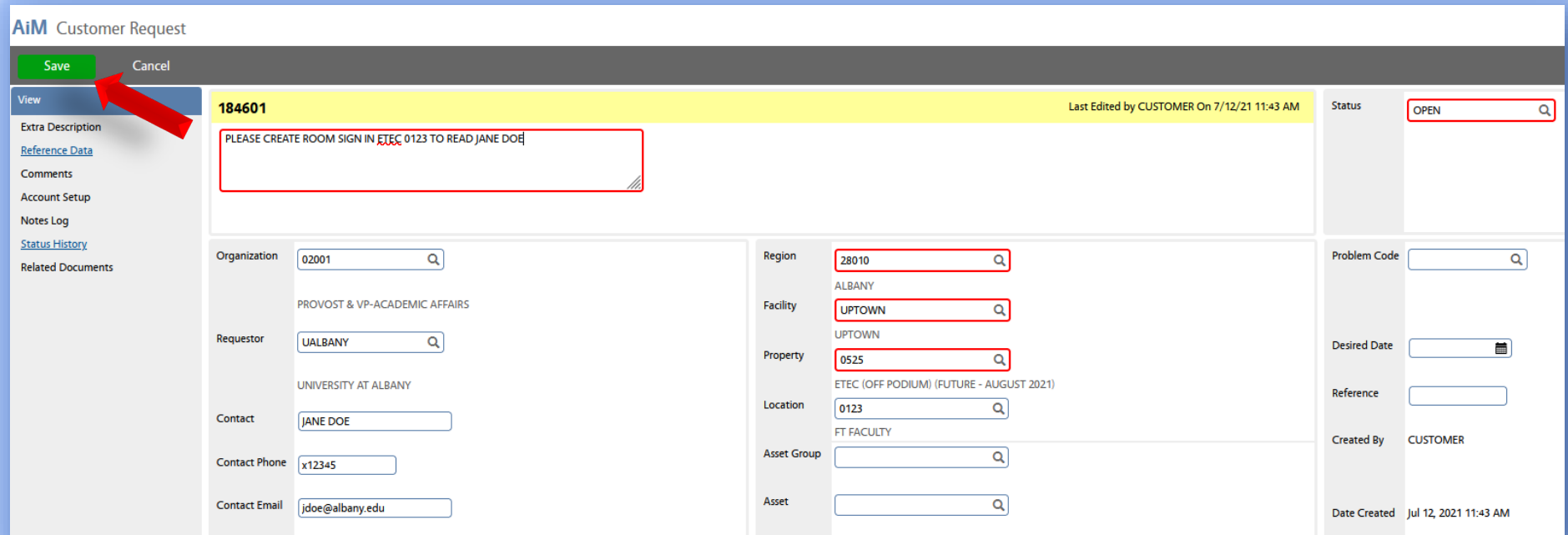
4) Hit **Save** – this submits your request to the Facilities Management Operations Center for review:

5) Once your request is submitted, you will receive an e-mail confirmation:
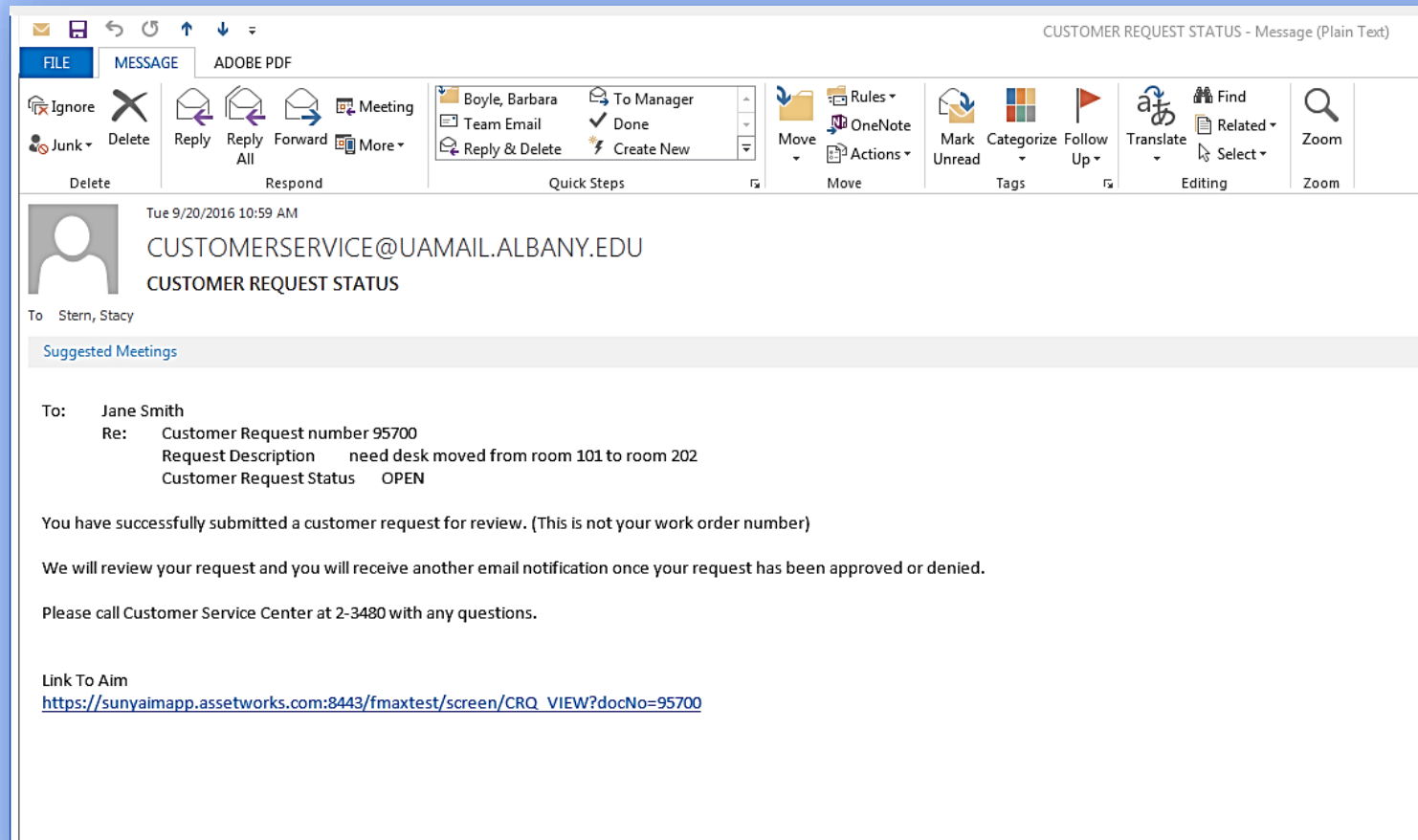
6) You will receive an additional e-mail once the work request is approved
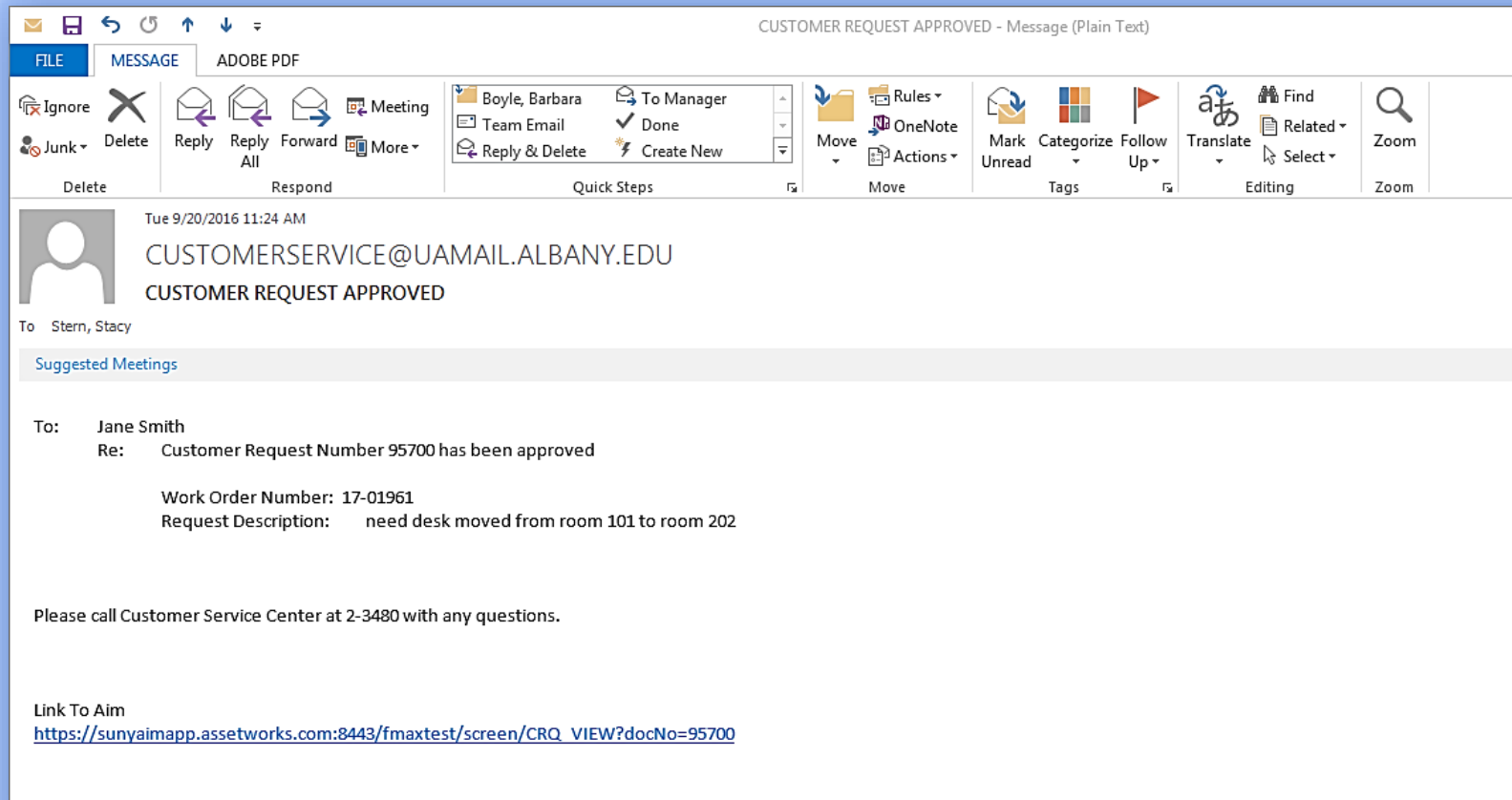
If you have any questions, please call the FM Operations Center at 2-3480.