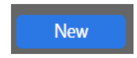
How to Enter a Customer Request in AiM

Log in to AiM via insideND or go to fixit.nd.edu

1. From the Work Desk, use Quick Link to enter a Customer Request. Click 

2. Enter **Problem Code** by clicking zoom.
   a. *Most repairs are **Other;** the rest of the problem codes are fairly specific*.
3. Fill out **Description Field**:
   a. *Be specific when describing the problem. For example, "window is broken" could mean glass, frame, handle or won't open; for IT Services orders include NetID, phone, room, etc.*
   b. *Use one request for different problems; not one problem per request. Use Extra Description if needed (under* View *in the column on left side of screen.)*
   c. *First 33 characters in the standard description field will upload to Banner.*
4. Put today's date for **Desired Date**, unless there is another specific date (for Delivery/Set-up)
5. **Contact Information** will be filled in for you – if not, let us know! The email confirmation will go to the address provided in this field.
6. For **Account**, type NA-1 in the **Subcode** field, then click zoom next to the account field and choose an account from the list provided.
   a. *If the account is **not** listed, choose Account not in system. Provide the FOAPAL in the description field.*
   b. *In general, use department fund for table/chair deliveries or furniture moves, building fund for repairs.*
7. Put **Activity Code** here if you use one as part of your FOAP string.
8. If not filled in; put property number in the **Property** field and click the zoom to lock in.
   a. *Pick a room number from pre-populated list that appears; or click Done to return to previous screen.*
9. When you have filled in all the **red boxes** and the Subcode; click