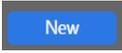
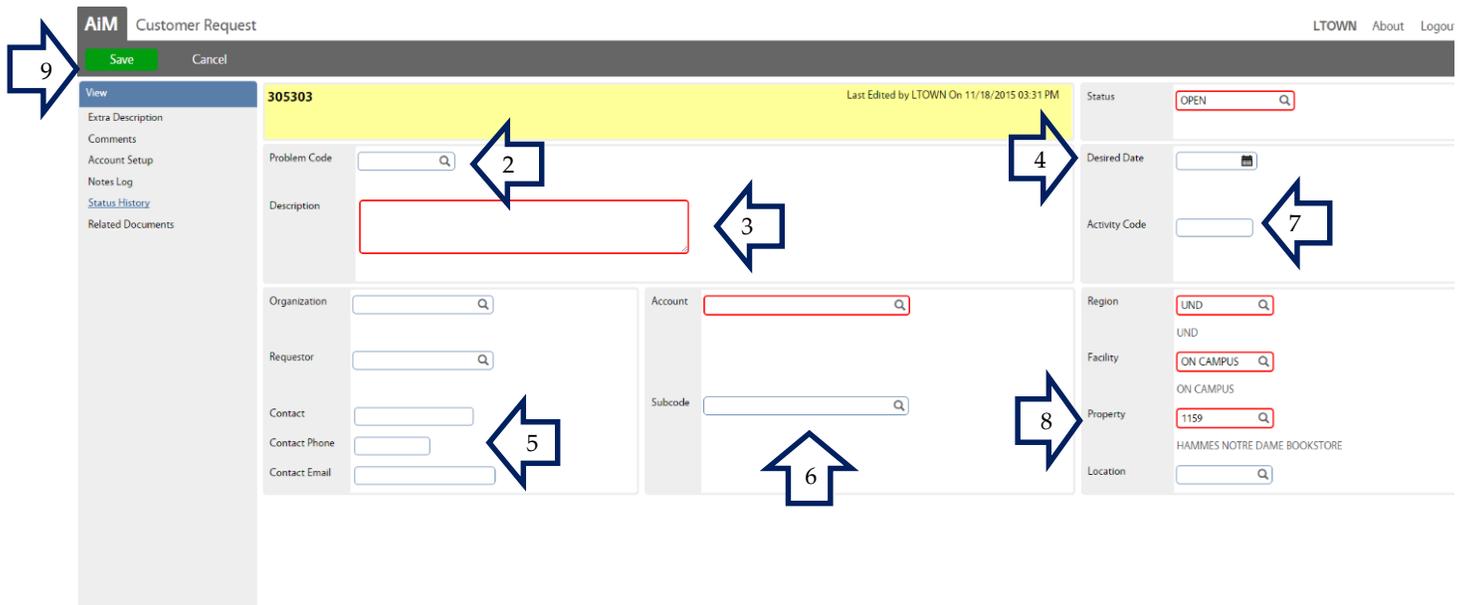


How to Enter a Customer Request in AiM

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 



The screenshot shows the AiM Customer Request form. The form is titled "AiM Customer Request" and has a "Save" button and a "Cancel" button. The form is divided into several sections. The top section is a yellow header with the ID "305303" and the text "Last Edited by LTOWN On 11/18/2015 03:31 PM". The main form area contains several fields: "Problem Code" (with a zoom icon), "Description" (with a red box around it), "Organization", "Requestor", "Contact", "Contact Phone", "Contact Email", "Account", "Subcode", "Status" (with a dropdown menu), "Desired Date" (with a calendar icon), "Activity Code", "Region" (with a dropdown menu), "Facility" (with a dropdown menu), "Property" (with a dropdown menu), and "Location" (with a dropdown menu). The form is annotated with numbered callouts: 1 points to the "New" button, 2 points to the "Problem Code" field, 3 points to the "Description" field, 4 points to the "Desired Date" field, 5 points to the "Contact" field, 6 points to the "Subcode" field, 7 points to the "Activity Code" field, 8 points to the "Property" field, and 9 points to the "Save" button. The "Status" field is set to "OPEN", "Region" is "UND", "Facility" is "ON CAMPUS", and "Property" is "1159".