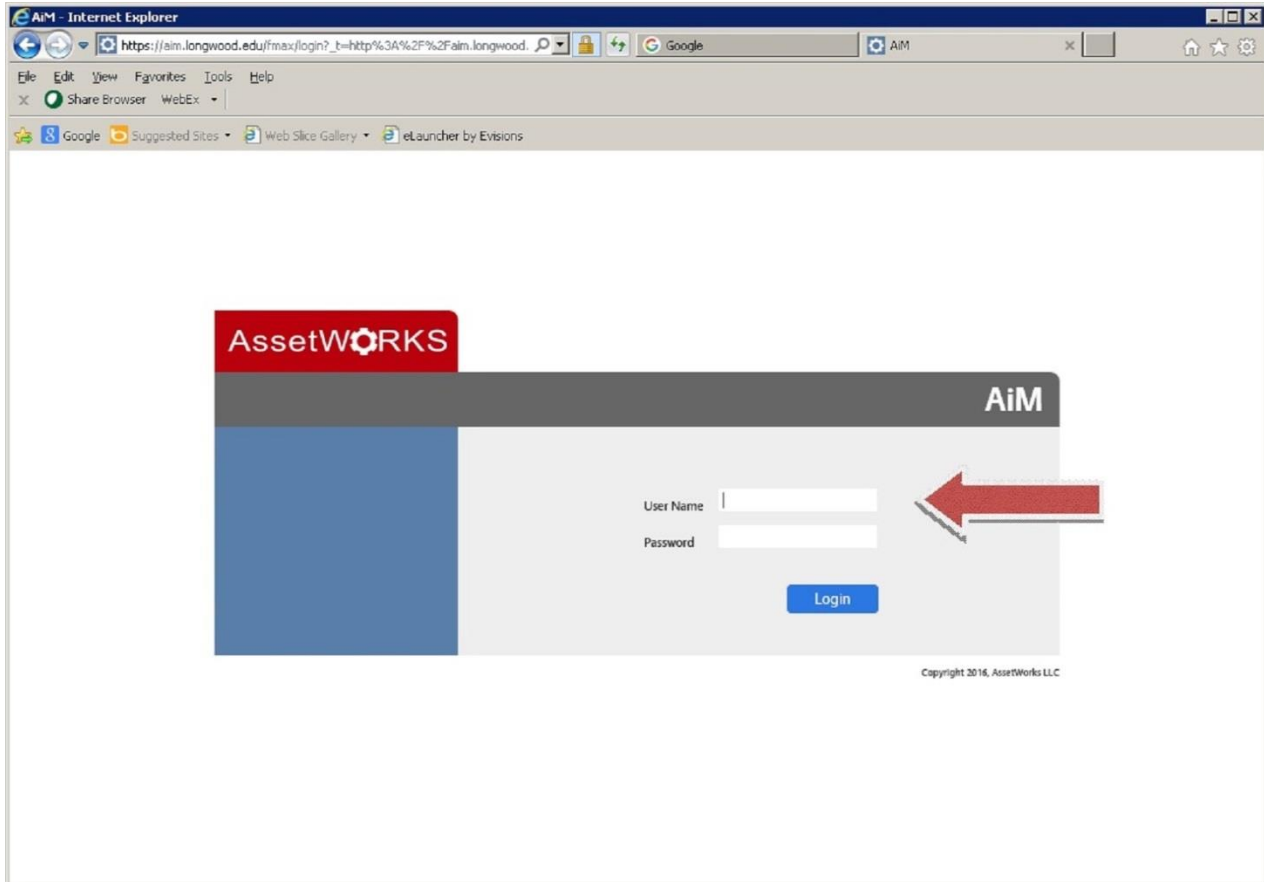


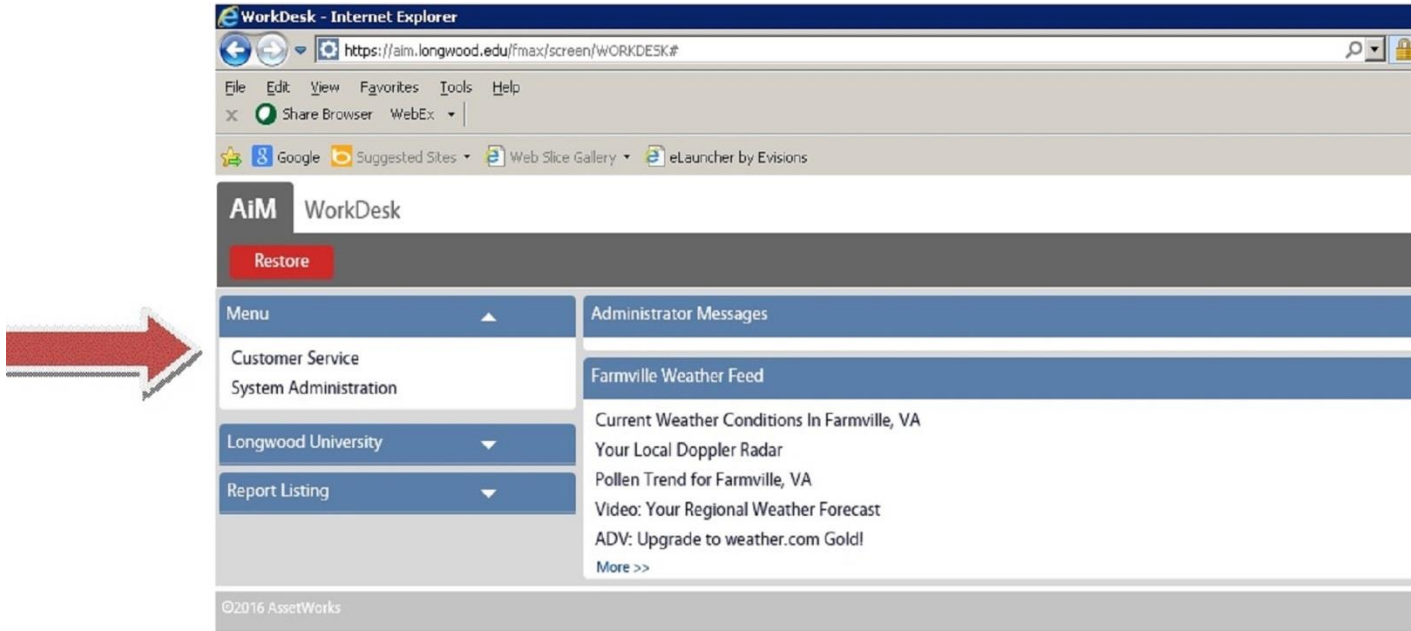
PLACING A WORK ORDER ONLINE:

<https://aim.longwood.edu/fmax/login>

The login screen should look like this:

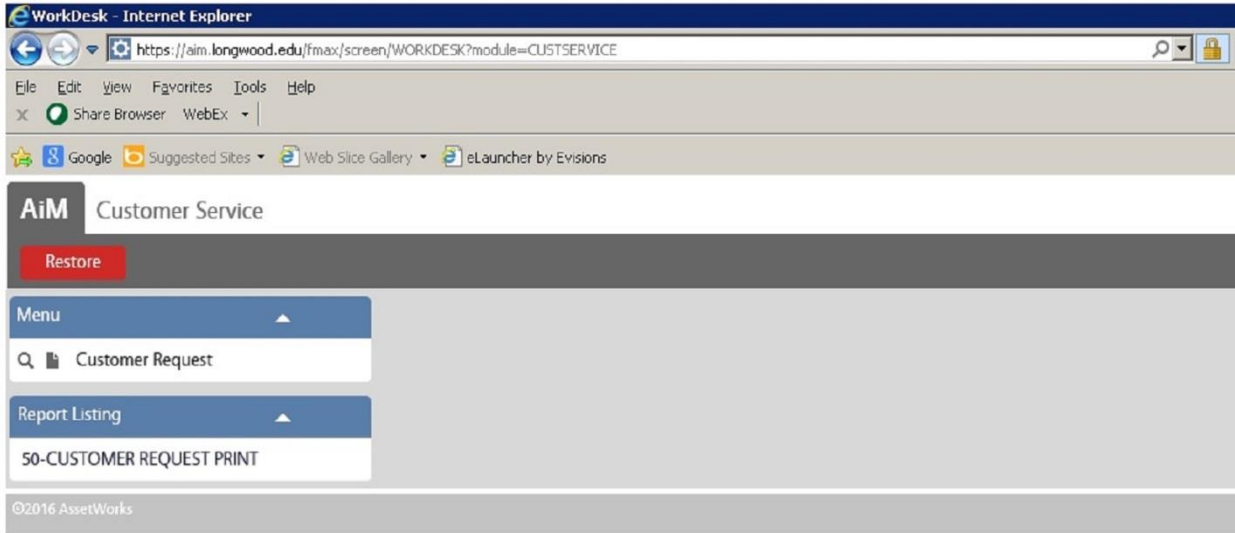


Enter your LancerNet User Name and Password (an example of a username is userscs). Then click Login.

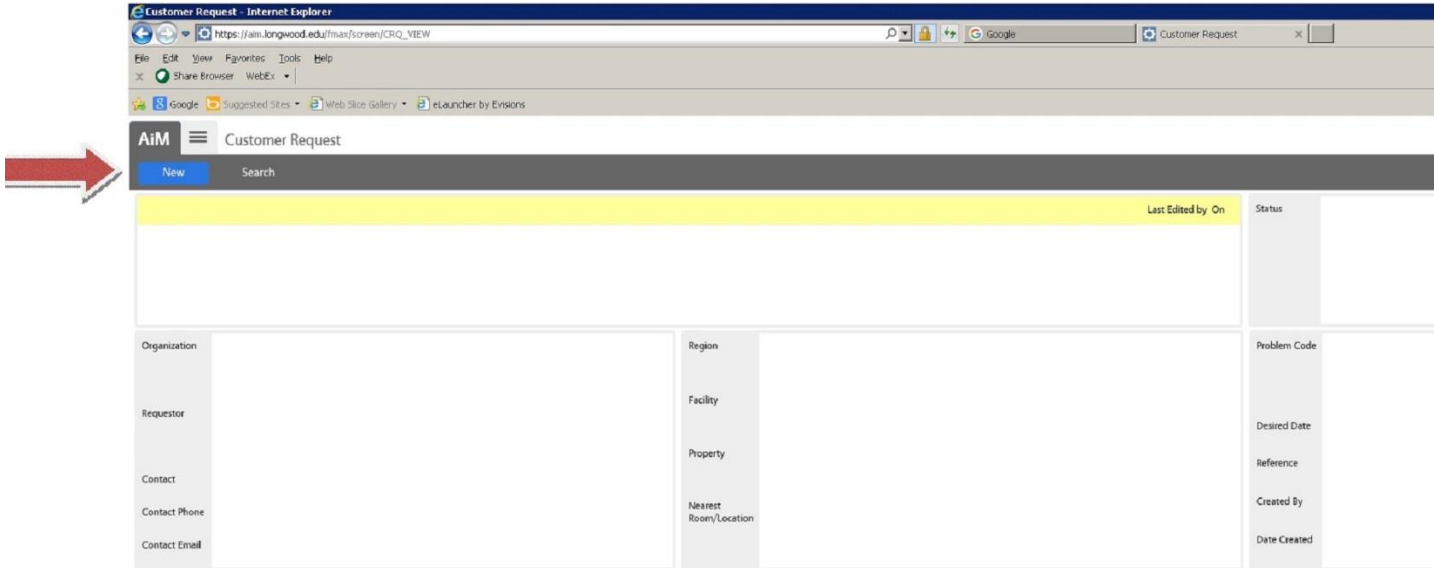


You should see the Aim WorkDesk

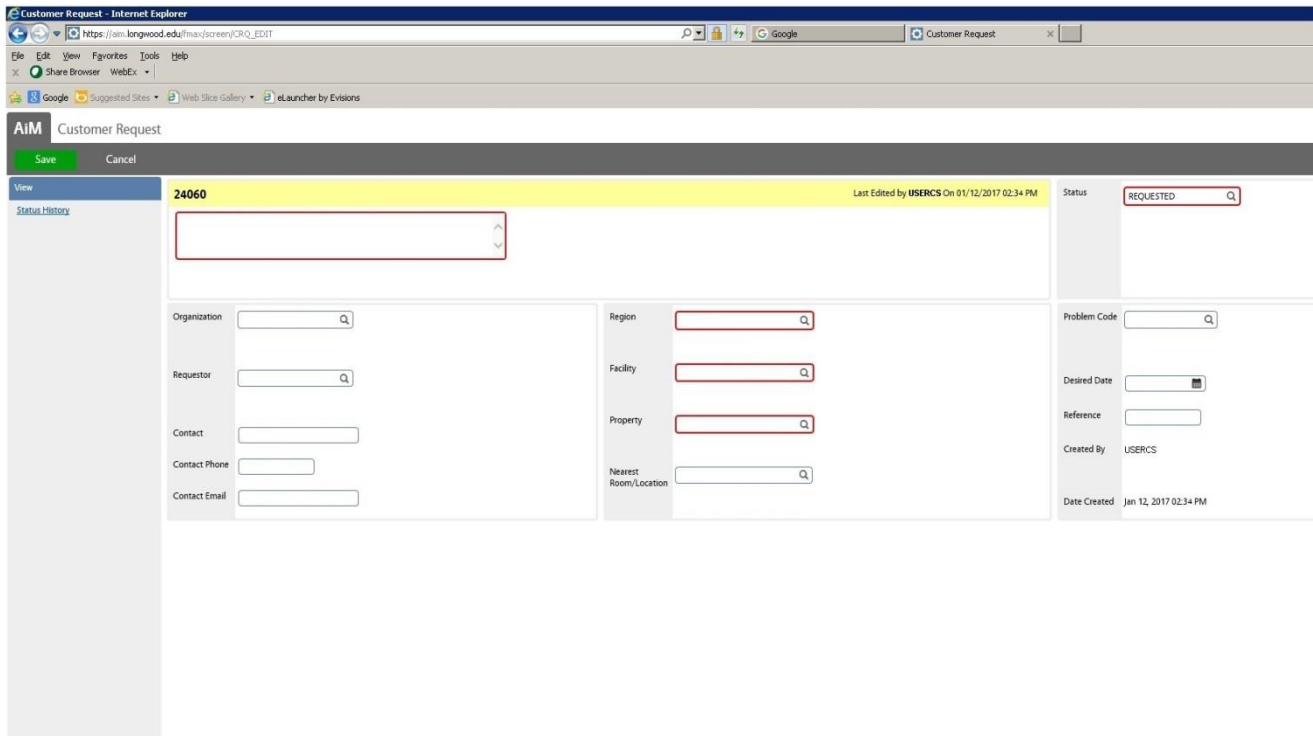
From here, click "**Customer Service**" from the Menu on the left.



Choose the **“blank paper”** icon to the left of Customer Request on the Menu or click on the hyperlink of “Customer Request”.



To enter a new work order, click on the blue “New” button. To search for work orders that you have previously entered, click on the “Search “ button within the grey bar. This will bring up a search screen where various selection criteria can be entered to find work orders that already exist in the system.



On a new Customer Request, all boxes in red are required fields. It is usually easiest to work in a counter clockwise fashion. Begin by providing a description of the problem in the description field. Enter your contact information. When you get to the Location fields, click the magnifying glass to the right of the "Region" box. This will bring up a window that will allow you to work through choices that will complete all boxes within the location field. The customer request should look similar to the one below.

Customer Request - Internet Explorer
https://aim.kongwood.edu/max/screen/CRQ_EDIT

AIM Customer Request

Save Cancel

24060 Last Edited by USERCS On 01/12/2017 02:34 PM Status: REQUESTED

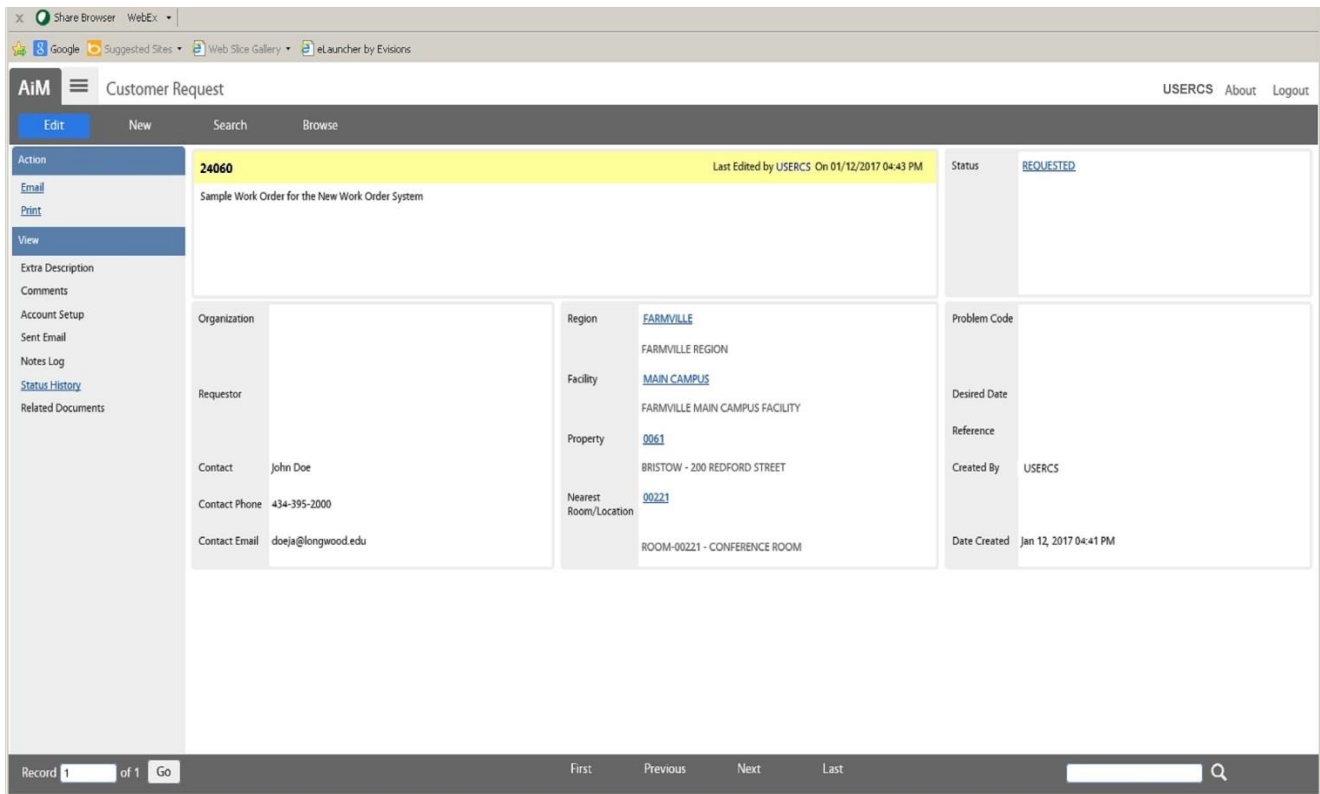
Sample Work Order for the New Work Order System

Organization: [input]
Requestor: [input]
Contact: John Doe
Contact Phone: +34-395-2000
Contact Email: doeja@kongwood.edu

Region: FARMVILLE
Facility: MAIN CAMPUS
Property: 0061
Nearest Room/Location: 00221 - CONFERENCE ROOM

Problem Code: [input]
Desired Date: [input]
Reference: [input]
Created By: USERCS
Date Created: Jan 12, 2017 02:34 PM

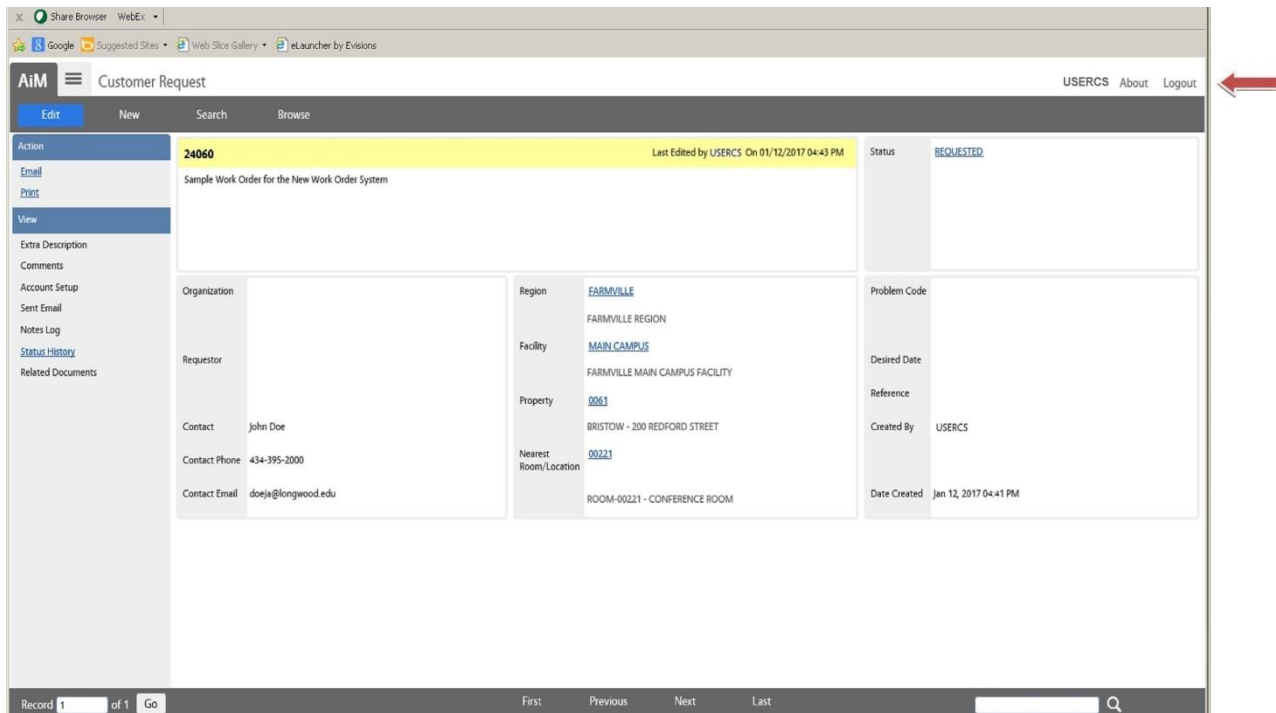
In the top left hand corner, click the green “Save” button to save the request. Once it is saved you will get a screen that looks similar to this one.



If there are any issues with saving the customer request, it will give you an error at the top of the page stating what fields are causing the error. Once corrected, you can save the customer request.

Saving the customer requests will generate a work order in the system that will then be processed by our Facilities Management Work Order Center and assigned to the correct department for completion. You will also receive email notifications (3) that the Work Order Center has received your request, processed your work order and again when your work order has been completed.

If you click on the word **"AiM"** in the upper left corner of your screen, it will take you back to the work desk.



You can logout by clicking the word **Logout** at the upper-right corner of your screen.