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HOW TO NAVIGATE HOME SCREEN

From the Home Screen you can submit and view the status of Service Requests. It will also be the location where you can update profile settings if needed.

Home Button

The Home Button will return you to the main screen from any location in the program.

Home Screen is where Service Requests are submitted.

The Routine Building Maintenance Request section will include requests that are covered by the appropriate funds for campus buildings. Some examples may include repairs to door hardware, plumbing fixtures, lighting, temperature adjustment or other minor maintenance items. For example, if you notice the water fountain in a publicly University owned building isn’t working; choose Plumbing category > Fountain or Bottle filler. After the Service Requests are received, they are evaluated, and then the appropriate trade or operating engineer is dispatched.

The Student Services Requests section will include categories that are specific to students living in Residential Spaces such as furniture requests or key related issues.
**Process Button**

The *Process Button* lists all requests submitted by you.

**Awaiting Your Review** – Any *Service Requests* that requires you to act on. (not common)

**Your Open Requests** – Any *Service Requests* currently opened by you.

**Your Watch List** – By default all requests will be viewable. You can click the “*Edit Filter Your Watch List*” button and customize it so you only see Work Request specific to you.

Your Closed Requests – Any *Service Requests* that have been closed or cancelled.

**All Requests** – All Services Requests.

**Notifications Button**

The *Notification Button* will list any notifications related to the *Service Requests* you are associated with.

**Settings Button**

The *Settings Button* will be information about your user profile. You can update your phone number or email notification preferences in this area.

**Search Bar**

The *Search Bar* will allow you to enter basic terms related to your maintenance requests if you are unsure what icon to select.
HOW TO ADD OR UPDATE PHONE NUMBER IN PROFILE

The steps below show how to update the phone number in your Profile so that it pre-populates when filling out future Service Requests. NOTE: You can always change as needed.

Select Settings > User Profile

Select Add

Add Phone Number with area code, then Select Done. (No need to fill in other fields)
HOW TO A SUBMIT A SERVICE REQUEST

A Service Request is a quick way to report issues or problems related to buildings. It can also be used to request improvements of items you may want to get accomplished in your specific area.

Search for Related Issue or Select the Category Tile.

From the Home Screen type in related words about the issue in the Search Field or chose the appropriate Category Tile.

Enter Contact Information.

First, Last Name and Email will be prepopulated.

To update phone so it populates next time form is filled out. Go to settings > User Profile > Phone

If the Service Request is for someone other than you, select Yes and additional fields will open. Enter that person’s contact information.

NOTE: Anything with Red * is required.
Select Location and Building Details of Issue.

Select the location and building. Additional boxes about building location details will open after the building is selected, such as floor and room.

Select Building

- Select location of issue.
  - Main Campus - Radford
  - Residence Hall - Main Campus - Radford
  - University Apartment - Radford

Select Floor

- If floor isn't listed, enter information in next question.
- 2

Room

- If room isn't listed, enter information in next question.
- 202

Enter any additional location description that will assist with locating issue.

Select Information about Permissions, Animals and Availability.

NOTE: These fields only pertain to Residential Buildings:

Permission to enter

- Do you give maintenance staff permission to use master key to enter if no one is present?
  - Yes
  - No

Animals

- Do you have an animal?
  - Yes
  - No

Availability (Business hours when you are typically available in room)

- Non-emergency requests are completed during normal business hours - Monday through Friday from 8 AM to 4 PM. Staff may not be available on a specific date/time.
- example: M/W/F 10 am - 12 pm, TU/TH after 12 pm
Select the Issue that is Closest to what you are Reporting.

NOTE: If you don’t see the a category that reflects your issue, select the Other Button and a box will be available to enter specific details.

Select the Next button to take you to next screen.

Select the Cancel Button to Start Over. This will take you back to the Home Screen.

Enter Additional Details of the Issue if Needed.

Select the Next button to take you to next screen.

Select the Cancel Button to Start Over. This will take you back to the Home Screen.

Select the Previous Button if previous information needs to be corrected.
Upload any Attachment that may Assist with Explaining the Issue.

Attach any supporting photos or documents to help identify the issue. (jpg, jpeg, .png or .pdf)

Do not upload Apple (HEIC) live photos.

NOTE: Apple live photo format is not supported.

Select the Review Button to review information entered before submitting.

Select the Cancel Button to Start Over. This will take you back to the Home Screen.

Select the Previous Button if previous information needs to be corrected.

Select the Submit Button after Reviewing.

Select the Cancel Button to Start Over. This will take you back to the Home Screen.

Select the Previous Button if previous information needs to be corrected.
HOW TO ADD OR UPDATE COMMENTS

After the Service Request has been submitted and created, you will see an option to add Comments. This is where you can ask questions or add additional information about the Service Request.

From the Home screen Select the Process button on the tool bar.

Select the Service Request you would like to make or add comments.

Select the Comments tab.

Add your Comments and press Enter.

Your Comments will be posted and a history will be saved as comments are added. NOTE: you also have the option to Delete or Edit the comments.
HOW TO TURN NOTIFICATION EMAILS ON OR OFF

There are 4 emails that get generated to users. You have the option to turn the emails notifications on or off. Remember, you can also go directly to Facilities Management Program to find out the status of your Service Request.

- **Task Assignments** – email informing the user if they are required to **Acknowledge** or **Approve** a task. (Not common)
- **Workflow Activity** – email informing the user that an action has been taken. There is no action required from the user, it is just informational. Also, the history will be present at the bottom of the request.
- **AIM Status Updates** – email informing user that request has been accepted and a **Work Order** has been created.
- **Comments** – email showing the user what comments have been added.

From the **Home Screen**, go to **Settings > User Profile > Edit** > Uncheck notification (s) that you do not wish to receive emails about.
HOW TO CHECK STATUS OF SERVICE REQUEST

After the Service Request has been submitted, you can check the status to see if a Work Order has been Created or if there is more Information Needed.

Checking Status after Service Request has been Submitted via AIM Tab.

From the Home Screen. Select Process and then select “Your Open Requests”.

Select the Aim Tab.

If you do NOT see anything under Records, this means it has NOT been Approved or Created yet.

Once the Work Order has been Created, you will see the view which includes a Work Order number.

Checking Status after Service Request has been Submitted via Approvals Tab.

You can also click the Approvals Tab and get a timestamp of when the Work Order was Created.