



FACILITY MANAGEMENT SYSTEM

Ferris State University

Training Guide For Customer Request

November 2011

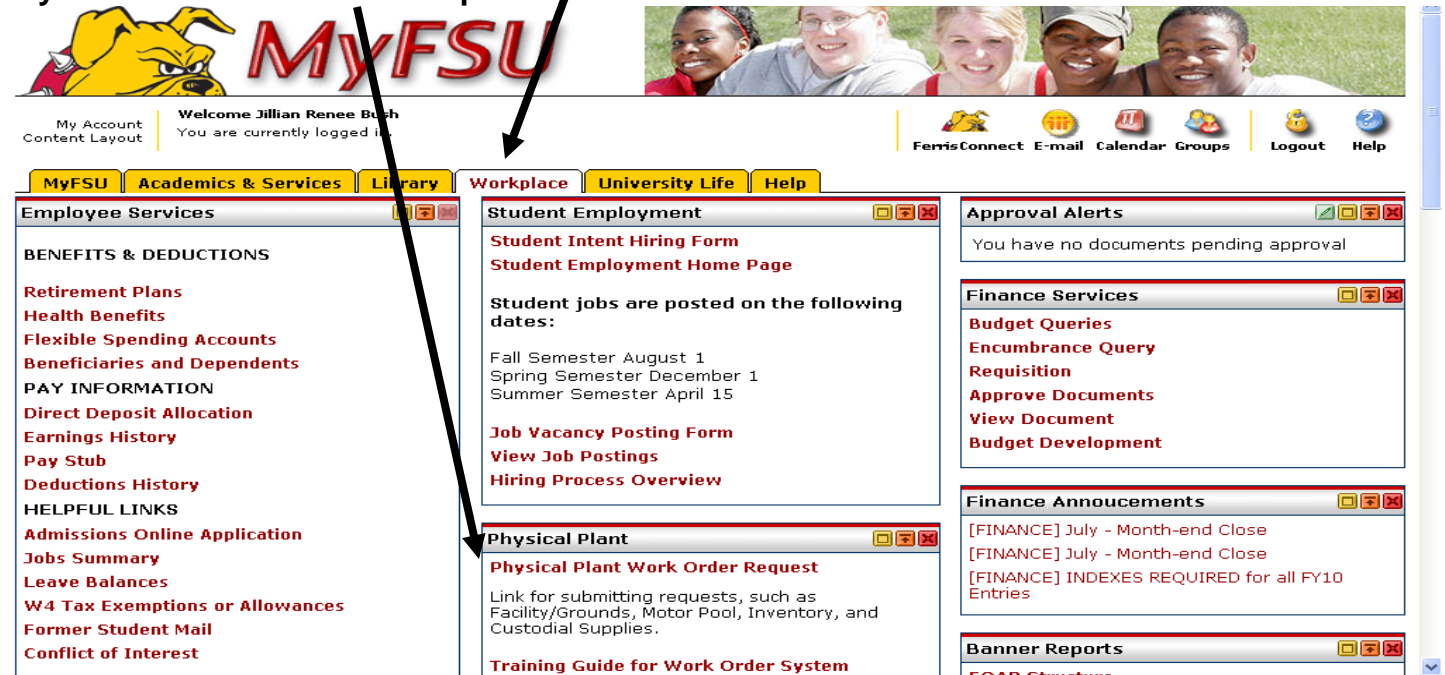
LOGGING INTO MYFSU AND THE AIM SYSTEM

AIM is a web application. Access to the system requires a browser and a valid user ID and password for MyFSU. Aim will use your MyFSU username and password. The process and screens for creating a work order requests are shown below.

1. AIM is accessed by clicking the browser icon (i.e. Internet Explorer, Mozilla Firefox, etc.)
2. Go to <http://www.ferris.edu>, select "MYFSU", and login with your user id and password. (This will also be your AIM user id and password.)



3. Once in MyFSU, select the **WorkPlace** tab, go to the **Physical Plant** channel and click on the **Physical Plant Work Order Request** link.



The screenshot shows the MyFSU user interface. At the top, there is a navigation bar with tabs: MyFSU, Academics & Services, Library, **WorkPlace**, University Life, and Help. Below the tabs, there are several panels. The 'Physical Plant' panel is expanded, showing a link for 'Physical Plant Work Order Request'. A black arrow points from the text in step 3 to this link. Other panels include 'Employee Services', 'Student Employment', 'Approval Alerts', 'Finance Services', 'Finance Announcements', and 'Banner Reports'.

4. Once you have reached the screen below, you will enter your user name and password; same as your MYFSU user id and password.)

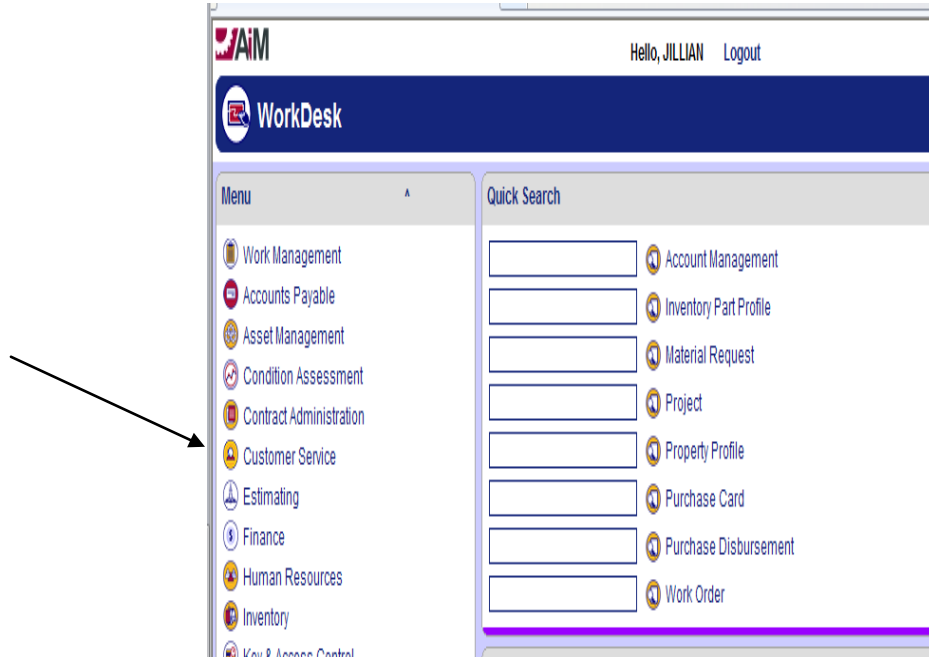


CUSTOMER REQUEST

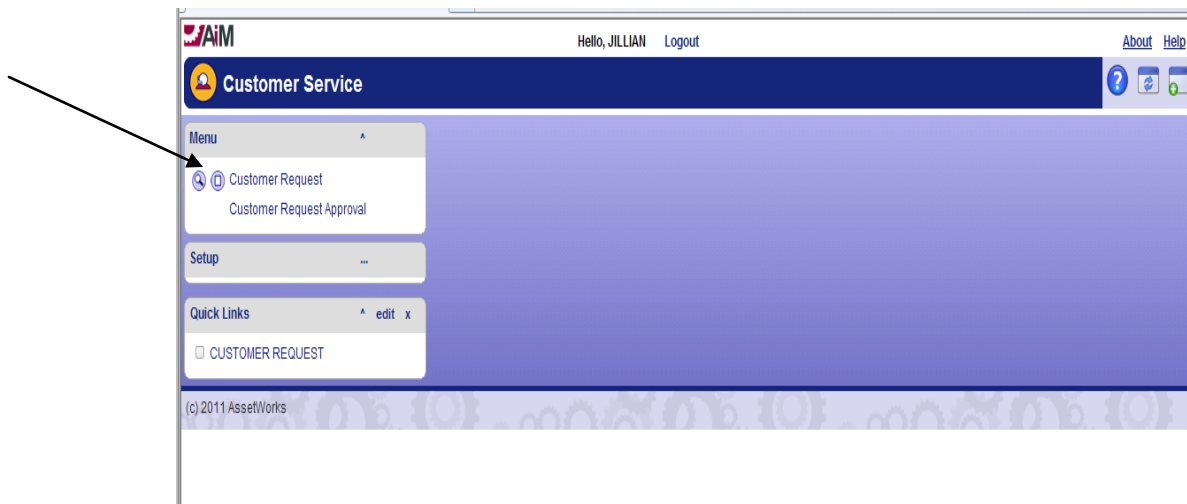
The **customer request** provides the customers a mechanism for requesting work using AIM via MyFSU. Use the following steps to create a customer order request.

Note A work order is not created until the customer request has gone through all necessary approvals.

1. Once you have logged in to AIM, click on the “Customer Service” link.



2. After clicking on the “Customer Service” link, you will be taken to the following page where you will click on the paper icon for “Customer Request”:




- After you click on the “*Customer Request*” icon, fill in the boxes. Following is a description of each box and what information needs to be put in there. Mandatory fields are outlined in red. Also, you will need to make sure that your pop-up blockers are turned off.

The screenshot shows the JAIM Customer Request interface. At the top, it says 'Hello, JILLIAN Logout' and 'View: Select'. The main form is divided into several sections:

- Transaction:** 32473 (highlighted in yellow). Editor: BUSH29. Edit Date: Nov 02, 2011 11:06 AM.
- Description:** A text area with a red border and a callout box 'A'.
- Request Status:** OPEN (highlighted in red).
- Requestor:** Organization, Requestor (with callout box 'B'), Contact, Contact Phone, Contact Email.
- Location:** Region (FSU, highlighted in red), Facility (FSU-BR, highlighted in red), Property (with callout box 'C'), Location.
- Request Details:** Problem Code, Desired Date (with callout box 'D' and a calendar icon), Reference, Created By (BUSH29, JILLIAN BUSH), Date Created (Nov 02, 2011).

In the top right corner, there is a 'Save' icon (floppy disk) with a callout box 'E'.

- DESCRIPTION:** Type in a description of what the problem is. Please include the building and room number in your description. If the problem is not routine maintenance/repair, please make sure to include a FOP # in the description field.
 - REQUESTOR:** Type in your first name, a space, and your last name. (Use whatever is in Banner) Then click on the “zoom” button (magnifying glass next to the Organization field). This will pull in your organization, contact phone number, and email address.
 - REGION:** Click on the “zoom” button next to region. A pop-up screen will appear. (If the pop-up screen does not appear, make sure that your pop-up blockers are off.) Click on the “FSU”. The next screen will say “FSU-BR”. Click on this link and it will take you to a screen that has the building codes. Find your building code and click on the link for it. The next screen will have the locations (room numbers). Find the room where the problem is and click on the link. The location field is not required, but it is recommended.
 - DESIRED DATE:** Click on the calendar icon next to desired date. This is most useful for special events and setup type work with a deadline (i.e. moving requests).
 - SAVE:** Once you have entered all of the required information, click on the  save icon in the upper right hand corner. This saves the data entry and completes the customer service request. The customer service request is then eligible for review to be approved or rejected.
- If your customer request is approved, it will become a work order and you will receive the work order number notifying you that it has been accepted.
 - If you have any questions, please contact x2920 for assistance through the process.