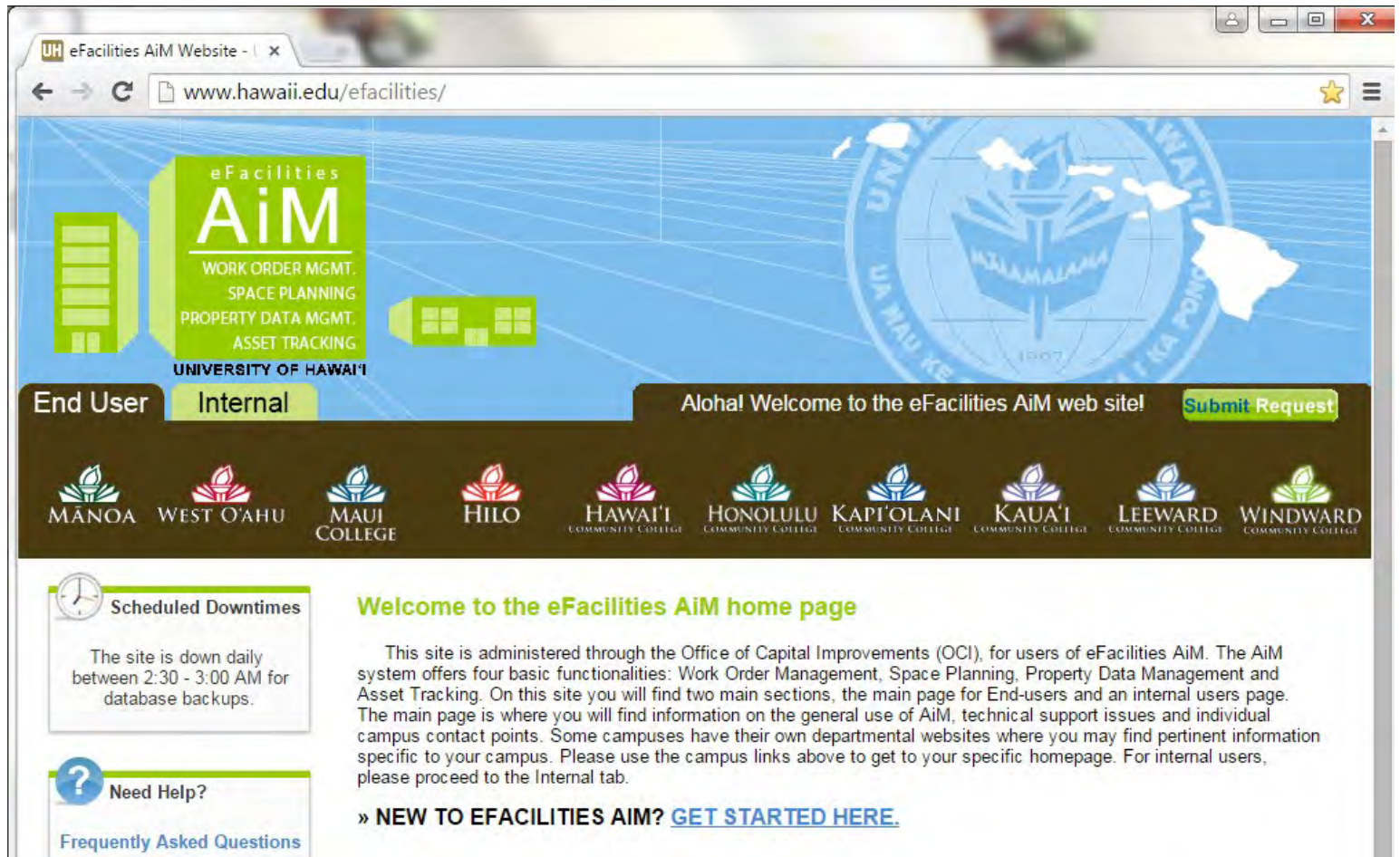


# AIM CUSTOMER REQUEST INSTRUCTIONS

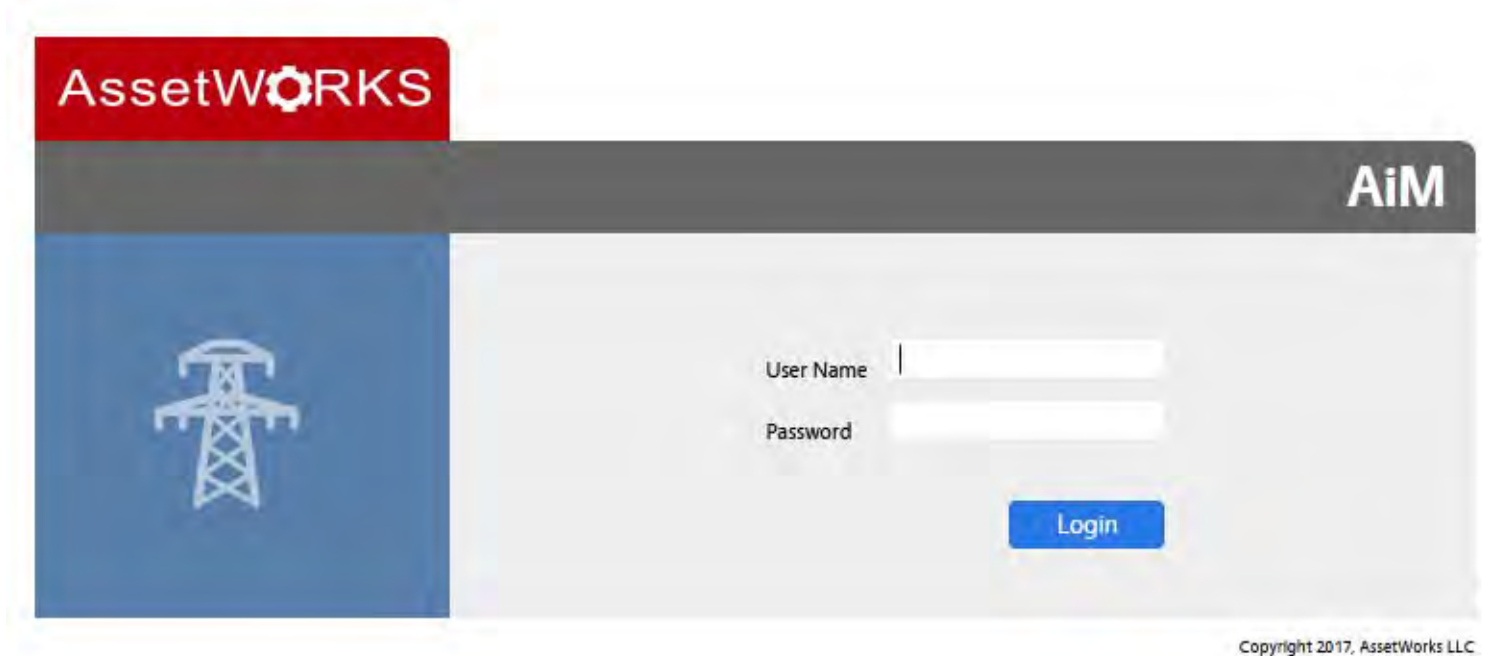
Step 1) Go to [www.hawaii.edu/efacilities/](http://www.hawaii.edu/efacilities/)

Step 2) Click on green Submit Request button.

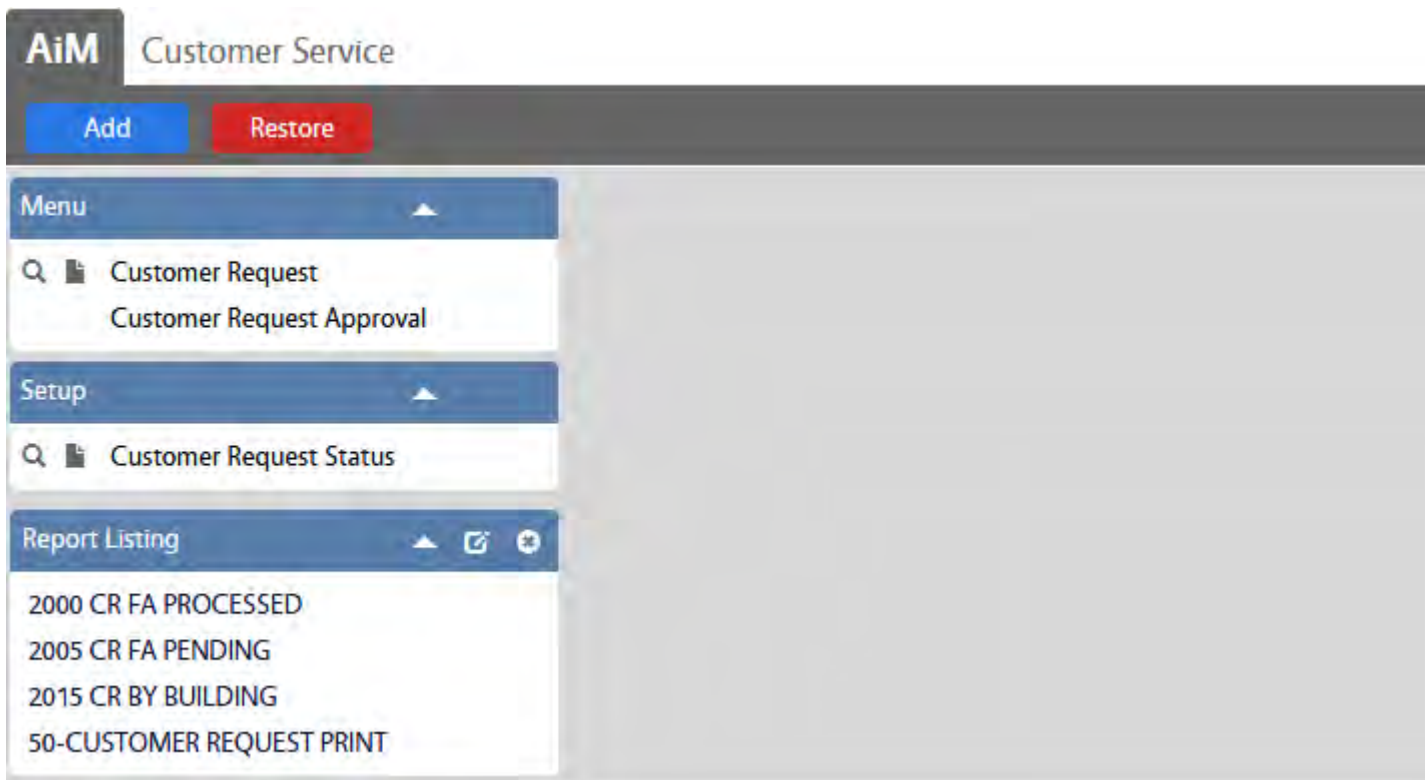


You will be redirected to the AiM Login page.

Step 3) Type in your UH Username & password.




Step 4) Click on Customer Service.




Step 5) Click on the sheet of paper button.

**AiM** Customer Service



**Add** **Restore**

**Menu** 

Q. **1i** Customer Request  
**f** Customer Request Approval

**Setup** 

Q. **1i** Customer Request Status

**Report 11stmg**  **13** 

2000 CR FA PROCESSED  
2005 CR FA PENDING  
2015 CR BY BUILDING  
50-CUSTOMER REQUEST PRINT

02017 AssetWorks

Step 6) Enter required information in red rectangles

**AiM** Customer Request HSONSON About Help Logout

**Save** Cancel

**View** **155106** Last Edited by HSONSON On 11/27/2017 11:09 AM **Request Status** **REQUESTED**

(Extra Description)

**Account Setup**

Notes Log **Status**

**History Related**

**Documents**

**Problem Code** \_\_\_\_\_

**Description** \_\_\_\_\_

**Desired Date** \_\_\_\_\_

**Reference** \_\_\_\_\_

**Contact** \_\_\_\_\_ **Dept Authorizer Username** JKWONGNA \_\_\_\_\_

**Contact Phone** \_\_\_\_\_ **Dept Authorizer Email** KWONGNA@HAWAII.EDU \_\_\_\_\_

**Contact Email** \_\_\_\_\_ **Fiscal Administrator Code** 101- \_\_\_\_\_ 0.1 \_\_\_\_\_

**Fiscal Administrator Email** BFOUNTA@HAWAII.EDU \_\_\_\_\_

**Campus** \_\_\_\_\_

**Facility** \_\_\_\_\_

**Property** \_\_\_\_\_

**Location** \_\_\_\_\_

\*\*\*\*\* Stop and save here for basic requests\*\*\*\*\*

If you need to attach documents to your request, **DO NOT** click the green Save button to submit.  
Please continue to Step 7.

Step 7) Click on Related Documents.

The screenshot shows the AiM Customer Request interface. The top navigation bar includes 'AiM Customer Request' and user information 'HSONSON About Help Logout'. Below the navigation are 'Save' and 'Cancel' buttons. The main content area is divided into several sections:

- Header:** Request ID '155108', 'Last Edited by HSONSON On 11/27/2017 11:11 AM', and 'Request Status' dropdown set to 'REQUESTED'.
- Form Fields:** 'Problem Code' (empty), 'Description' (containing 'creating the manual for AiM 9.0'), 'Desired Date' (calendar icon), and 'Reference' (empty).
- Contact Information:** Three rows for 'Contact', 'Contact Phone', and 'Contact Email', each with an empty input field.
- Authorization:** 'Dept Authorizer Username' (KWONGNA), 'Dept Authorizer Email' (KWONGNA@HAWAII.EDU), 'Fiscal Administrator Code' (014), and 'Fiscal Administrator Email' (BFOUNTAI@HAWAII.EDU).
- Location Selection:** 'Campus' (KU), 'Facility' (MAIN CAMPUS), 'Property' (4452), and 'Location' (100).

A red arrow in the left sidebar points to the 'Related Documents' link under the 'View' menu.

You will be brought to this screen.

AiM Related Documents HSONSON About Logout

Done Cancel

**155108** Last Edited by HSONSON On 11/27/2017 11:11 AM

creating the manual for AiM 9.0

Document Listing Attach Link Remove Add

Thumbnail Title Current Version Document Type Extra Description Related On

Step 8) Click on the blue Add button.

AiM Related Documents HSONSON About Logout


Done Cancel

**155108** Last Edited by HSONSON On 11/27/2017 11:11 AM

creating the manual for AiM 9.0

Document Listing Attach Link Remove Add

Thumbnail Title Current Version Document Type Extra Description Related On



Step 9) Click on the Browse button.



AiM



New Document

Next

Cancel

Please select document(s) to load:

Upload File(s)

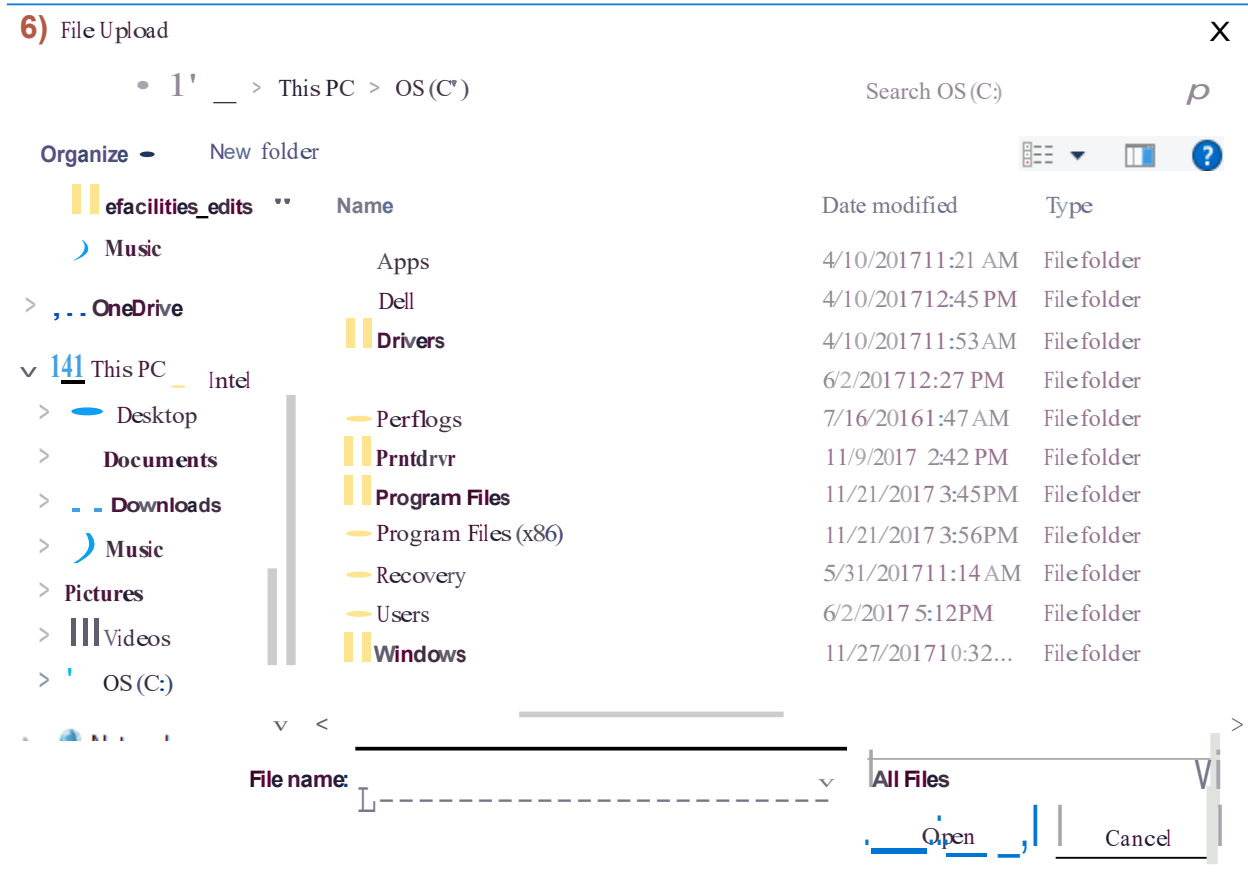
Browse.. | No files selected.

Add Meta Data

Add Anri butes

Add Permissions

Step 10) Select the file to upload.





Step 11) Click on the blue Next button, then Magnifying glass in Type field.

The screenshot shows the 'New Document' form in the AiM application. The form has a dark header with the AiM logo, a menu icon, and the text 'New Document'. On the right side of the header, there are links for 'HSONSON', 'About', and 'Logout'. Below the header, there are two buttons: 'Next' (highlighted in blue) and 'Cancel'. On the left side, there is a sidebar with links: 'Upload File(s)', 'Add Meta Data', 'Add Attributes', and 'Add Permissions'. The main form area has three sections: 'Title' with the text 'UHWO User Guide 8.1.1.pdf', 'Type' with an empty field and a magnifying glass icon, and 'Tags' with an empty text area. At the bottom, the 'File Name(s)' field contains 'UHWO User Guide 8.1.1.pdf'. A red arrow points to the 'Next' button, and another red arrow points to the magnifying glass icon in the 'Type' field.

Step 12) Select your document type from the list.

The screenshot shows the 'Document Type' selection screen in the AiM application. The header has the AiM logo, a menu icon, and the text 'Document Type'. Below the header, there are three buttons: 'Done', 'Search' (highlighted in blue), and 'Cancel'. The main content is a table with two columns: 'Type Name #' and 'Description'. The table lists the following document types:

Type Name #	Description
<a href="#">AIM:DOCUMENT</a>	UNMODIFIABLE AIM BASE DOCUMENT TYPE
<a href="#">AIM:FOLDER</a>	UNMODIFIABLE AIM BASE FOLDER TYPE
<a href="#">AIM:POLICY</a>	UNMODIFIABLE AIM BASE POLICY TYPE
<a href="#">AIM:RELATIONSHIP</a>	UNMODIFIABLE AIM BASE RELATIONSHIP TYPE
<a href="#">ATTACHMENT RELATIONSHIP</a>	ATTACHMENT RELATIONSHIP
<a href="#">BIRT_REPORT</a>	BIRT REPORTS
<a href="#">CAD DRAWING</a>	AUTOCAD DWG FILES
<a href="#">CMIS:DOCUMENT</a>	UNMODIFIABLE CMIS BASE DOCUMENT TYPE

Step 13) Click on the blue Next button 3 times.

**AiM** New Document

**Next** Cancel

[Upload File\(s\)](#)

[Add Meta Data](#)

[Add Attributes](#)

[Add Permissions](#)

Title: UHWO User Guide 8.1.1.pdf

Type: AIM:DOCUMENT

Tags:

File Name(s): UHWO User Guide 8.1.1.pdf

Step 14) You will see your file attached. Click the Done button.

**AiM** Related Documents

**Done** Cancel

**155108** Last Edited by HSONSON On 11/27/2017 11:11 AM

creating the manual for AiM 9.0

**Document Listing** Attach

<input type="checkbox"/>	Thumbnail	Title	Current Version	Document Type	Extra Description
<input type="checkbox"/>		<a href="#">UHWO User Guide 8.1.1.pdf</a>	1.0	AIM:DOCUMENT	

Step 15) Click the green Save button to submit.

**AiM** Customer Request HSONSON About Help Logout

**View** **155108** Last Edited by HSONSON On 11/27/2017 11:11 AM Request Status **REQUESTED**

**Extra Description**

Account Setup

Notes L09

Status History

Related Documents

Problem Code \_\_\_\_\_

Problem Code \_\_\_\_\_

Desired Date \_\_\_\_\_

Description **creating the manual for AiM9.0**

Reference \_\_\_\_\_

Contact \_\_\_\_\_

Contact Phone \_\_\_\_\_

Contact Email \_\_\_\_\_

Dept Aut00rizer Username **KWONGNA**

Dept Aut00rizer Email **kwongna@hawaii.edu**

Fiscal Administrator Code **014**

Fiscal Administrator Email **BFOUNTA@HAWAII.EDU**

Campus **KU**

Facility **KAUAI COMMUNITY COLLEGE**

Property **KAUAI MAIN CAMPUS**

Location **4452**

**KAUAI CC-ONE STOP CENTER**

LOBBY

Step 16) After submitting, you will see this screen and will receive a confirmation email that your request was received. Please turn to last page.

The screenshot shows the AiM Customer Request interface. At the top, there is a navigation bar with 'AiM' and a menu icon, followed by 'Customer Request'. On the right, there are links for 'HSONSON', 'About', 'Help', and 'Logout'. Below this is a secondary navigation bar with 'Edit', 'New', 'Search', and 'Browse'. The main content area is divided into several sections:

- Action:** Includes links for 'Email', 'Print', 'View', 'Extra Description', 'Account Setup', 'Sent Email', 'Notes Log', 'Status History', and 'Related Documents'.
- Request ID:** 155108, highlighted in yellow. It shows 'Last Edited by HSONSON On 11/27/2017 11:21 AM' and 'Request Status: REQUESTED'.
- Description:** 'creating the manual for AiM 9.0'.
- Contact:** Name: 'harry', Email: 'hsonson@hawaii.edu', Phone: '585-6291'.
- Dept Authorizer:** Username: 'KWONGNA', Email: 'KWONGNA@HAWAII.EDU'.
- Fiscal Administrator:** Code: '014', Email: 'BFOUNTAI@HAWAII.EDU'.
- Campus:** 'KU'.
- Facility:** 'MAIN CAMPUS'.
- Property:** '4452'.
- Location:** '100 LOBBY'.

(Auto-generated email confirmation)

The screenshot shows an email confirmation from 'EFACILITIES-HELP@lists.hawaii.edu' received at 11:21 AM. The email content is as follows:

\*\*\*\*\*  
 Please do not respond to this email -- it is automated system response  
 \*\*\*\*\*

Hello: harry

Customer Request # 155108 has been successfully submitted. Your request will be reviewed and subject to final approval before it is issued as a work order.

If your request is classified as a service outside general campus services, you may be asked to get Dean/Director authorization, and/or Fiscal Officer approval. You will be notified if this is required.

You may track the status of your Customer Requests via your AiM account -- simply search for the specific customer request and view the record.

Thank you.

\*\*\*\*\*THIS IS AN AUTO-GENERATED EMAIL CONFIRMATION. DO NOT REPLY TO THIS EMAIL. CONTACT THE CAMPUS OFFICE RECEIVING YOUR REQUEST\*\*\*\*\*

***Inquiries for work requests should be directed to the specific campus Facilities, O&M office.***  
***<http://www.hawaii.edu/efacilities/contact.php>***