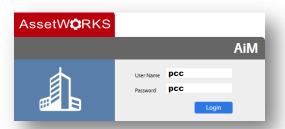# FMS Customer Service Request – Simple Guide

> ⚠️ *To turn in a request to the Service Request Center please follow instructions below. Please note that this is a **simple guide**. If you need to attach documents and add notes to your request please see the **detailed guide** by visiting FMS work requests web page and look for: **FMS Customer Service Request – Detailed Guide**.*
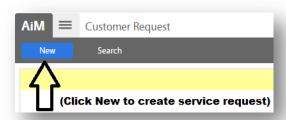
➢ 1.) To create a request visit following website: https://pccaimapp.assetworks.com/fmax and login using (user name = **pcc**   password = **pcc**)
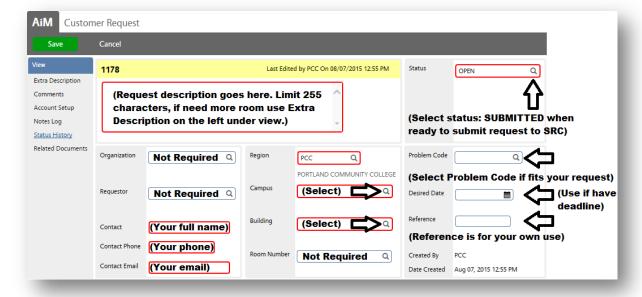

➢ 2.) After successful login click on the link that says: "**To Turn in Service Request Click HERE**". See image below with arrow pointing to the link:

➢ 3.) To create new request click on New blue button:
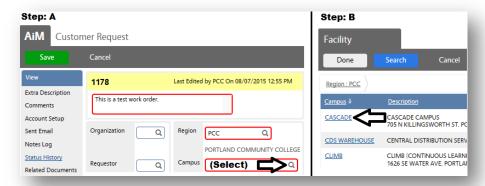

➢ 4.) Fill out all **required red fields**: Request Description, Contact, Contact Phone, Contact Email, Campus, Building and Status. If you leave the required fields blank, you will receive an error message. **Please make sure to enter correct __contact email__, system will use this email to keep you updated on your service request progress**. Please note that the request description text field is limited to only 255 characters, if you need more space for your request then use extra description (on the left side, under View). To select campus/building see **step 5** & **6**, there is a multi-step process.
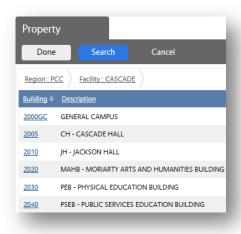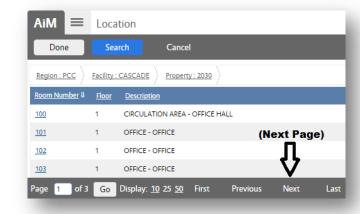
➢ 5.) To select campus (where the problem is at) click on the magnifying glass and on Facility screen choose your campus.
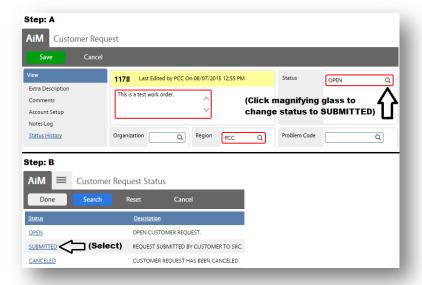

➢ 6.) Select building number (example: 2030 is PEB [PHYSICAL EDUCATION BUILDING] at Cascade):

➢ 7.) (**Optional** - **room number**) Select room number, if available (might have to click next page to see more room numbers). If request is for multiple rooms or you do not know the room number, put as much detail in description field as possible. Click Done button (upper left), which will take you back to your Customer Request screen.
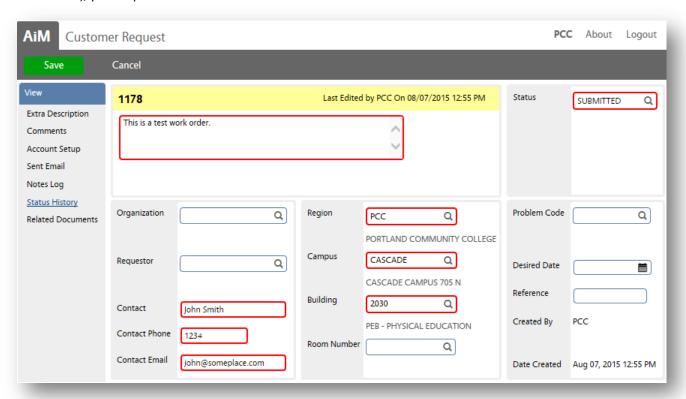

➢ 8.) When you are done filling out your request form, last step that you need to do is to change the status from **OPEN** to **SUBMITTED**. If you leave this request in OPEN status and save it then you are able to go back and edit this request. If you select SUBMITTED then your request will be routed to SRC for approval. Click on status magnifying glass (upper right corner) and choose SUBMITTED:
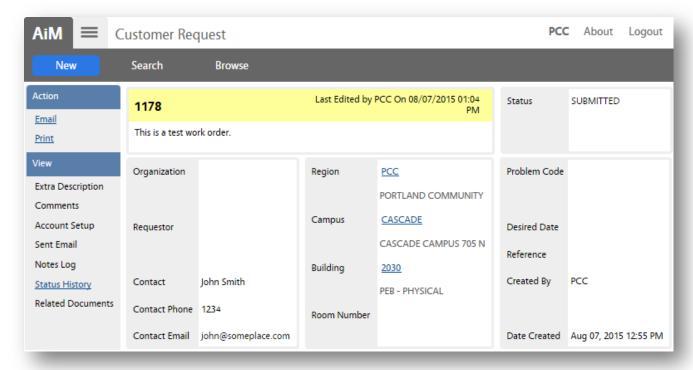
➢ 9.) When done filling out your form and verified that your status equals **SUBMITTED** then click the Save button (upper left corner), your request will be routed to SRC.

➢ 10.) After saving the customer request, an automated notification will be sent to the contact email address that you provided. When the Service Request Center (SRC) approves your request, you will receive another automated email with a work order number and work order information. If you did not receive any automated emails from SRC, please check your request and see if you entered your email correctly. When done click the the Logout link (upper right side).