

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.

Step: A

AiM Customer Request

Save Cancel

View

Extra Description
Comments
Account Setup
Sent Email
Notes Log
Status History
Related Documents

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This is a test work order.

Organization

Region

PORTLAND COMMUNITY COLLEGE

Requestor

Campus

Step: B

Facility

Done Search Cancel

Region: PCC

Campus	Description
CASCADE	CASCADE CAMPUS 705 N KILLINGSWORTH ST. PC
CDS WAREHOUSE	CENTRAL DISTRIBUTION SERV
CLIMB	CLIMB (CONTINUOUS LEARNI 1626 SE WATER AVE. PORTLA

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

Property

Done Search Cancel

Region: PCC Facility: CASCADE

Building	Description
2000GC	GENERAL CAMPUS
2005	CH - CASCADE HALL
2010	JH - JACKSON HALL
2020	MAHB - MORIARTY ARTS AND HUMANITIES BUILDING
2030	PEB - PHYSICAL EDUCATION BUILDING
2040	PSEB - PUBLIC SERVICES EDUCATION BUILDING

- 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.

AiM Location

Done Search Cancel

Region: PCC Facility: CASCADE Property: 2030

Room Number	Floor	Description
100	1	CIRCULATION AREA - OFFICE HALL
101	1	OFFICE - OFFICE
102	1	OFFICE - OFFICE
103	1	OFFICE - OFFICE

(Next Page)

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- 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:

Step: A

AiM Customer Request

Save Cancel

View

Extra Description
Comments
Account Setup
Sent Email
Notes Log
Status History
Related Documents

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This is a test work order.

Organization

Region

Problem Code

Status

(Click magnifying glass to change status to SUBMITTED)

Step: B

AiM Customer Request Status

Done Search Reset Cancel

Status	Description
OPEN	OPEN CUSTOMER REQUEST.
SUBMITTED	REQUEST SUBMITTED BY CUSTOMER TO SRC.
CANCELED	CUSTOMER REQUEST HAS BEEN CANCELED.

(Select)

- 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.

The screenshot shows the 'AiM Customer Request' form. At the top left, there is a 'Save' button (green) and a 'Cancel' button (grey). The form is titled 'Customer Request' and has a 'PCC About Logout' link at the top right. The form is divided into several sections:

- View** (left sidebar): Includes links for Extra Description, Comments, Account Setup, Sent Email, Notes Log, Status History, and Related Documents.
- Form Fields** (main area):
 - Organization**: Searchable dropdown.
 - Requestor**: Searchable dropdown.
 - Contact**: Text input (John Smith).
 - Contact Phone**: Text input (1234).
 - Contact Email**: Text input (john@someplace.com).
 - Region**: Searchable dropdown (PCC).
 - Campus**: Searchable dropdown (CASCADE).
 - Building**: Searchable dropdown (2030).
 - Room Number**: Searchable dropdown.
 - Problem Code**: Searchable dropdown.
 - Desired Date**: Calendar icon.
 - Reference**: Text input.
 - Created By**: PCC.
 - Date Created**: Aug 07, 2015 12:55 PM.
- Status** (right sidebar): A dropdown menu showing 'SUBMITTED'.

The form is titled '1178' and 'Last Edited by PCC On 08/07/2015 12:55 PM'. The 'Status' is 'SUBMITTED'.

- 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).

The screenshot shows the 'AiM Customer Request' form. At the top left, there is a 'New' button (blue) and a 'Search Browse' link. The form is titled 'Customer Request' and has a 'PCC About Logout' link at the top right. The form is divided into several sections:

- Action** (left sidebar): Includes links for Email, Print, and View.
- Form Fields** (main area):
 - Organization**: Searchable dropdown.
 - Requestor**: Searchable dropdown.
 - Contact**: Text input (John Smith).
 - Contact Phone**: Text input (1234).
 - Contact Email**: Text input (john@someplace.com).
 - Region**: Searchable dropdown (PCC).
 - Campus**: Searchable dropdown (CASCADE).
 - Building**: Searchable dropdown (2030).
 - Room Number**: Searchable dropdown.
 - Problem Code**: Searchable dropdown.
 - Desired Date**: Calendar icon.
 - Reference**: Text input.
 - Created By**: PCC.
 - Date Created**: Aug 07, 2015 12:55 PM.
- Status** (right sidebar): A dropdown menu showing 'SUBMITTED'.

The form is titled '1178' and 'Last Edited by PCC On 08/07/2015 01:04 PM'. The 'Status' is 'SUBMITTED'.