CHANGES TO LOCATION & PROPERTY NEEDED FOR YOUR WORK REQUESTS

In an effort to make entering Customer Requests in AiM more user-friendly, we are making a change to how you select the property and location for your requests.

When AiM was first released in 2012, putting in a Customer Request required you to know what facility or category a location was in. For example, if you wanted to enter a request for a location on campus, you had to know if the facility was Building, Housing, Roads & Walks, Sports, Site Service, or even Miscellaneous.

We have simplified this by eliminating those categories and putting everything located on the UNCW main campus together. This way it doesn’t matter if the location is an academic building, a dormitory, a parking lot, or garage services. It is all under the Main Campus Facility. Following that logic, all the CMS properties are under Myrtle Grove Facility, the Market Street properties are under Market Street Facility, etc.

So now when you enter a Customer Request, in the Location block you will click on the magnifying glass “zoom” icon next to Region and choose UNCW. You will then be prompted to choose the Facility. If the location is on the main campus you would choose Main Campus for the Facility and then the building, dorm, parking lot, etc. and, if there is a specific room number, enter it under Location. Like this:

Region: UNCW

Facility: Main Campus

Property: Belk Hall

Location: 108

Even a request for vehicle service from the Garage is listed under the Main Campus. Simply choose:

Region: UNCW

Facility: Main Campus

Property: Garage

Location: <choose your department>

Hopefully, this new hierarchy will eliminate guesswork and confusion and make entering a Customer Request easier for everyone.