



Facilities AiM COVID-19 PPE Customer Request Guide

If your request is for an urgent matter like a life safety issue (alarm) or where property damage will occur if the issue is not fixed immediately (water leak), please call the work order center at 962-3101.

Step 1: Log in

Access the log in screen and log into AiM:

URL: <https://ba-aim1.uncw.edu/production>

This will bring up your individual WorkDesk.

The image shows the login interface for AssetWORKS AiM. At the top left is the 'AssetWORKS' logo in a red box. To the right, in a dark grey box, is the 'AiM' logo. Below the logos is a blue vertical bar with a white building icon. The main area is light grey and contains a login form with two input fields: 'User Name' and 'Password'. A blue 'Login' button is positioned below the password field.

Step 2: Open Form

Select Customer Service

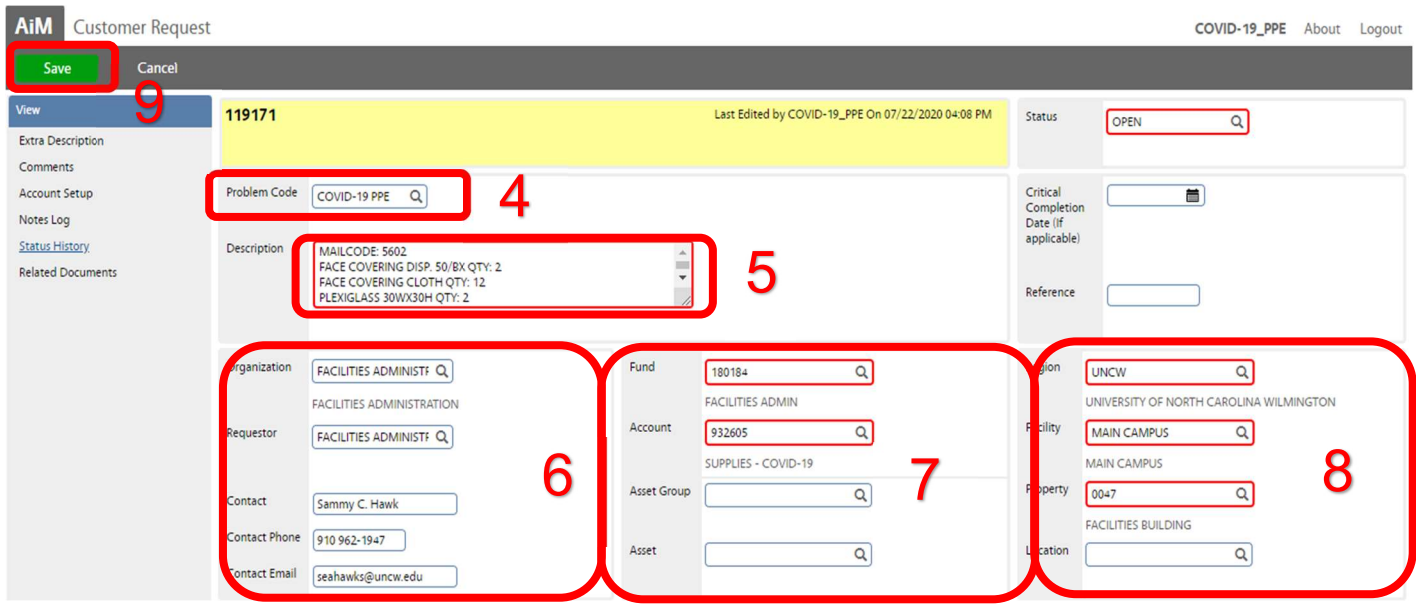
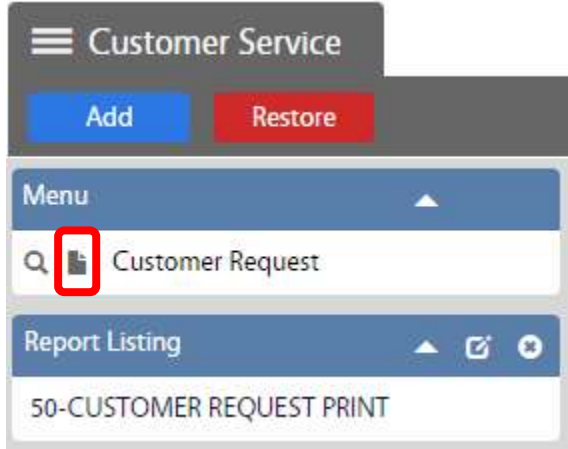
The image shows the 'WorkDesk' interface. At the top left is a 'WorkDesk' header with a hamburger menu icon. Below it are 'Add' and 'Restore' buttons. A 'Menu' dropdown is open, showing options: 'Work Management', 'Customer Service' (highlighted with a red box), 'Project Management', 'Property', and 'System Administration'. To the right of the menu are several panels: 'Administrator Messages' (showing a welcome message), 'Quick Search', 'Personal Query Count' (showing 48 Work Management ~ Work Order ~ James Hall and 1 Work Management ~ Work Order ~ James Hall Created within a Month), and 'Personal Query Listing'.

Step 3: New Record


To enter a new request click on the New  icon to open the Customer Request form.



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Step 4: Problem Code

Under the Request Details block, click on the  magnifying glass next to the Problem Code field to open a list of codes. Choose Problem Code **COVID-19 PPE**

Step 5: Description

Choosing the Problem Code will populate an order template. Enter the need quantities and fund code. Items that are listed with a fund will be billable to the department

MAILCODE: 5910
FACE COVERING 50/BX QTY:2
FACE COVERING CLOTH:1
PLEXIGLASS 30WX30H QTY:2 24WX30H QTY:
30WX36H QTY: 24WX36H QTY:
FACE SHIELD QTY: 3



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DESKTOP HAND SANITIZER QTY: 1

DISINFECTING WIPE QTY: 2

Step 6: Contact Information

Enter the Contact name, Contact Phone, and Contact Email address for the contact person for this work request. AiM will automatically send a confirmation email to the Contact Email address when the Customer Request is approved. Also this contact will receive an email when supplies are packaged and ready for delivery whether partial or complete.

Step 7: Fund and Account Information

In the Accounts block the Fund defaults to NONBILLABLE.

Step 8: Location Information

In the Location block, click on the magnifying glass next to Region field and select the region of the University where the problem exists. AiM will then prompt you to enter the Facility, Property, and Location from lists of choices.

Step 9: Save

Click on the Save button at the top left of the screen to complete your request, an automated notification will be sent to the contact email address once the request has been approved.