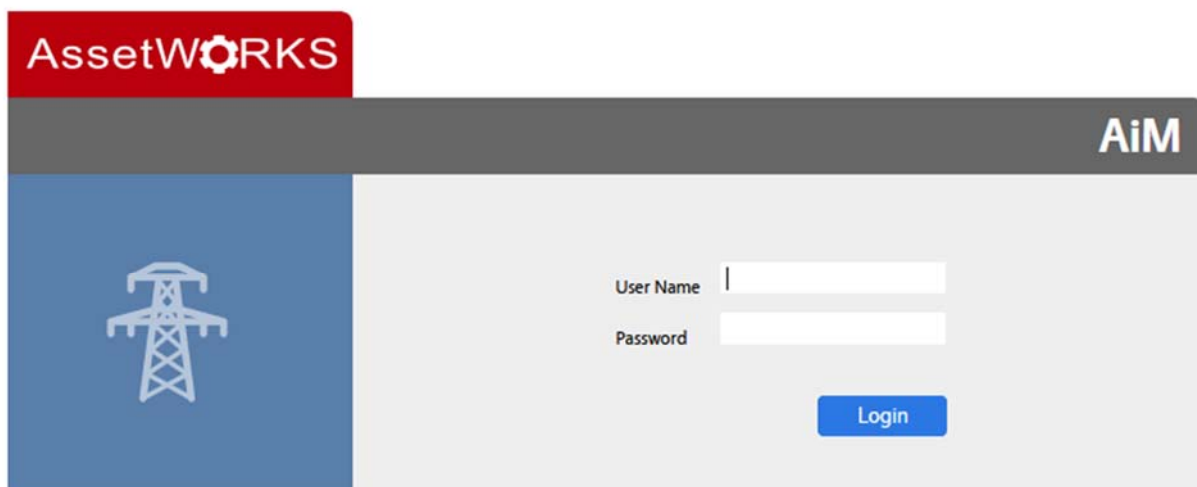


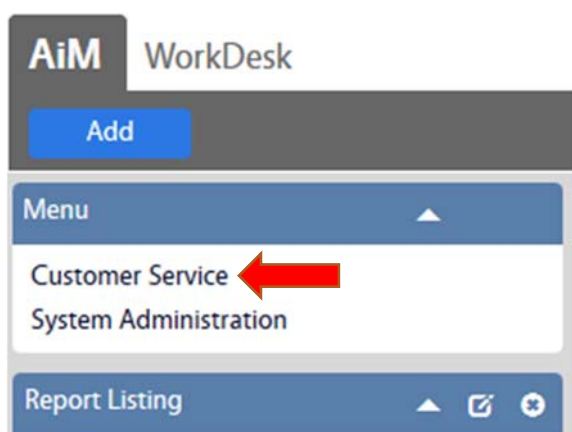
### AIM CUSTOMER REQUEST INSTRUCTIONS

1. Go to <https://aim.its.hawaii.edu/aim/login>
2. Log in to AiM using your *UH Gmail credentials*

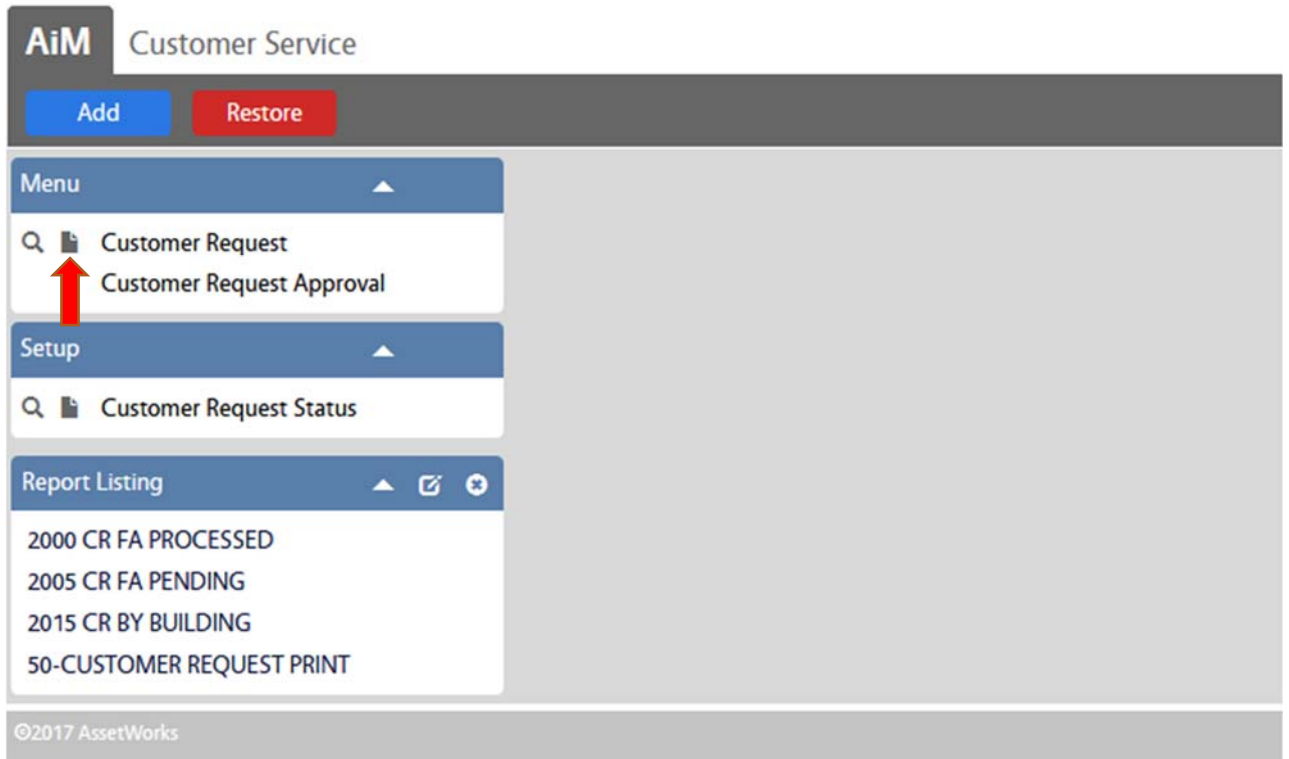


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3. Click on *Customer Service*



- Click on **paper icon** next to Customer Request



- Enter **required information** in red including **Contact information**

The screenshot shows the 'AiM Customer Request' form. The form is titled 'AiM Customer Request' and has a 'Save' button and a 'Cancel' button. The form is divided into several sections. The top section shows the request ID '175494' and 'Last Edited by HSONSON On 07/09/2019 11:04 AM'. The 'Request Status' field is set to 'REQUESTED'. The 'Description' field is highlighted with a red box. The 'Contact' section has three fields: 'Contact', 'Contact Phone', and 'Contact Email', all highlighted with red boxes. The 'Dept Authorizer' section has three fields: 'Dept Authorizer Username' (KWONGNA), 'Dept Authorizer Email' (HSONSON@HAWAII.EDU), and 'Fiscal Administrator Code' (014), all highlighted with red boxes. The 'Fiscal Administrator Email' field is BFOUNTAI@HAWAII.EDU. The 'Campus' field is set to 'MA' (UNIVERSITY OF HAWAII AT), and the 'Facility', 'Property', and 'Location' fields are also highlighted with red boxes. The footer shows '©2017 AssetWorks'.

\*\*\*\*\* 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 6.

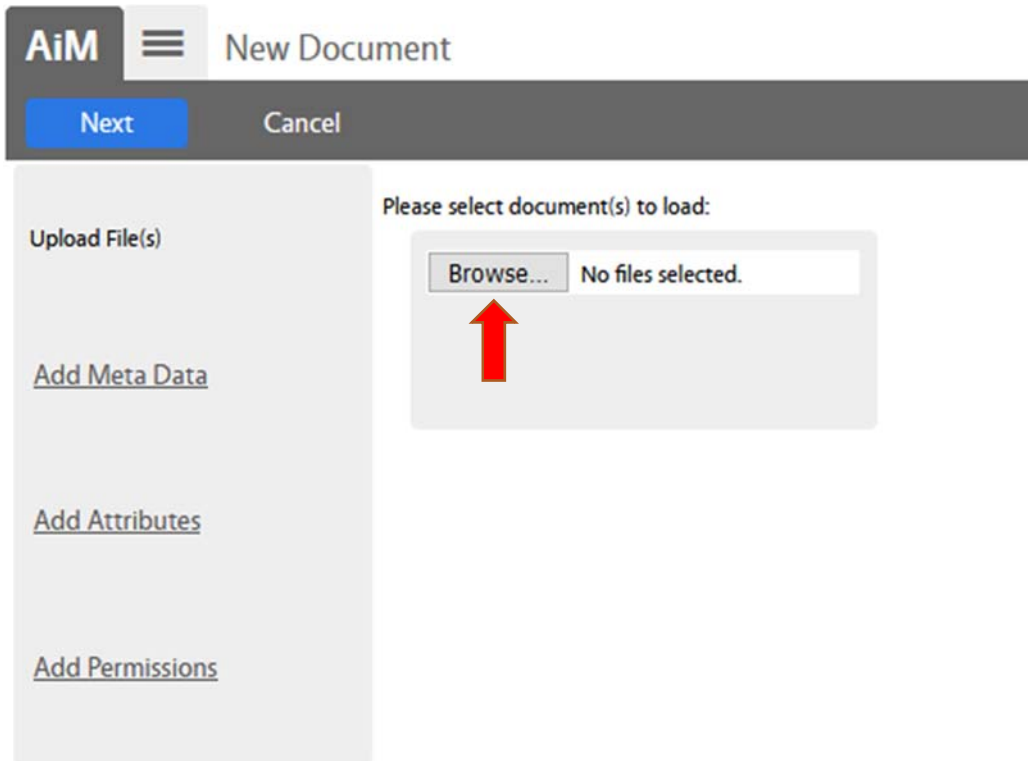
6. Click on **Related Documents**

The screenshot shows the 'Customer Request' form in the AiM system. The left sidebar contains a 'View' menu with options: Extra Description, Account Setup, Notes Log, Status History, and Related Documents. The 'Related Documents' option is highlighted with a red box and a red arrow pointing to it. The main form area shows a request ID of 155108, last edited by HSONSON on 11/27/2017 at 11:11 AM. The 'Request Status' is 'REQUESTED'. The 'Description' field contains the text 'creating the manual for AiM 9.0'. Other fields include 'Problem Code', 'Desired Date', 'Reference', 'Contact', 'Contact Phone', 'Contact Email', 'Dept Authorizer Username' (KWONGNA), 'Dept Authorizer Email' (KWONGNA@HAWAII.EDU), 'Fiscal Administrator Code' (014), 'Fiscal Administrator Email' (BFOUNTAI@HAWAII.EDU), 'Campus' (KU), 'Facility' (MAIN CAMPUS), 'Property' (4452), and 'Location' (100 LOBBY).

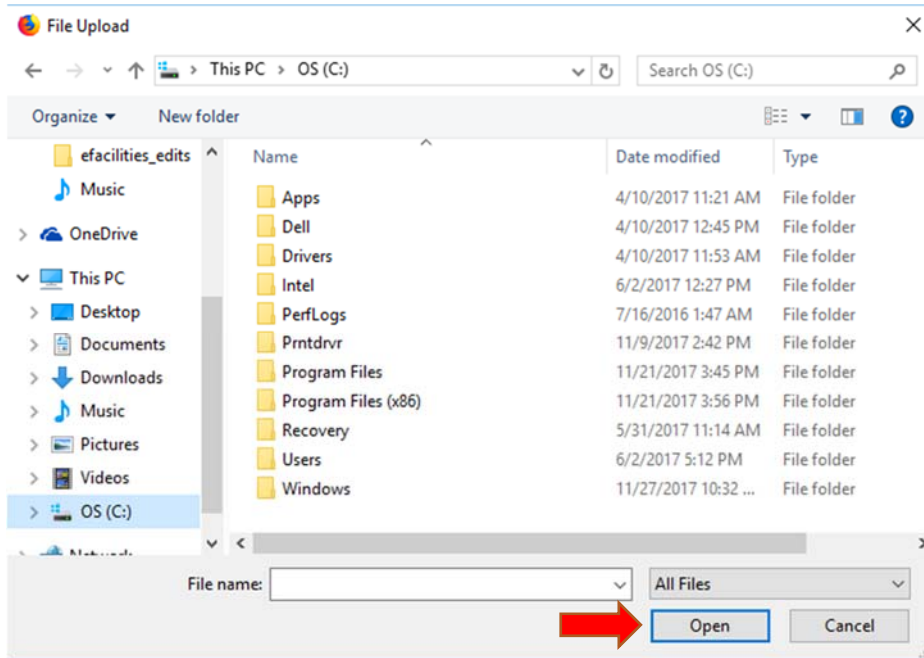
7. Click on the blue **Add** button

The screenshot shows the 'Related Documents' page in the AiM system. The page title is 'Related Documents'. The request ID 155108 is displayed at the top, along with the text 'Last Edited by HSONSON On 11/27/2017 11:11 AM'. The description 'creating the manual for AiM 9.0' is visible. At the bottom, there is a 'Document Listing' table with columns: Thumbnail, Title, Current Version, Document Type, Extra Description, and Related On. To the right of the table are buttons for 'Attach', 'Link', 'Remove', and 'Add'. The 'Add' button is highlighted with a red box and a red arrow pointing to it.

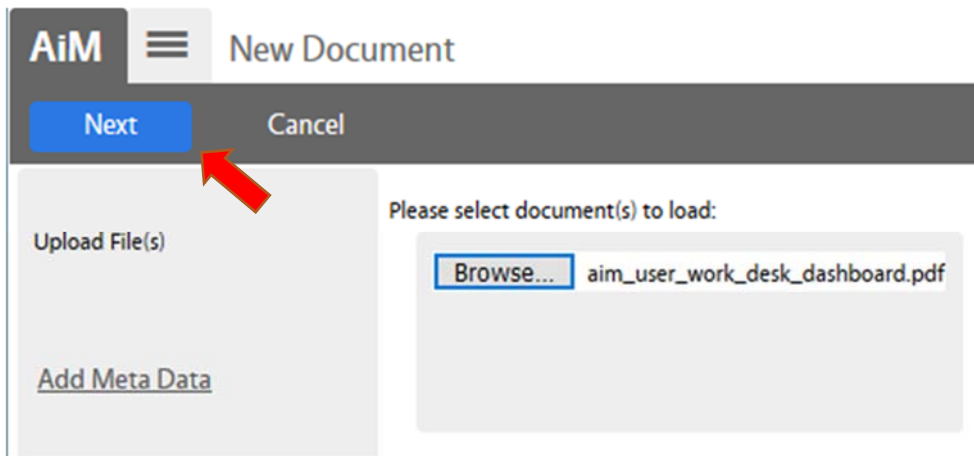
- Click on the **Browse** button



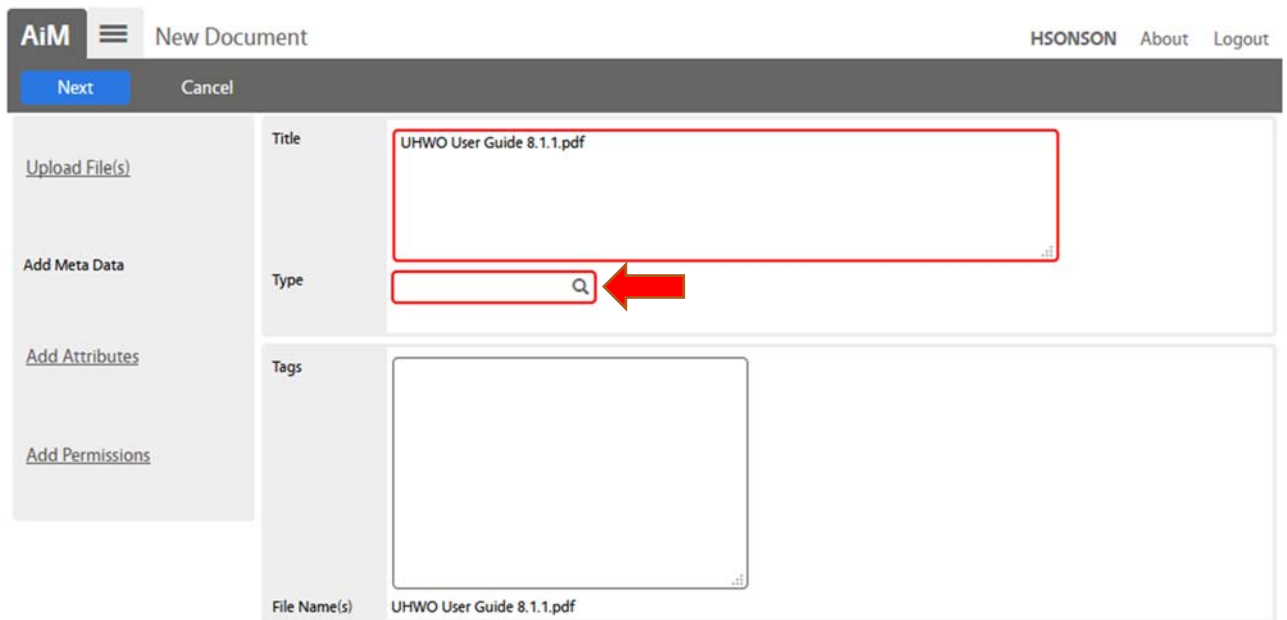
- Select the **file** to upload then click **open**



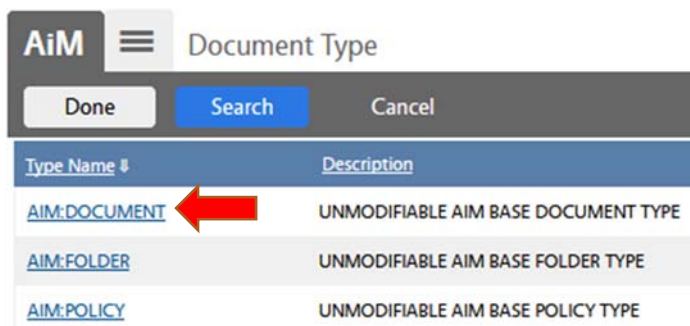
10. Click on the blue **Next** button



11. Click on the **Magnifying glass** in Type field



12. Select your **document type** from the list (AIM:DOCUMENT will work for most)



13. Click on the blue **Next** button (2 times) until the Done button appears

**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

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

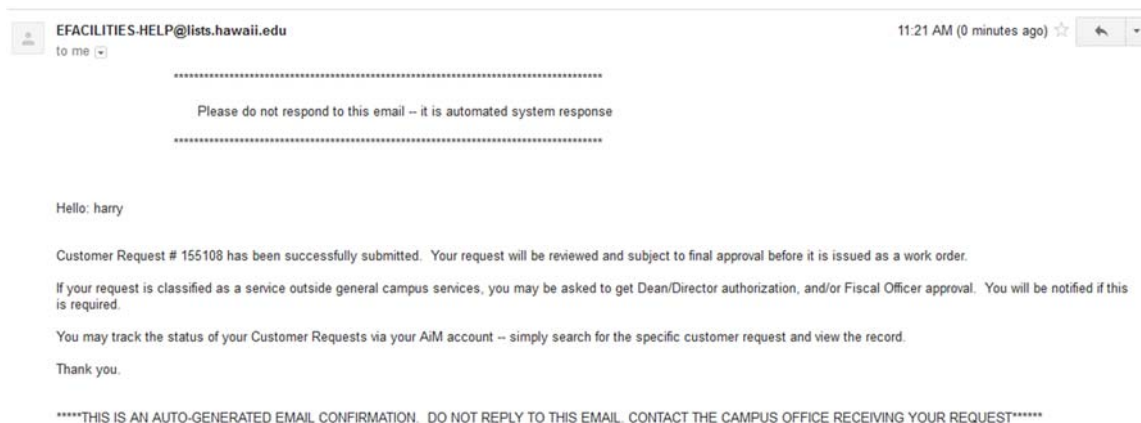
**Document Listing** Attach

<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	

15. Click the green **Save** button to submit

The screenshot shows the 'AiM Customer Request' interface. At the top left, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button. The main form area includes a yellow header with the request ID '155108' and 'Last Edited by HSONSON On 11/27/2017 11:11 AM'. Below this, there are sections for 'Problem Code', 'Description' (containing 'creating the manual for AiM 9.0'), 'Request Status' (set to 'REQUESTED'), 'Desired Date', and 'Reference'. A bottom section contains contact information for the requestor and administrator, including fields for name, email, and phone. On the right side, there are dropdown menus for 'Campus' (KU), 'Facility' (MAIN CAMPUS), 'Property' (4452), and 'Location' (100 LOBBY).

16. After submitting, you will receive a confirmation email that your request was received.

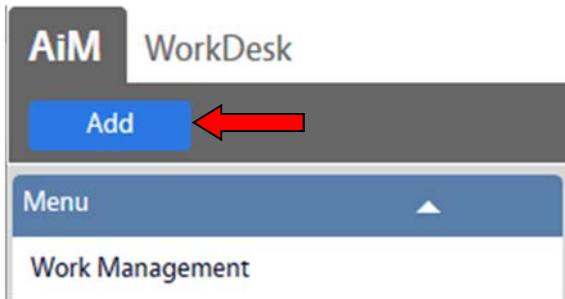


(Auto-generated email confirmation)

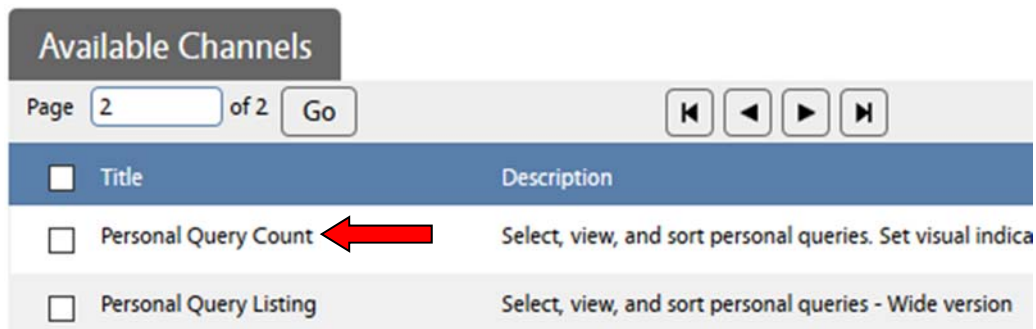
*Inquiries for work requests should be directed to the **specific campus Facilities, O&M office.***  
<http://www.hawaii.edu/efacilities/contact.php>

### Adding Query Counts to the Work Desk Instructions

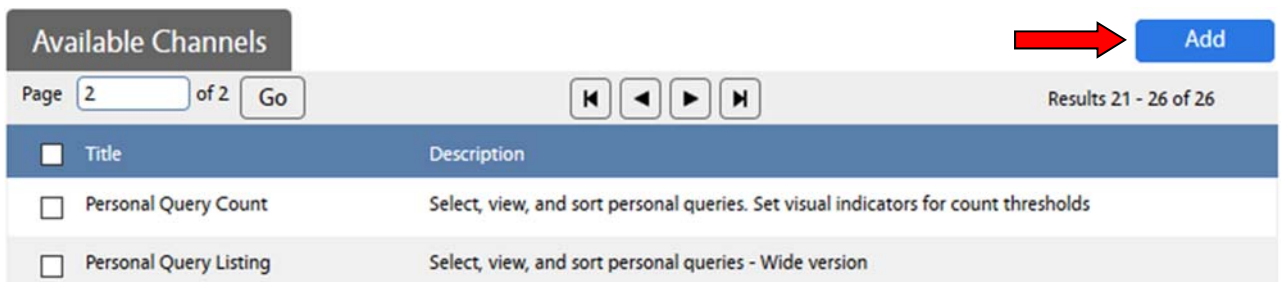
1. Click the **Add** icon in the upper left



2. Select **Personal Query Count** from the Available Channels list (may be on page two)



3. Click on the blue **Add** button to the right



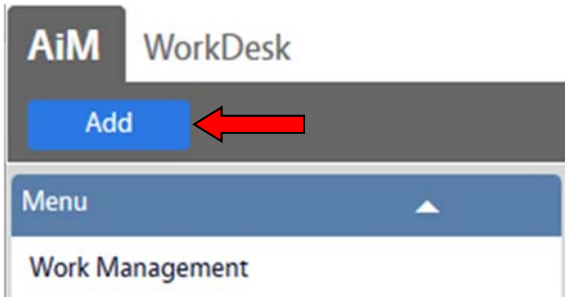
4. Click the **Save** button to save



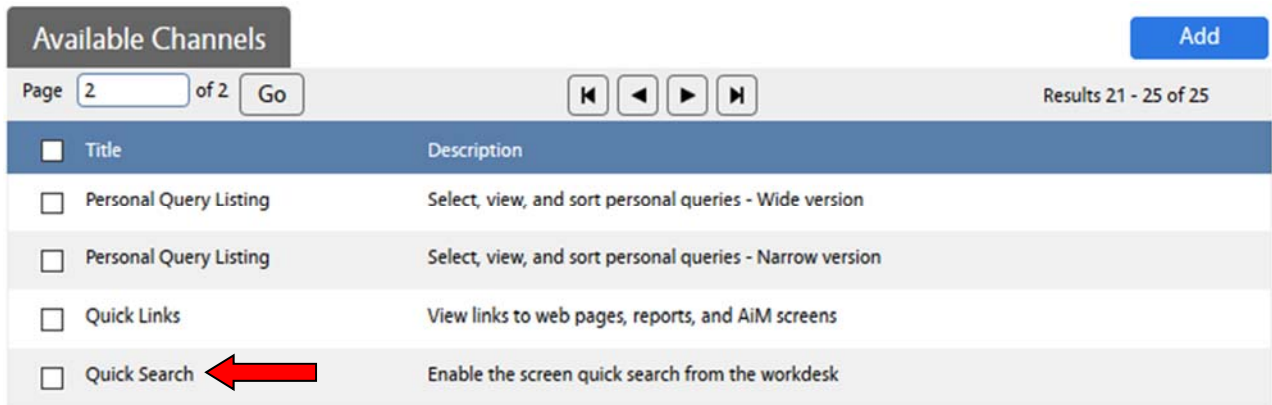


### Adding a Quick Search Instructions

1. Click the **Add** icon in the upper left



2. Select **Quick Search** from the Available Channels list (may be on page two)



3. Click on the **Add** blue button to the right



4. Click the **Save** button to save



- Return to the Work Desk to view the newly created Quick Search
- Click on **Edit** (square to the right) to add Quick Searches.



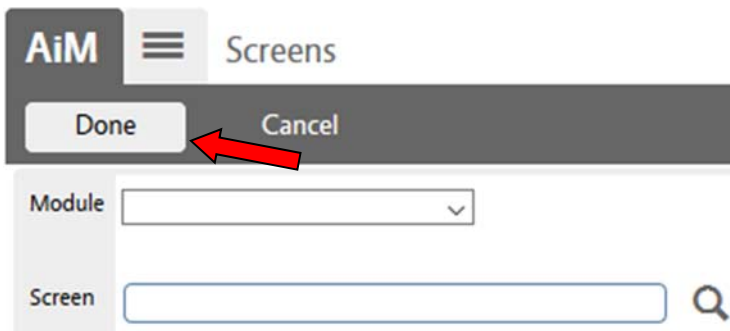
- Click **Add Screens** (next to Remove)



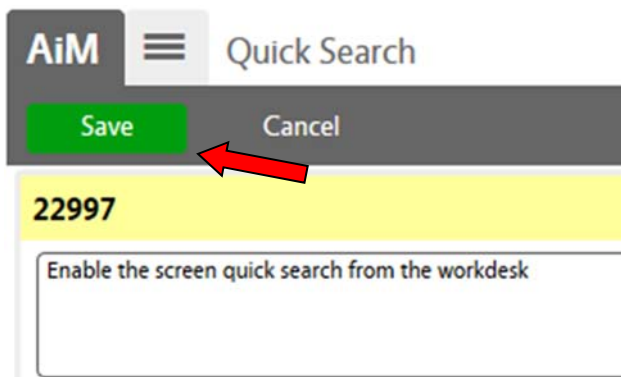
- Check mark **Customer Request** screen

<input type="checkbox"/>	Module	Screen
<input checked="" type="checkbox"/>	Customer Service	Customer Request
<input type="checkbox"/>	System Administration	Document Profile
<input type="checkbox"/>	System Administration	Personal Query

- Click **Done**

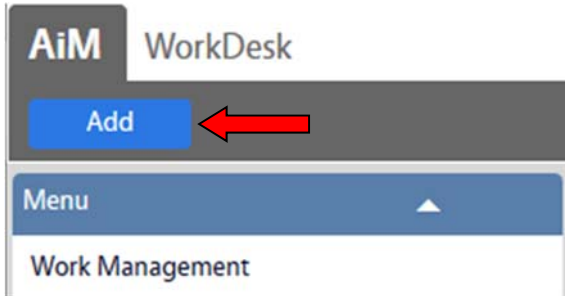


- Click the **Save** button to save

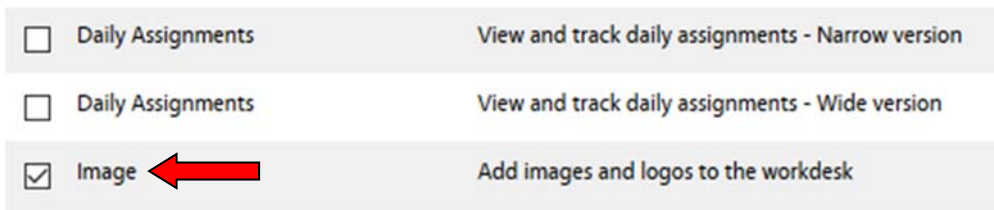


### Adding an Image Instructions

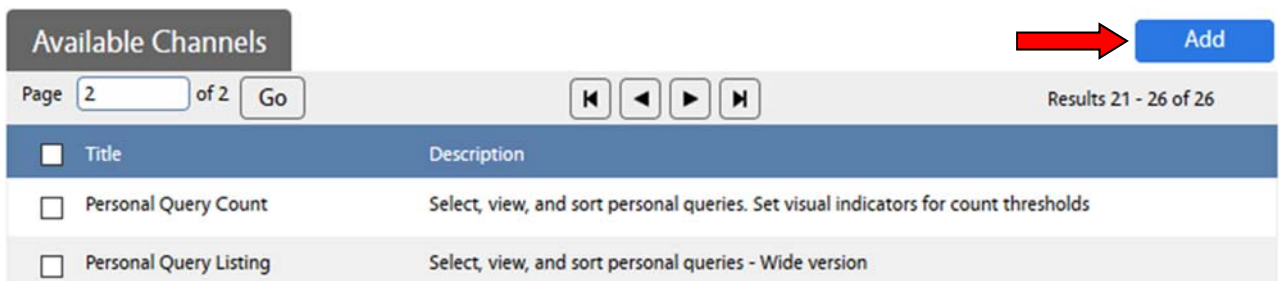
1. Click the **Add** button



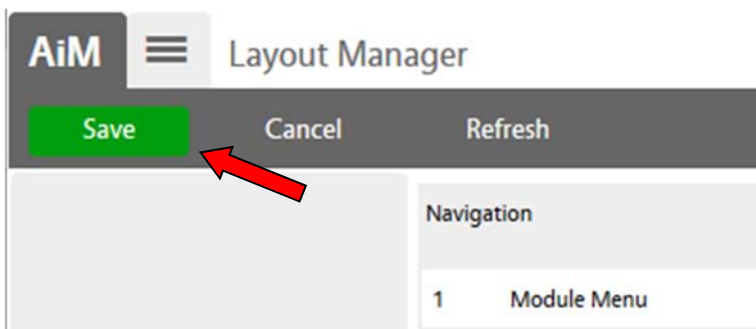
2. **Check mark** Image



3. Click **Add** blue button to the right



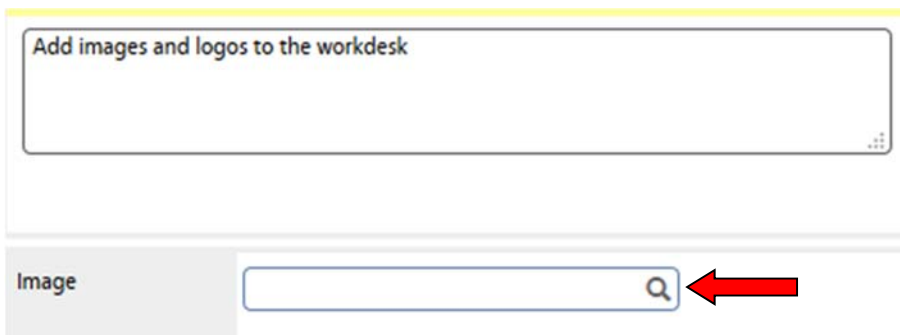
4. Click **Save**



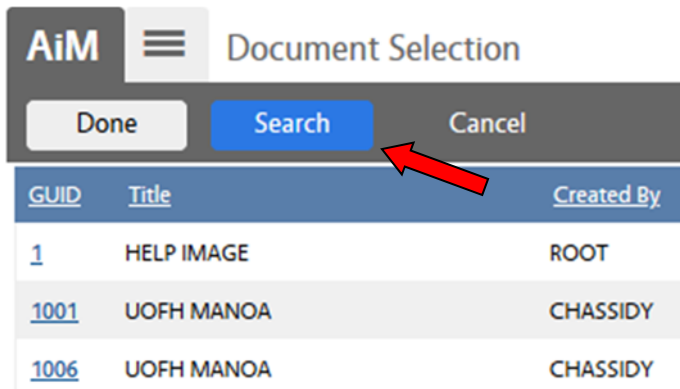
- Click **EDIT** in the Image box (middle icon next to triangle pointing up)



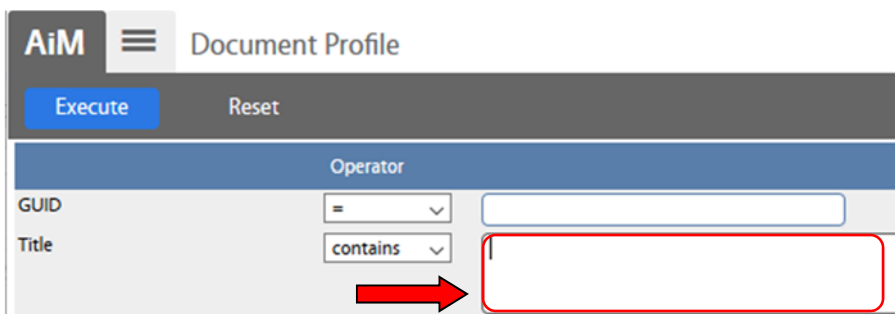
- In the field called "Image" click the **magnifying glass** and select one of the listed images appropriate to your campus



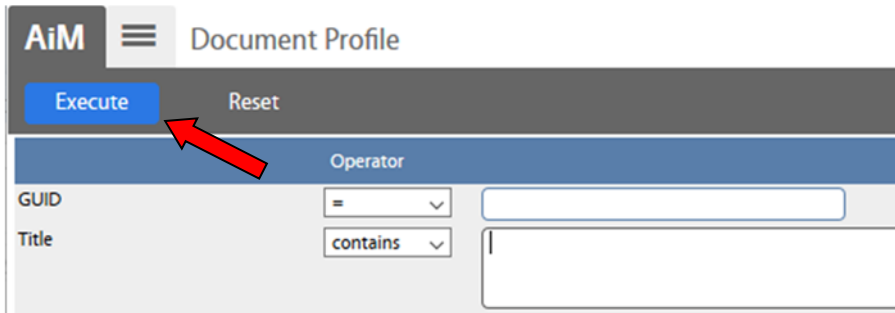
- Click **search**



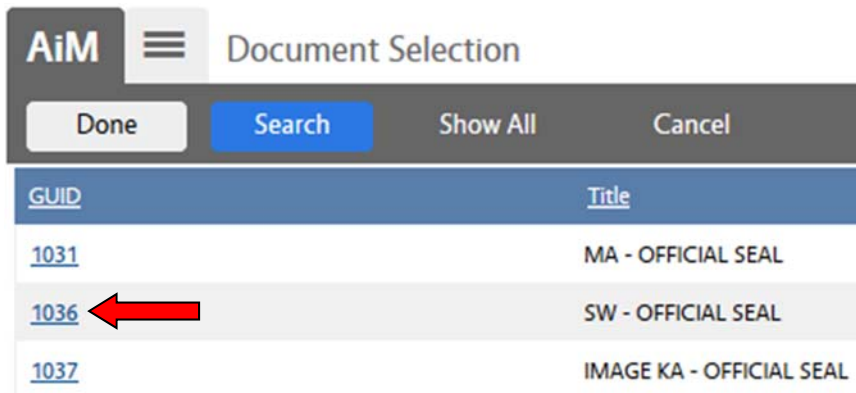
- Using the **title box** you can search by name or campus or any description



9. Click **execute**



10. Select the **GUID** number of the image you want



11. Click **Save**

