

Student Instructions

If you need Facilities Management & Services (**FMS**) assistance

Log on to AiM™

Unless you are reporting an Emergency or submitting a Key Request, we request that you use AiM™ for all of your Customer Requests. Please call 54 40 and/or Public Safety to report an emergency. (See **Emergency Contact Info below**). Key Requests may be entered on the Lotus Notes Dashboard. Please call 54 40 if you encounter any problems accessing AiM™

Please note that all requests related to phones, data, and cable should be directed to Media & Information Technology at x5440

AiM™ ACCESS

You can access AiM™ to submit a customer request in one of the following ways:

- **Spelman Housing Website**

Select the AiM™ link near the bottom of the page.

- **Web Browser**

Simply paste the following path into your internet browser
https://spelmanapp.assetworks.com/fmax/screen/CRQ_VIEW

LOGGING ON TO AiM™

Students can login to AiM™ using the Username and Password info below:

Username

spelmanite

Password

student

A Customer Request Window will appear once you have successfully logged on.

MAKING A CUSTOMER REQUEST

To start a customer request, click on the “New” button at the far right side of the menu bar. This icon resembles a blank sheet of paper. A new Customer Request window will appear with a number of red boxes. Make sure your pop-block is off.

Enter the requested information in the **Red Boxes**.

Request Data: Enter a **Description** of the problem and or the work you are requesting to be completed.

Contact: Please be sure to enter this information so we can contact you should we have any questions.

- o **CONTACT**
- o **CONTACT PHONE**
- o **CONTACT EMAIL**

Location: **Region: Spelman** and **Facility: Main Campus** should fill-in automatically. To input the **Location**, click on the circle to the right of **Region: Spelman**. A window will appear with a list of campus buildings. Select the building location of your request and a second window will appear that will allow you to select the specific room. Please note that there are multiple pages of information, please use the arrows at the bottom of the page to scroll through the pages.

Click the SAVE icon, Black square that looks like a Floppy Disk, at the right of the menu bar.

You will receive an email acknowledging the successful completion of your email request. You will also receive an email if your requests is rejected and upon completion of your request.

With a significant number of work requests every day, FMS addresses requests according to priorities that keep us aligned with Spelman's mission. FMS Customer Service representatives will prioritize work requests as follows:

URGENT – Within 24 hours

- Time sensitive
- Flashing light fixtures
- Beeping smoke detectors
- Tripped electrical breaker
- Office lockout
- Stuck keys

IMMEDIATE – Classroom items

EMERGENCY – Same Day

- Fire
- Floods
- Criminal Invasions or Activities
- Natural Disaster

- Events that endangers the person or property of Spelman College and impacts the health, safety and welfare of its students

ROUTINE – within 3-5 business days

Emergency Contact Info

Maintenance Related Emergencies such as Busted Water Pipes, Leaking Faucets/Toilets Storm Damage, etc.

During Normal Business Hours

Call **FMS** at **404-270-5440**

(Monday thru Friday, 7 AM – 5 PM)

After Normal Business Hours

Call Spelman College Public Safety at **404-525-6401**

Emergency Situations Requiring, Police Department, Fire Department, Ambulance/EMS, Such as a crime, fire, medical emergency, etc.

Call Spelman College Public Safety at **404-525-6401**

Or dial extension **5328** from any campus system phone

Or use any campus emergency call box and follow the instructions given.