

The Using AiM for DGS Facilities Work Requests webinar will start shortly

Please call the conference bridge below to hear the audio portion of this training:

Bridge Number: 1-717-612-4788

Toll-free: 1-855-734-4390

PIN: 067763



DGS Facilities and Maintenance Work Requests

Introduction to the AiM Work Order System

Presented by:

DGS Property & Asset Management

Bureaus of Facilities Management & Maintenance Management



1. Overview
2. Logging into AiM
3. Your AiM Work Desk
4. Create a Work Request in AiM
5. Modify a Work Request in AiM
6. Cancel a Work Request in AiM

Please send questions to **RA-EFMSHelpDesk@pa.gov**

Currently, you are using the “DGS Work Request” PDF form to submit work requests to DGS Facilities Management.

Effective July 21, 2014, all DGS facilities and maintenance work requests should be entered into the AiM website. You will no longer fill out the “DGS Work Request” PDF form.

Emergency issues should be reported directly to your building manager, the Property and Asset Management office, or Capitol Police.

AiM is a web based program; you will be able to access AiM from anywhere you have Internet access.

Once a work request is submitted in AiM, it will be sent to the proper personnel. You will receive an email confirmation upon submitting the work request as well as when the work request is closed.

For AiM technical support,
please email RA-EFMSHelpDesk@pa.gov.

Please contact your building manager with questions regarding specific facilities issues or requests.

The web address for AiM is:

<https://copdgsaimapp.assetworks.com/fmax>

Save this link in your Internet Explorer favorites!

Your username is the same as the beginning of your email address.
Example: If your email address is jmiller@pa.gov then your AiM username is **jmiller**

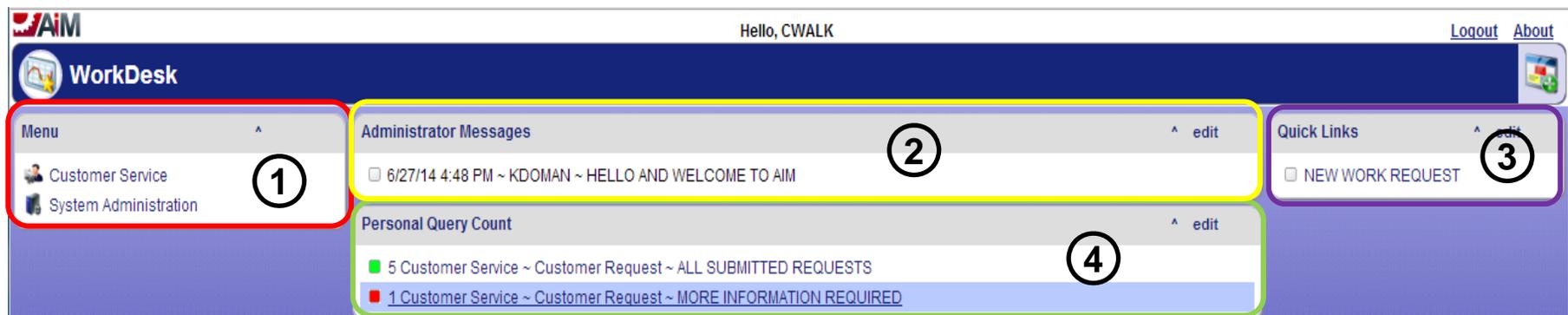
Your username and temporary password was emailed to you on July 21.
Please change this password upon your first login to the system.

This email also provided links to two user guides available on the DGS website.

Upon logging into AiM, your WorkDesk screen will appear.

The WorkDesk screen is divided into four sections:

1. Menu
2. Administrator Messages
3. Quick Links
4. Personal Query Count



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AiM Demonstration – Let's Login to AiM!

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