User Role	Question	Answer
POC	Where is the Save button?	Most buttons in AiM are located in the upper left-hand corner of the screen. When the Save button is an option, it will be green.

User Role	Question	Answer
POC	What do the button colors mean in AiM?	Primary action buttons will be blue. Green buttons indicate that records can be updated via save or approval. Red buttons indicate that records can be updated via deleting, rejecting or removing. Secondary action buttons will be gray.

User Role	Question	Answer
POC	How do I return to the main WorkDesk?	You can click on the AiM icon located in the upper left-hand corner.

User Role	Question	Answer
POC	Can I print my submitted work requests?	Yes; click the Print button, which is found under the Action menu on the left side of the screen. This will open up a printer friendly version of the record you are viewing.

User Role	Question	Answer
POC	When I click "New Work Request" why can't I type anything?	Make sure you click the "New" button to create a new record. You will now see certain fields outlined in red; these fields are required.

User Role	Question	Answer
POC	What if I don't see a problem code that relates to the issue I'm reporting?	The problem code field is not required so if you do not see a problem code that relates to the issue you are reporting, simply leave it blank.

User Role	Question	Answer
POC	Why can't I see my submitted requests when I click on "All submitted requests"?	In order to view your submitted requests, you must remember to fill out your own information in the Requestor field when you submit a new work request. If you are filling out the Requestor field and you still aren't seeing your requests, please email RA-efmshelpdesk@pa.gov.

User Role	Question	Answer
POC	What if I forget my login password? Or if my username and password won't allow me to log into AiM?	Please email RA-efmshelpdesk@pa.gov and someone will reset your password for you.

User Role	Question	Answer
POC	I think something may be wrong with my WorkDesk, it doesn't look like the one in the training document.	Please email RA-efmshelpdesk@pa.gov with a screen shot of what you are seeing. Someone will assist you and ensure that your WorkDesk has been set up properly.

User Role	Question	Answer
POC	I keep hearing "Work Request", "Customer Request" & "Work Order" and I'm confused – what is the difference?	A "Customer Request" (aka "Work Request") is submitted by a tenant point of contact (POC) when there is a request for work to be performed by DGS. As soon as you hit the "Save" button, this request is forwarded to your Building Manager for review. If the work request is accepted, it will be processed into a "Work Order".

User Role	Question	Answer
		A "Work Order" is then sent to either a Maintenance Repairman or it will be sent to the trades shop. Since a "Work Order" contains internal (and sometimes confidential) information, you as a POC cannot view it.
POC	Why does the status of my submitted requests remain at "processed" instead of "pending" or "closed"?	The final stage of a "Customer Request" is "processed"; this is letting you know that it has been processed into a "Work Order". There are additional statuses such as "unassigned, assigned & closed" but these are attached to the "Work Order" and therefore, you are unable to view them. We are currently setting it up so that when a "Work Order" is closed, you will get an automated email.

User Role	Question	Answer
POC	What do I do in case of an emergency?	Please contact your **Building Manager** first. If you cannot reach your Building Manager, please call the Capitol Police at 787-3199 or the Facilities Management Office at 787-3893.

User Role	Question	Answer
POC	What happens if my internet browser doesn't allow me to view the AiM website?	Please contact your IT office and have them un-block the AiM website.

User Role	Question	Answer
POC	What should I do if I can't access AiM and I need to submit work requests?	If you have already reported the issue to your IT office or to RA-efmshelpdesk@pa.gov, and the problem is being fixed, contact your Building Manager. They can input the requests on your behalf until you can access AiM again.

User Role	Question	Answer
POC	How do I add a picture to the customer requests?	Please refer to Chapter 14 "Related Documents" (beginning on page 30) of the AiM Overview & Basic Navigation user guide.

User Role	Question	Answer
POC	Why doesn't my version of AiM look like the version in the screenshots?	If you are using internet explorer, first make sure you have the latest version available. Next, you may need to flush your brower's cache. To do that, follow the instructions on this link: https://kb.wisc.edu/page.php?id=15141

User Role	Question	Answer
POC	Will there be any more training?	Not at this time; please use the AiM Requestor User Guide that has been provided to you. You may continue to email any AiM system specific questions to RA-efmshelpdesk@pa.gov.