East Carolina University

AssetWorks, Inc.

TRAINING GUIDE
Customer Requests

East Carolina
UNIVERSITY

Customer Service
REV OCTOBER 2021

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Customer Request Creation

The Customer Service module of the AiM application is used to collect requests for repairs, and maintenance tasks, directly from customers via an outward facing screen. Multiple customer request screens are available for use, however, many organizations create their own versions of this screen.

In the case of East Carolina University, the Customer Request Web Page is used to capture customer requests, for problems to be reported, or work to be completed within the AiM application.

All requests will be entered using the customer request portal, unless instructed otherwise.
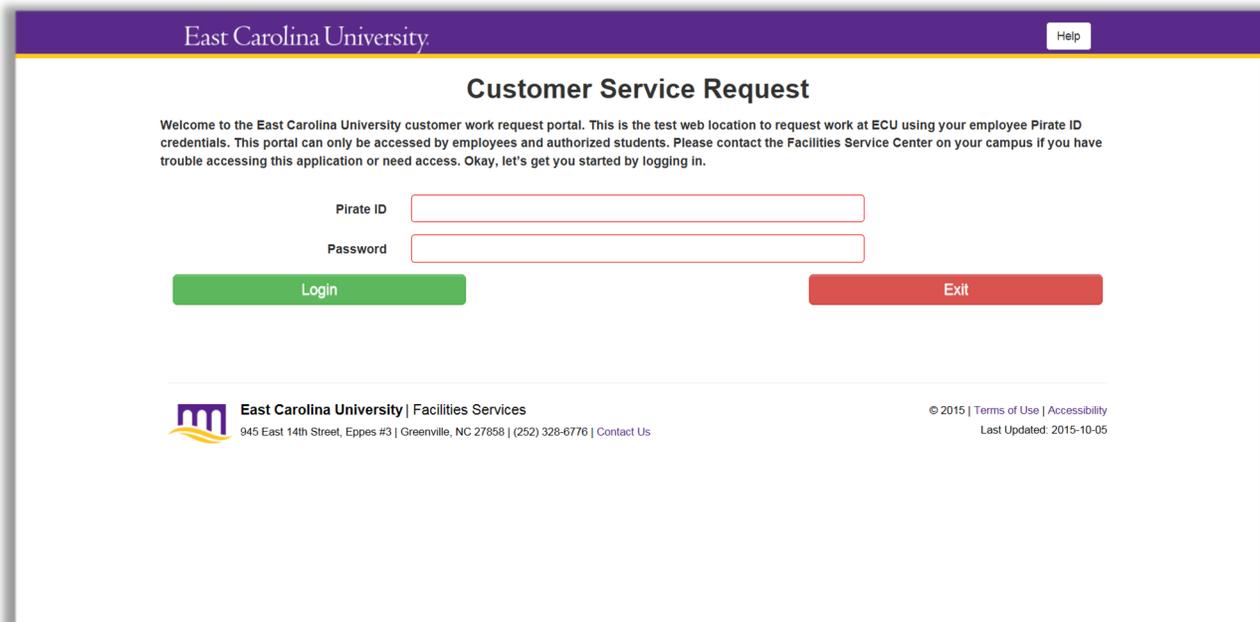
Note: Entry Points on any AiM screen that are outlined in red represent a required field that must be filled in to continue to the next screen. Requestor and Department are fields that do not default with the red "required" outline, but are required for many processes.

Customer Request Creation from the Customer Request Portal

This method is used to create and submit a Customer Request from the customer portal.

Logging into the Customer Request Portal:

1) Log into the Customer Request Portal: https://assetworks.ecu.edu/cr/UserLoginValidation.xhtml
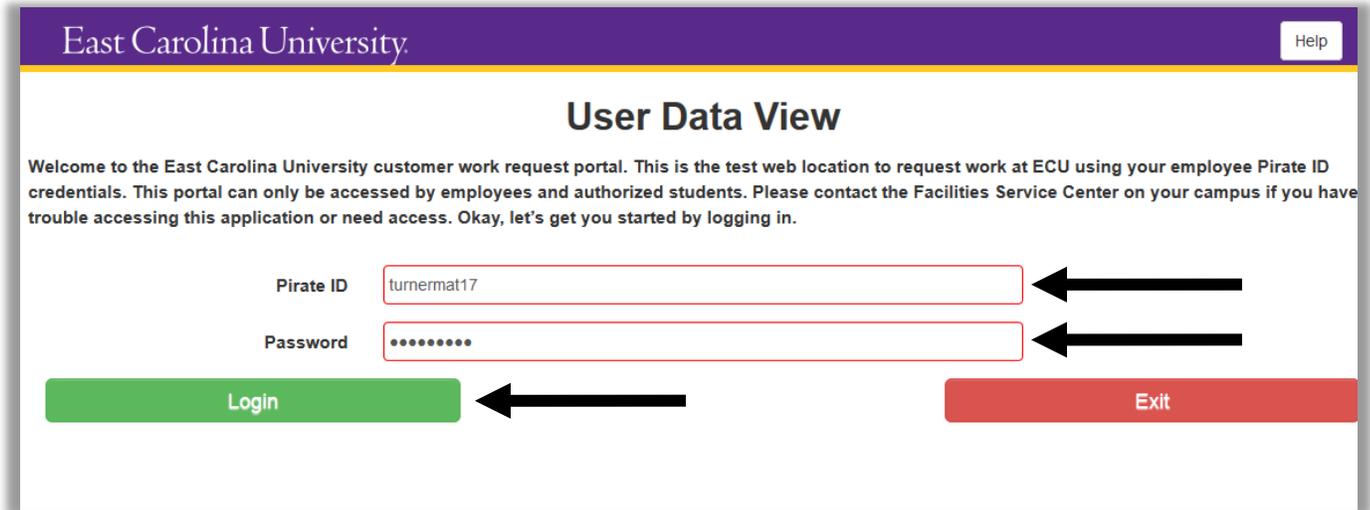

Figure 1

User Name: This field is populated with the user's Pirate ID.
Password: This field is populated with the password.
Login: Clicking the login button passes the user login and password information to the system.

2) Enter your login ID (Pirate ID) and password, then click the "Login Button"

Figure 2

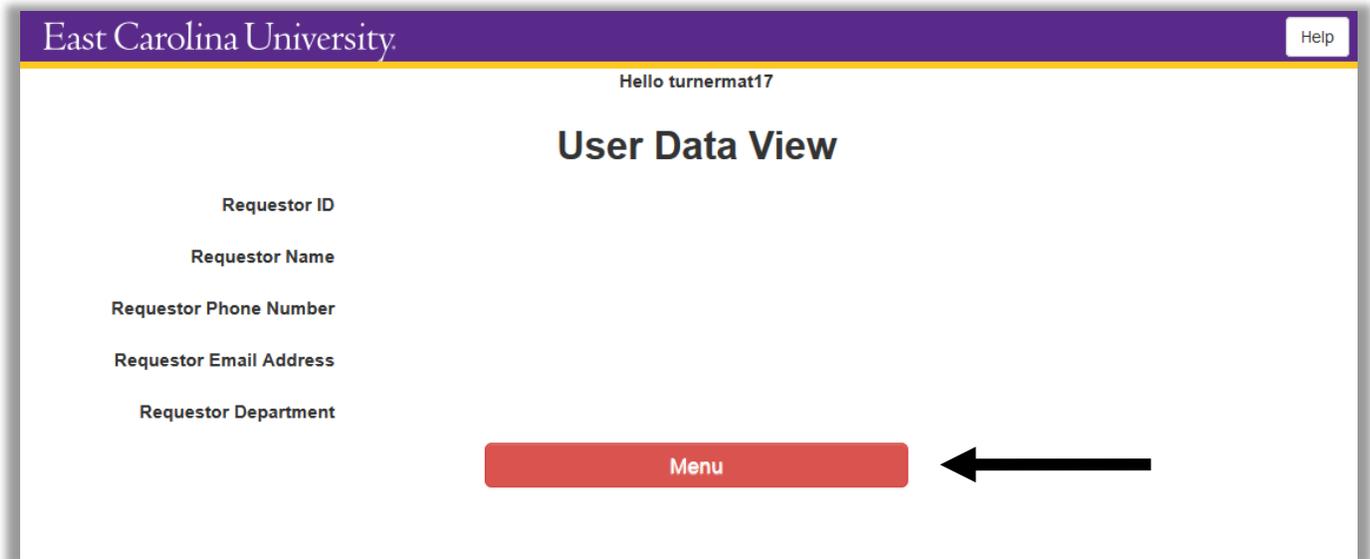3) The "User Data View" screen. The user may verify their login information, and then click "Menu" to proceed to the next page.

Figure 3

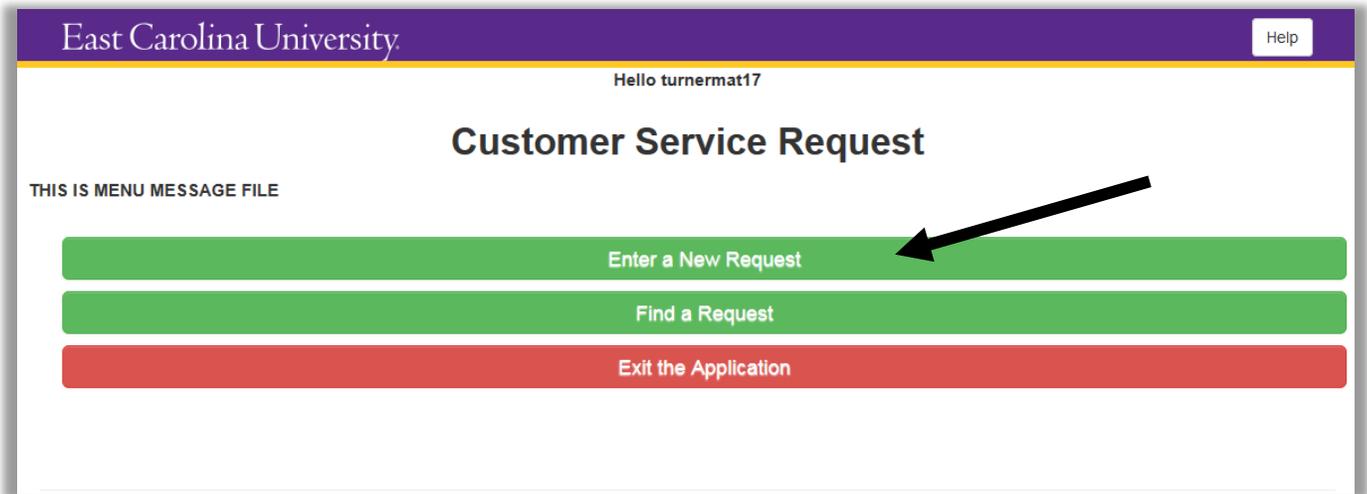4) Select "Enter a new request" from the Customer Service Request screen.
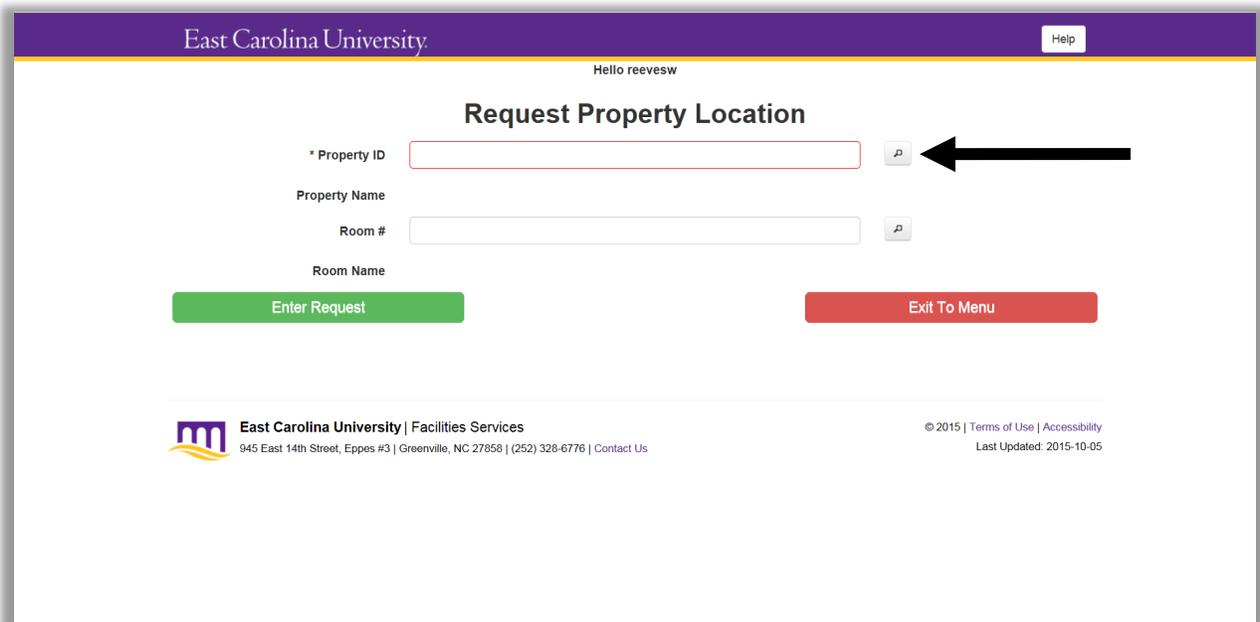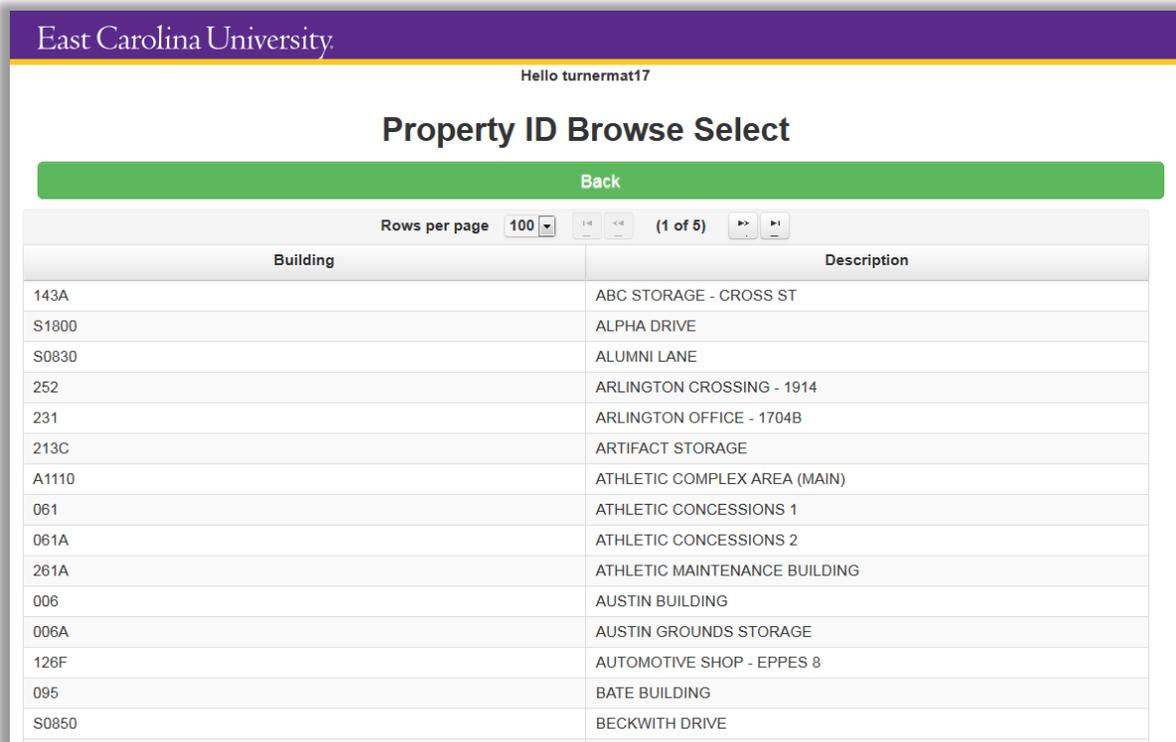

Figure 4

Figure 5

6) Select from the list of available properties, by choosing the description of the desired property.

Note: There may be multiple pages of properties to choose from. If needed, use the arrows at the top of the list to navigate through the returned pages of results.

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Hello turnermat17

Property ID Browse Select

Back

Rows per page 100 ▾ |◄ ◄◄ (1 of 5) ►► ►|

Building	Description
143A	ABC STORAGE - CROSS ST
S1800	ALPHA DRIVE
S0830	ALUMNI LANE
252	ARLINGTON CROSSING - 1914
231	ARLINGTON OFFICE - 1704B
213C	ARTIFACT STORAGE
A1110	ATHLETIC COMPLEX AREA (MAIN)
061	ATHLETIC CONCESSIONS 1
061A	ATHLETIC CONCESSIONS 2
261A	ATHLETIC MAINTENANCE BUILDING
006	AUSTIN BUILDING
006A	AUSTIN GROUNDS STORAGE
126F	AUTOMOTIVE SHOP - EPPES 8
095	BATE BUILDING
S0850	BECKWITH DRIVE

Figure 6
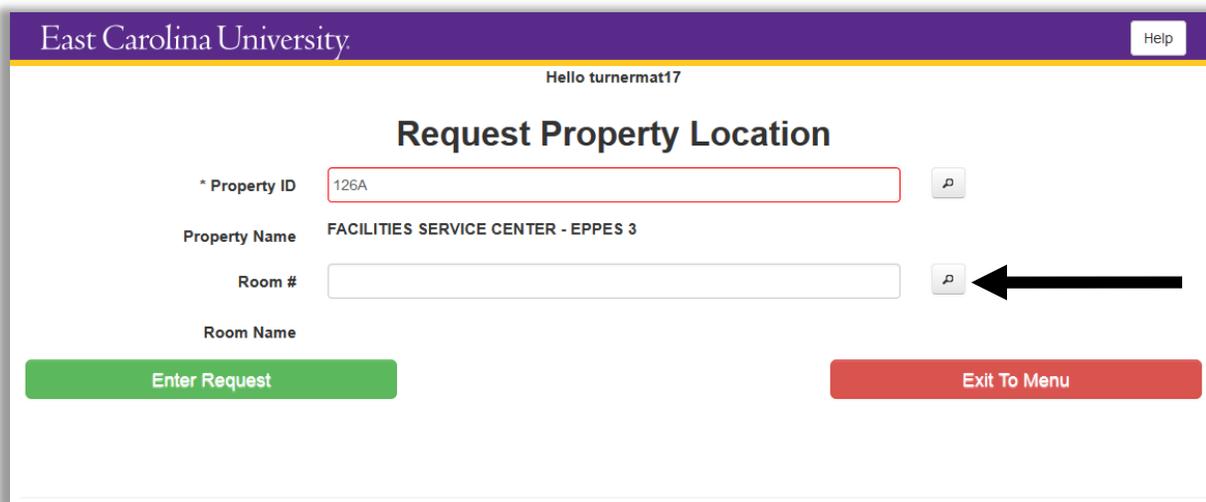
East Carolina University   Help

Hello turnermat17

Request Property Location

* Property ID   126A   🔍

Property Name   FACILITIES SERVICE CENTER - EPPES 3

Room #   🔍 ⬅

Room Name

Enter Request   Exit To Menu

Figure 7

8) Optional: Select the appropriate room number for the request, by choosing the description of the desired location.

Figure 8

9) Once the appropriate Property/Location has been selected, click 'Enter Request'
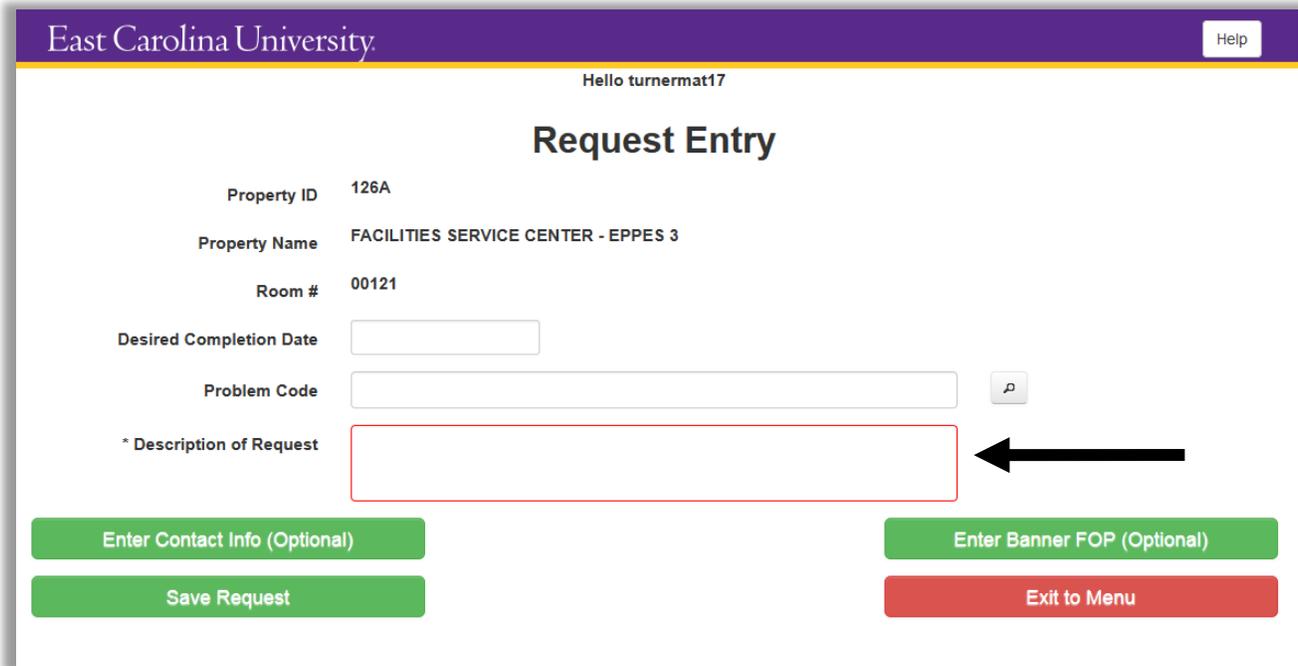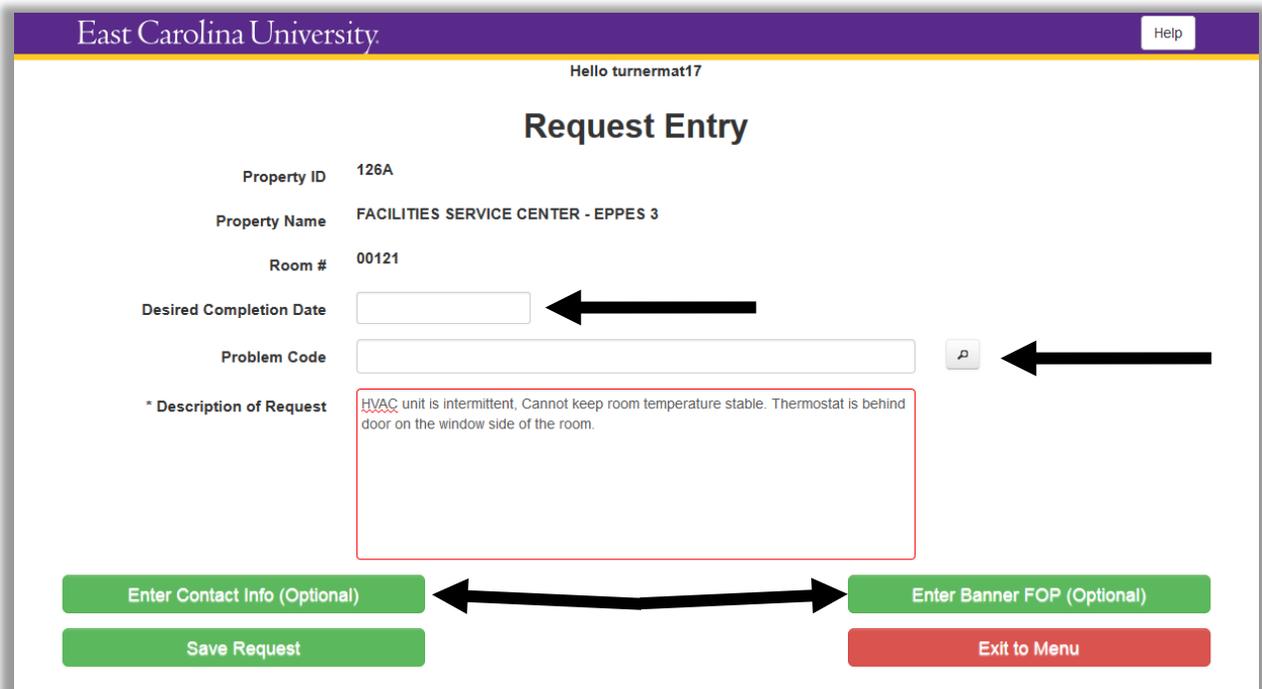

Figure 9

10) Enter a full yet concise description of the issue being reported. The Description of Request field is limited to 255 characters. There is a hard stop and character counter.

Figure 10
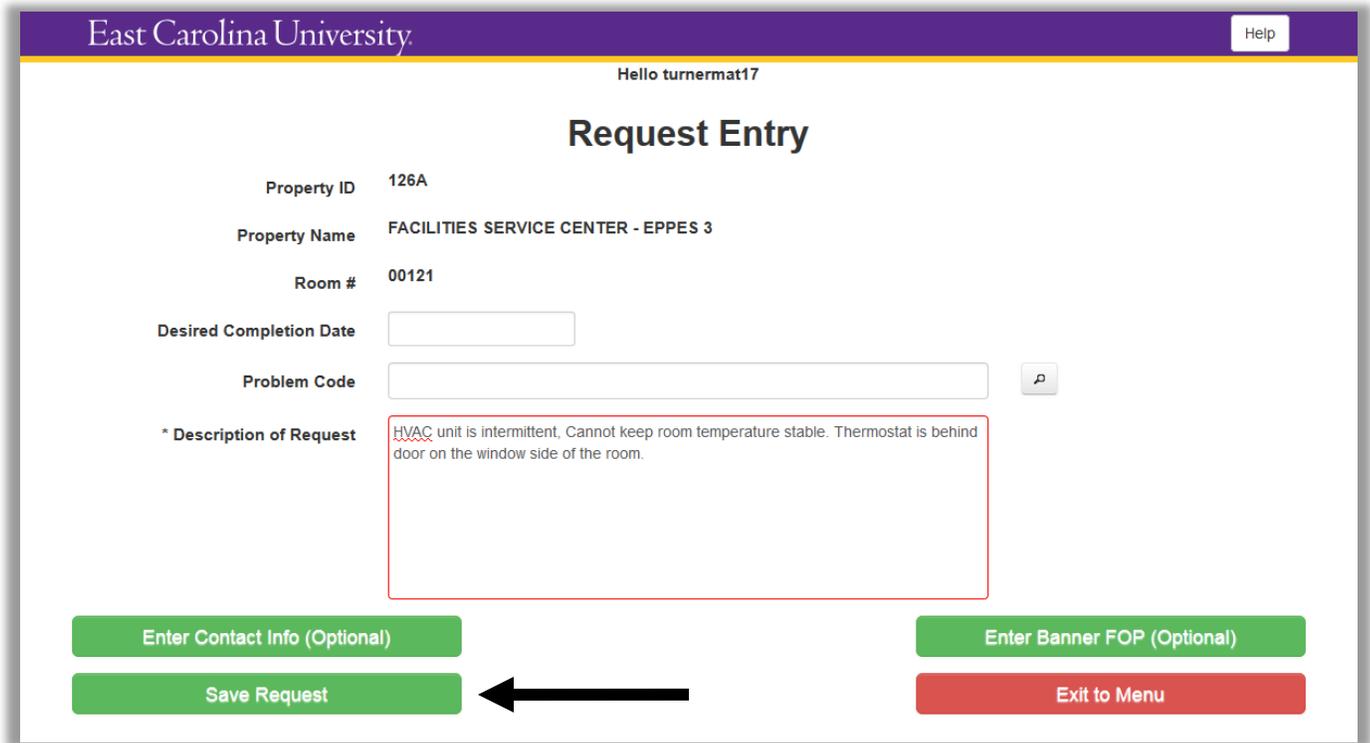
11) Optional: Enter a Desired Completion Date, Problem Code (if known), Additional Contact Info, and Banner FOP (if known).

Figure 11

12) Once all required information has been entered, and a full description of the issue being reported is present, click "Save Request"

Figure 12

13) Your Customer Request has been submitted. *Note: The request number is displayed for future reference.*

Figure 13

WARNING The application will log you out after 30 minutes of inactivity, but it does not appear that you are logged out.

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Quick Steps

1) Log into the Customer Request Portal: https://assetworks.ecu.edu/cr/UserLoginValidation.xhtml
2) Enter your login ID (Pirate ID) and password, then click the "Login Button"
3) The "User Data View" screen. The user may verify their login information, and then click "Menu" to proceed to the next page.
4) Select "Enter a new request" from the Customer Service Request screen.

6) Select from the list of available properties, by choosing the description of the desired property.

8) Optional: Select the appropriate room number for the request, by choosing the description of the desired location.
9) Once the appropriate Property/Location has been selected, click 'Enter Request'
10) Enter a full yet concise description of the issue being reported. The Description of Request field is limited to 255 characters. There is a hard stop and character counter.
11) Optional: Enter a Desired Completion Date, Problem Code (if known), Additional Contact Info, and Banner FOP (if known).
12) Once all required information has been entered, and a full description of the issue being reported is present, click "Save Request"
13) Your Customer Request has been submitted. *Note: The request number is displayed for future reference.*

WARNING The application will log you out after 30 minutes of inactivity, but it does not appear that you are logged out.