How to Check the Status of a Customer Request

1. Login to the AiM using your Texas State username and login.

2. Have you received an email with a Work Order Number? If yes, you can look up by Work Order Number or continue here using the Customer Request Number. If not then choose the “Customer Service” link located on the menu on the left hand side of the home screen.

3. Select the “Customer Request” link from the menu found on the left hand side.
4. Click the “Search” button on the top left corner of the screen.

5. Enter the Customer Request number in the Transaction box, then click the “Execute” button.
6. Your Customer Request will be shown, click on the ‘Transaction Number’ to view the details.

7. The Customer Request is shown. You can view the Customer Request status and if ‘Approved’ you can see the Work Order number and status.
8. If the request has a Work Order number you may click on it to see Work Order detail. On this window you can see the Work Order status and how many phases are assigned to this Work Order as well as the status of each Phase. For more information about the phase, you can click on the Phase Number.

9. If you have any questions about these instructions, the Customer Request or Work Order, please call Facilities Management Customer Service at 5-2824 or email fmgt@txstate.edu.