How to Check the Status of a Work Order

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, select the “Work Management” link from the menu found on the left hand side.
   - If not, review the “How to Check the Status of a Customer Request” document to determine the Work Order Number.

3. The Work Management window is shown, click “Work Order”
4. Click the blue “Search” button on the top left corner of the screen.

5. Enter the Work Order number in the Work Order box, then click the blue “Execute” button.
6. Your Work Order will be shown, click on the Work Order number to view the details.
7. The Work Order is shown. You can view the Work Order status and see 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.

8. The Phase detail is shown. The Phase status is shown along with the Shop that the Phase has been assigned.
9. If you have any questions about the Work Order or Phases, please call Facilities Management Customer Service at 5-2824 or email mailto:fmgt@txstate.edu.