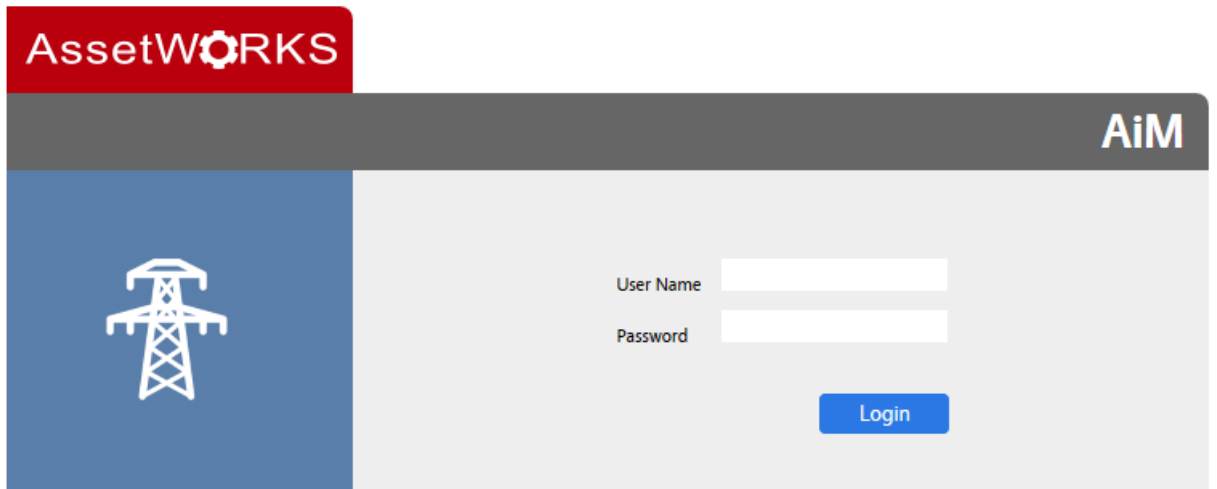


## How to Check the Status of a Work Order

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



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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.

The screenshot shows the top section of a web application. At the top left, there is a 'Work Order' header with a hamburger menu icon. To its right, there is a 'Search' button highlighted in blue. Further right, the text 'CUSTOMER About Logout' is visible. Below the header, there is a table for search criteria. The table has columns for 'Created By On', 'Last Edited by On', 'Status', 'Project', 'Desired Date', and 'Budget'. Below this table, there are several input fields for 'Organization', 'Requestor', 'Contact', 'Contact Phone', 'Contact Email', 'Region', 'Facility', 'Property', 'Problem Code', 'Type', 'Category', and 'Job Priority'. At the bottom, there is a 'Phase' section with a table header containing 'Phase', 'Description', 'Location', 'Shop', 'Work Code', 'Priority', and 'Status'.

5. Enter the Work Order number in the Work Order box, then click the blue “Execute” button.

The screenshot shows the 'Advanced Search' interface. At the top left, there is a 'Work Order' header with a hamburger menu icon. To its right, there is an 'Execute' button highlighted in blue. Further right, the text 'CUSTOMER About Logout' is visible. Below the header, there is a table for search criteria. The table has columns for 'Display Order', 'Sort', 'Operator', and an input field. The 'Display Order' column contains checkboxes for various criteria. The 'Sort' and 'Operator' columns contain dropdown menus. The input field column contains text boxes for each criterion. The criteria listed are: Work Order, Description, Created By, Date Created, Status, Region, Facility, Property, Project, Problem Code, Type, Category, Job Priority, Organization, Requestor, Contact, Contact Phone, Contact Email, Budget, Desired Date, Customer Request, Reference, Shop, Shop Person, Deficiency, Cash Flow Yr 1, Cash Flow Yr 2, Cash Flow Yr 3, Cash Flow Yr 4, Cash Flow Yr 5, and Condition Assessment Priority. A green arrow points to the 'Execute' button.

6. Your Work Order will be shown, click on the Work Order number to view the details.

Work Order CUSTOMER About Logout

Search AiM

Action	Work Order #	Description	Status	Type	Category	Region	Facility	Property	Date Created
<a href="#">Export</a> <a href="#">Print</a> <b>View</b> <a href="#">Work Orders - Open</a>	<a href="#">13-03110</a>	INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.	CLOSED	FACILITY FUNDED	CORRECTIVE	TEXAS STATE	MAIN CAMPUS	756	Sep 11, 2012 02:43 PM

Page 1 of 1  Display: 25 First Previous Next Last Records Found = 1

- 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.

Work Order CUSTOMER About Logout

[Back](#) [Search](#) [Browse](#) AiM

Action	13-03110 <span style="float: right;">Created By MG31 On 09/11/2012 02:43 PM Last Edited by MG31 On 09/20/2012 01:22 PM</span>				Status	CLOSED
ViewFinder	INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.				Project	
Email					Desired Date	Sep 11, 2012
Print					Budget	\$0.00
View	Organization: FACILITIES MANAGEMENT		Region: TEXAS STATE		Problem Code	
Extra Description	Account Setup: FACILITIES MANAGEMENT		Facility: TEXAS STATE UNIVERSITY		Type: FACILITY FUNDED	
Reference Data	Requestor: WORK CONTROL		Property: 756		Category: CORRECTIVE	
Cost Analysis	Contact: TERRY TAYLOR		Family & Consumer Sciences		Job Priority: ROUTINE	
Account Setup	Contact Phone: 245-2819				NORMAL WORK. TO BE COMPLETED	
Sent Email	Contact Email: tt06@txstate.edu					
User Defined Fields						
Status History						
Related Documents						

Phase						
Phase	Description	Location	Shop	Work Code	Priority	Status
001	INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.	106	CARPENTRY	155	5 ROUTINE	CLOSED

- The Phase detail is shown. The Phase status is shown along with the Shop that the Phase has been assigned.

Phase CUSTOMER About Logout

[Back](#) AiM

Action	001 <span style="float: right;">Created By MG31 On 09/11/2012 02:43 PM Last Edited by MG31 On 09/20/2012 01:22 PM</span>				Status	CLOSED
ViewFinder	INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.				Work Order	<a href="#">13-03110</a>
Space Viewer					Budget	\$0.00
Email					Location	106
Print	Shop: <span style="border: 2px solid green;">CARPENTRY</span>		Estimated Start	Sep 11, 2012 02:43 PM	Funding Method	Shop
View	Primary Person: CARPENTRY SHOP		Estimated End	Oct 23, 2012 02:43 PM	Work Code Group	INTERIOR
Extra Description	Priority: 5 ROUTINE		Actual Start		Work Code	155
Account Setup			Actual End		Request Method	Millwork, Aprons -
Shop Stock			Percent Complete		Contract Type	
Checkpoint Measurements			Type	Capital Project		
Cost Analysis			Asset			
Material Requests			Asset Group	Component Group		
Unit Costs			Failure Code			
Sent Email			Template	Component		
Survey History			PM Standards			

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>.