

Facilities Management
Self-Service Request User Guide

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**Facilities Management
Self-Service Request User Guide**

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Process But on

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Á]ÿvP z}μOE Z *Service Requests*

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Self-Service Request User Guide**

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HOW TO A SUBMIT A SERVICE REQUEST

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Search for Z o š / or Select the š P } Œ] Œ

Home Screen Œ o š Á } Œ • } μ š š Z] Œ • Œ &] o š P } Œ Œ
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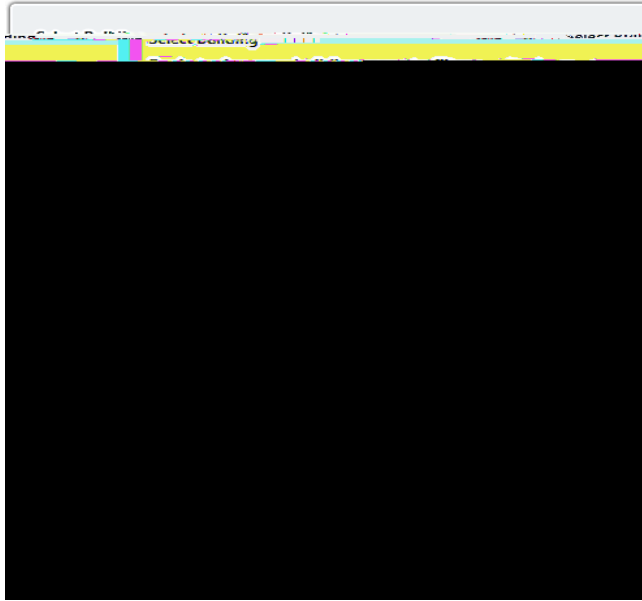
OR

Enter Co

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Select Location and Building Details of Issue.

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Select Information about Permissions, Animals and Availability.

Permission to enter.
Do you give maintenance staff permission to use master key to enter if no one is present? *

Although resident preference will be honored where feasible, Radford University maintenance staff will be granted access to all buildings for emergency maintenance.

Yes

No

Animals
Do you have an animal? *

Yes

No

Availability (Business hours, when you are typically available)

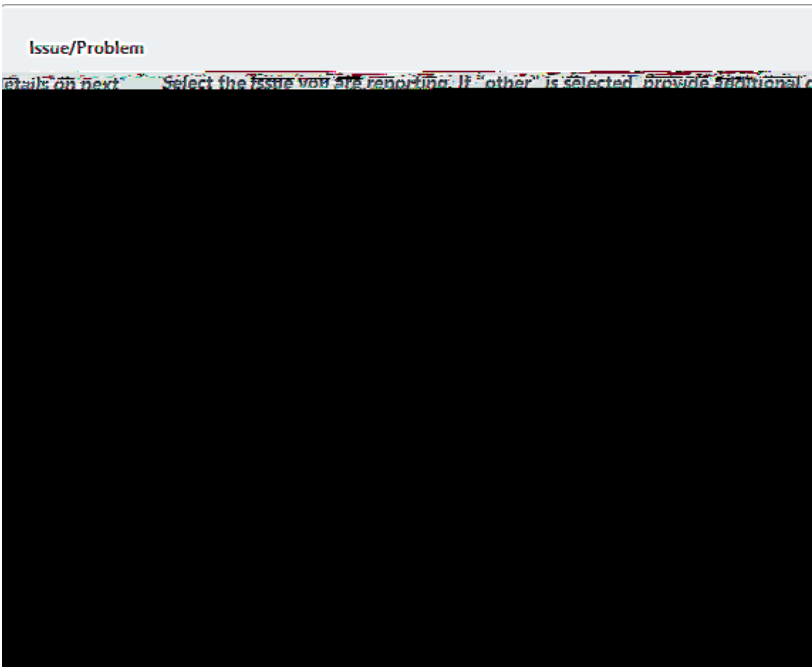
Non-emergency requests are completed during normal business hours - Monday through Friday from 8 AM to 4 PM. Staff may not be available on a specific date/time. *

example: M/W/F 10 am - 12 pm, TU/TH after 12pm

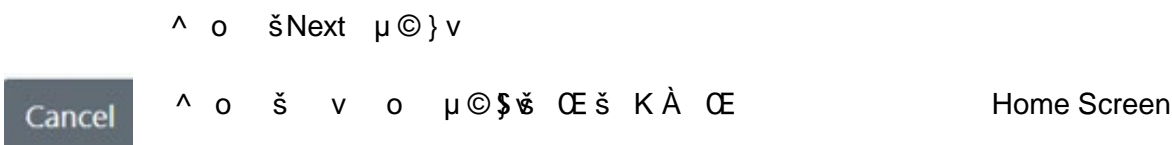
NOTE: These fields only pertain to Residential Buildings

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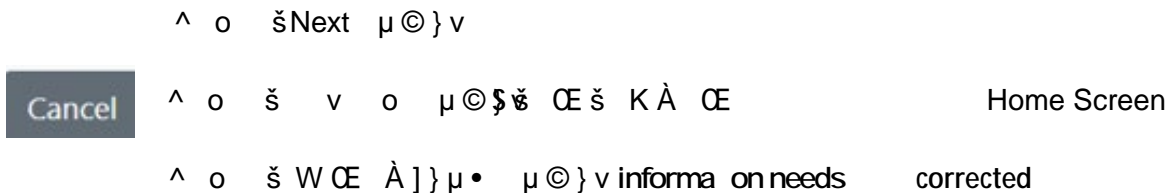
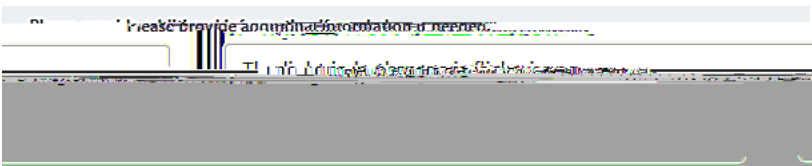
Select the Issue that is Closest to what you are Reporting



NOTE: If you don't see the a category that reflects your issue, • o š š Z K š ZardEa box@j will be available to enter specific details.

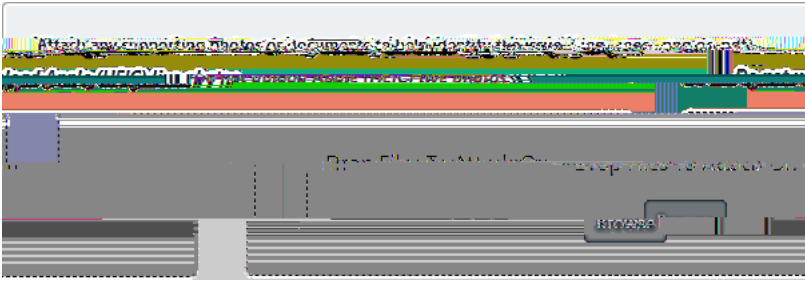


Enter Additional Details of the Issue if Needed.



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Upload any Attachment that may Assist with Explaining the Issue.

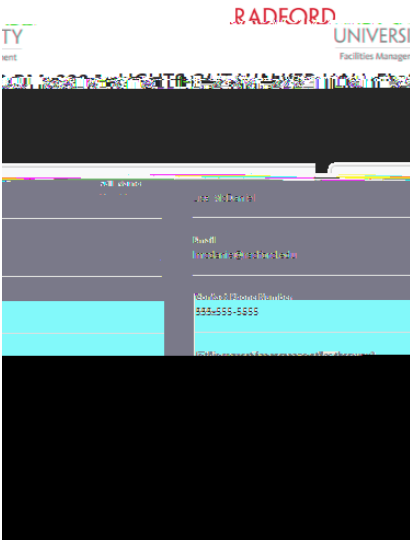


Review information submitted

Cancel

Home Screen

Information needs corrected



Reviewing

Cancel

Home Screen

Information needs corrected

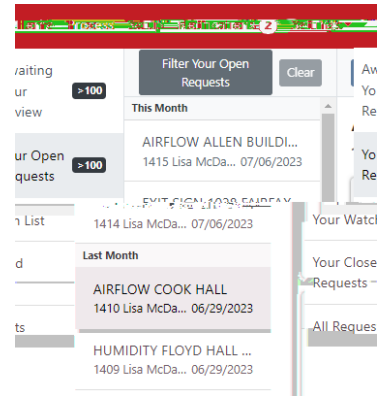
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HOW TO ADD OR UPDATE COMMENTS

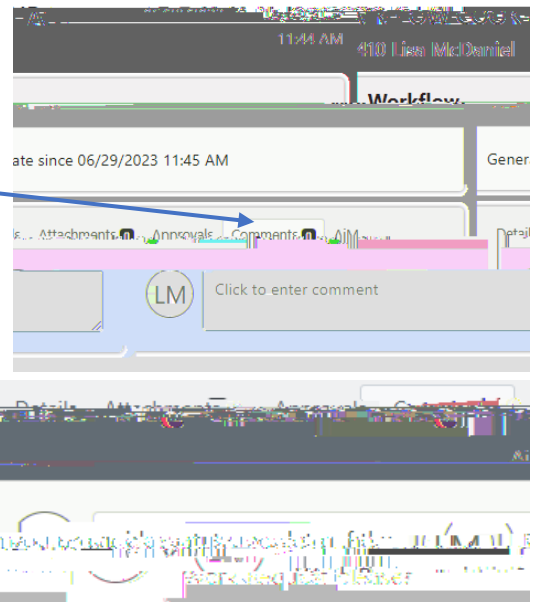
Service Request Comments

Home

Service Request

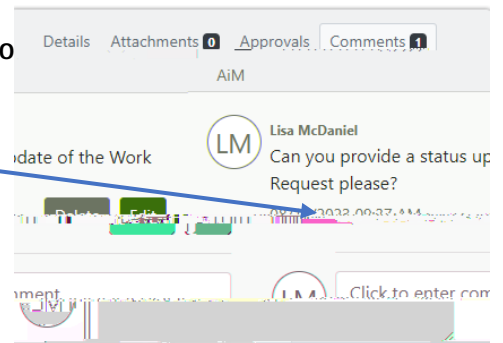


Comments



Comments Enter

Comments history Delete



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HOW TO TURN NOTIFICATION EMAILS ON OR OFF

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HOW TO CHECK STATUS OF SERVICE REQUEST

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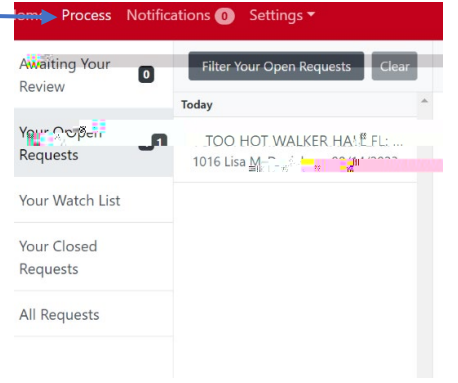
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Checking Status of Service Request has been Submitted via AIM T

Home Screen

Process

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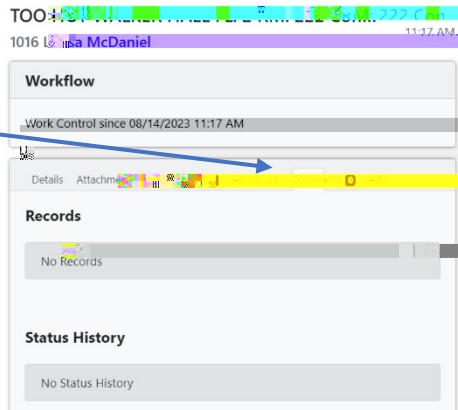


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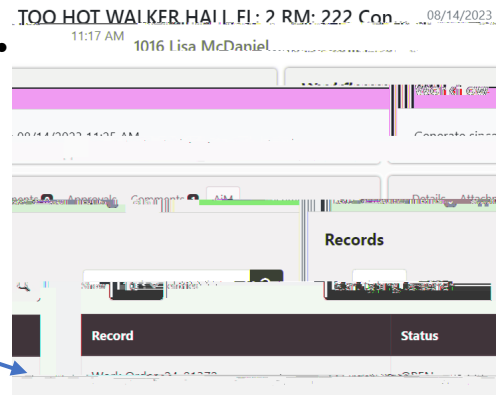
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