

Bloomington Facility Operations

Creating a request for MMS Admin assistance

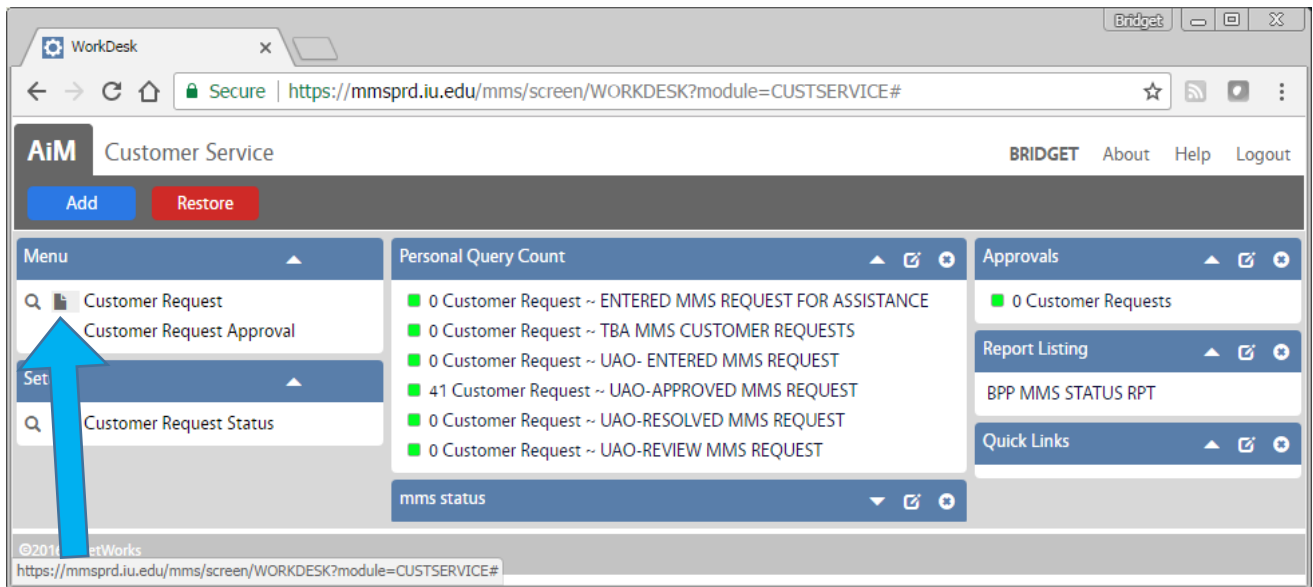
To request MMS Admin assistance, you will need to create a customer request and the designated person in your department will approve the request which creates a work order for Scott Knapp, Bridget Gentry and Chris Anderson.

Start by going to **Customer Service** on your menu.

If you do not see Customer Service on your menu, please contact the MMS Admins for access at mmsadmin@Indiana.edu

The screenshot displays the WorkDesk web application interface. The browser address bar shows the URL <https://mmsprd.iu.edu/mms/screen/WORKDESK#>. The page header includes the 'AiM WorkDesk' logo, a 'BRIDGET' user indicator, and links for 'About', 'Help', and 'Logout'. Below the header, there are 'Add' and 'Restore' buttons. The main content area is divided into three columns. The left column contains a 'Menu' with various system categories; 'Customer Service' is highlighted with a blue box. The middle column features 'Administrator Messages' (showing 'Assigned to me' with 16 items), a 'Quick Search' bar with dropdowns for 'Blanket Purchase Order', 'Purchase Order', 'Report Manager', 'Work Order', 'Timecard', 'User Security', and 'Role', and a 'MMS Requests by Status' section with a pink background listing various request counts. The right column contains 'Quick Links' (including 'CONTRACTOR', 'BILLING', 'WAREHOUSE', etc.), 'Approvals' (showing '0 Customer Requests'), and a 'Report Listing' section with links like '2071 WORK ORDER DETAIL' and '2099-WO BY BLDG - HEIN'. The footer shows the copyright '©2016 AssetWorks' and the URL <https://mmsprd.iu.edu/mms/screen/WORKDESK?module=CUSTSERVICE>.

Next you should see an icon next to the words Customer Request that looks like a piece of paper. Click on that to create a new Customer Request.



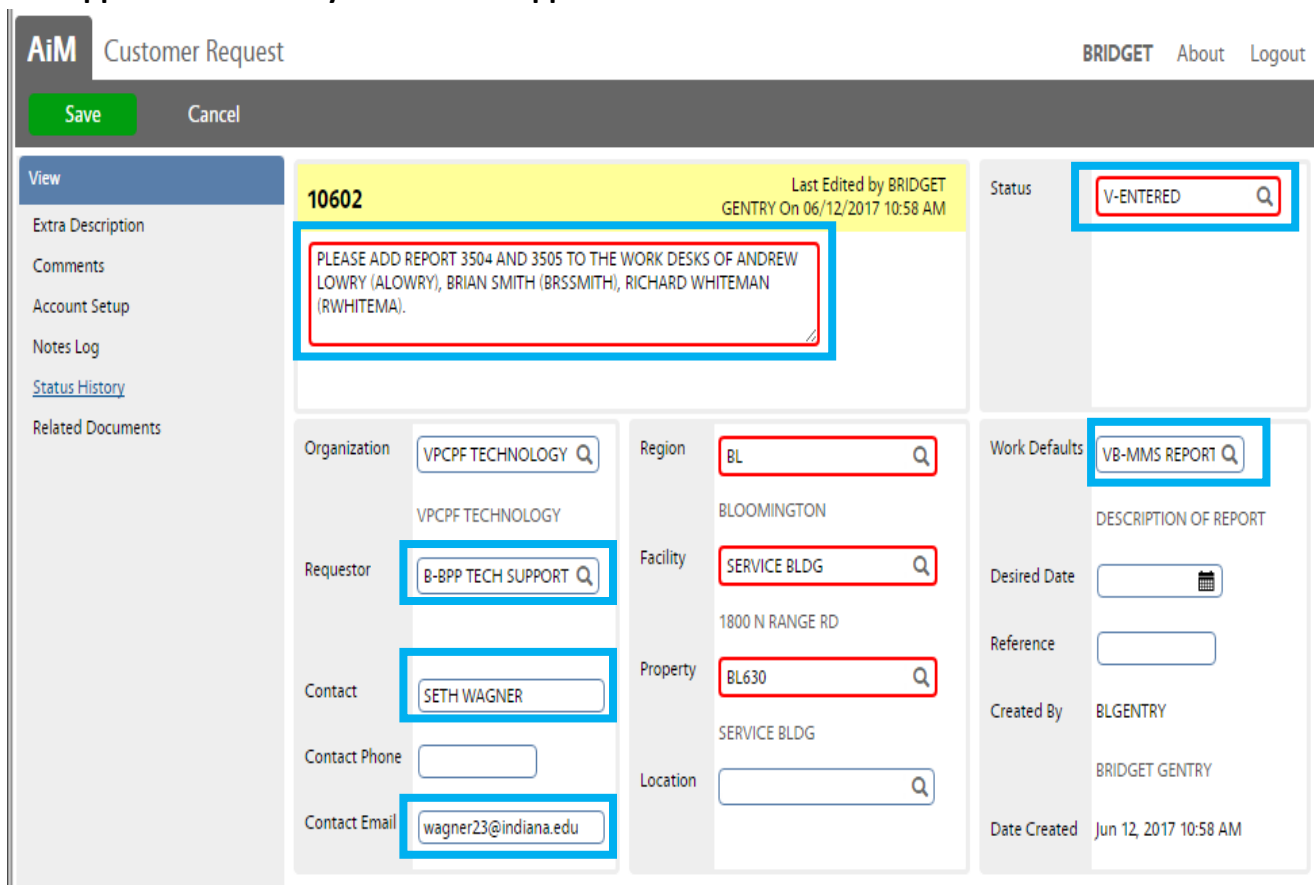
You should now see the screen below

The screenshot shows the AiM Customer Request form for editing. The top navigation bar includes the AiM logo, 'Customer Request' title, and user 'BRIDGET' with links for 'About' and 'Logout'. Below the navigation bar are 'Save' and 'Cancel' buttons. The main content area is divided into three columns. The left column contains a 'View' section with links: 'Extra Description', 'Comments', 'Account Setup', 'Notes Log', 'Status History', and 'Related Documents'. The middle column contains a form for editing a request. The top of this form has a yellow header with the request ID '10603' and the text 'Last Edited by BRIDGET GENTRY On 06/12/2017 11:54 AM'. Below this is a large red-bordered text area. The bottom of the form contains several input fields: 'Organization', 'Requestor', 'Contact', 'Contact Phone', 'Contact Email', 'Region', 'Facility', 'Property', and 'Location'. The right column contains a 'Status' section with a dropdown menu showing 'V-ENTERED'. Below this is a 'Work Defaults' section with a dropdown menu. The bottom of the form contains a 'Desired Date' field, a 'Reference' field, and a 'Created By' field showing 'BLGENTRY' and 'BRIDGET GENTRY'. The 'Date Created' field shows 'Jun 12, 2017 11:54 AM'. The footer shows '©2016 AssetWorks'.

If you fill in the blue box areas in the following order, it will make the process much faster.

1. **Requestor:** use **B-BPP Tech Support** click magnifying glass (this fills in the property info.)
2. **Work Default:** Make sure it starts with **VB-**
(Some Work defaults add information prompts in the description box so that you know what kind of information we need for the task you chose)
3. **Description:** If there is something in the Description box, that is just a prompt so that you know what kind of data we need in MMS for that task. You may delete what is there if it does not really apply but if you do that please give us as much detail as possible as to what you need done.
4. **Contact Name** – Your name (so we know who is requesting the work)
5. **Contact Email** - Your email (so you can receive an email when we finish the task)
6. **Status:** Make sure the status is **V-ENTERED**
7. **Optional Fields you may fill in:**
 - **Desired date** (if you have a specific date you need your request completed by),
 - **Reference:** If you have your own reference number,
 - **Extra Description:** For more details.
 - **Related Documents:** If you have a picture of an error to show us.
 - **Note Log:** Any other notes send us.
8. **SAVE** (you are finished and will receive an email when it is approved and again when completed)

NOTE: If you do not fill in the Requestor, Work Default or Status correctly, your request may not be approved in a timely manner. An approval filter is based on those items.



AiM Customer Request BRIDGET About Logout

Save **Cancel**

View

- Extra Description
- Comments
- Account Setup
- Notes Log
- Status History
- Related Documents

10602 Last Edited by BRIDGET GENTRY On 06/12/2017 10:58 AM

Status: **V-ENTERED**

Description: PLEASE ADD REPORT 3504 AND 3505 TO THE WORK DESKS OF ANDREW LOWRY (ALOWRY), BRIAN SMITH (BRSSMITH), RICHARD WHITEMAN (RWHITEMA).

Organization: VPCPF TECHNOLOGY

Region: BL

Requestor: B-BPP TECH SUPPORT

Facility: SERVICE BLDG

Contact: SETH WAGNER

Property: BL630

Contact Phone:

Location: SERVICE BLDG

Contact Email: wagner23@indiana.edu

Work Defaults: VB-MMS REPORT

DESCRIPTION OF REPORT

Desired Date:

Reference:

Created By: BLGENTRY

BRIDGET GENTRY

Date Created: Jun 12, 2017 10:58 AM