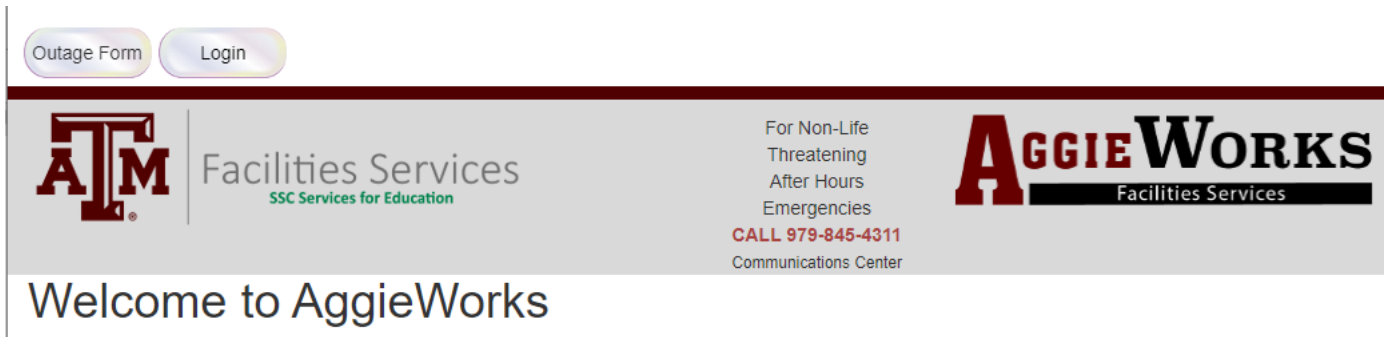


# Customer Request Submittal on AggieWorks

2021

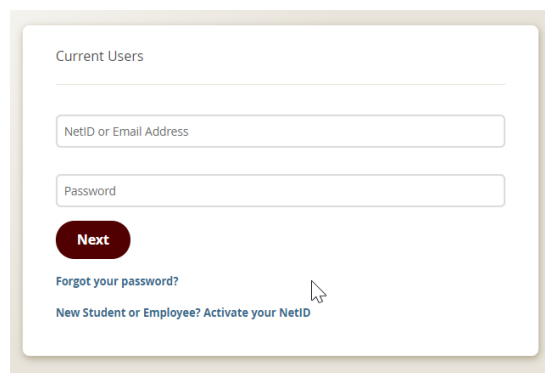
# Customer Request Submission

Customer Request is entered on the AggieWorks website. <http://aggieworks.tamu.edu>



The screenshot shows the top navigation area of the AggieWorks website. On the left, there are buttons for 'Outage Form' and 'Login'. The main header features the TAMU logo, 'Facilities Services' with the tagline 'SSC Services for Education', and contact information for emergencies: 'For Non-Life Threatening After Hours Emergencies CALL 979-845-4311 Communications Center'. On the right, the 'AGGIEWORKS Facilities Services' logo is displayed. Below the header, a large 'Welcome to AggieWorks' message is centered.

- Click Login



The screenshot shows the login form on the AggieWorks website. It includes a 'Current Users' heading, a 'NetID or Email Address' input field, a 'Password' input field, and a 'Next' button. Below the 'Next' button, there are links for 'Forgot your password?' and 'New Student or Employee? Activate your NetID'.

- Enter NetID and Password (this is a TAMU account)
- Click Login

## Welcome to AggieWorks

SUCCESSFUL AUTHENTICATION

Welcome to AggieWorks, Anna.

The Contact Information on file for you is: **Anna Smith, 555-555-5555, annas@tamu.edu** If this is incorrect, please update your Profile before entering a request.



The screenshot shows two buttons: 'Edit Profile' and 'Begin Request'. The 'Begin Request' button is highlighted with a red box and a mouse cursor is pointing at it.

- Click Begin Request

# Work Request

## ENTER WORK REQUEST DETAILS

The Contact Information on file for you is: **Anna Barwick, Phone: 9794580577, Email: anna.barwick@sscsev.com**. If this is incorrect, please update your Profile before entering this request.

Will this request require after hours work?  **1**

Contact Person  Phone Number  Email  **2**

Request Type?  **3**

Is the request located:  Inside of bldg  Outside of bldg **4**

Building:   **5**

Please use the 'Lookup Bldg' button above.

Room Number:  **6**

After selecting a building, use the 'Lookup room' button above.

Department Affiliation:   **7**

If you have a scheduled event please enter it here:  **8**

Do you have an internal reference number?  **9**

**Financial Information**  
*If unsure, leave blank, and you will be contacted if an account is required.*

Department FAMIS Account:  **10**

**Additional Financial Information:**

**Brief Description of Problem:**

**Image Upload:**  
*If desired, you may upload images associated with the request.  
 (Only types jpg, jpeg or png, and maximum file size of 5 Mb)*

No file chosen **11**

**12**

1. Select if the request requires after hours work.
2. Can insert alternate Contact information if needed for after hours
3. Select the Type of work. Additional drop downs will appear based on selection
4. Select Inside or Outside of building
5. Click  to pull the building list. Start typing the number or name of the building. Select building from list.


Begin typing in the box to find matching buildings. If your building does not appear in the list, please use the 'Report Missing Building' button in the footer of this webpage. x

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- (2914) 2700 Earl Rudder Fwy South, Suite 1800
- (0291) RUDDER RESIDENCE HALL
- (0446) RUDDER TOWER

6. After selecting the building, the room list will be available. Choose the room number.

Begin typing in the box to find matching room numbers. Type a space for a complete list of rooms. If your room does not appear in the list, please use the 'Report Missing Building' button in the footer of this webpage. ✕

 Find Room

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✕ Cancel

7. Enter the Department
8. If this is an Event, enter the date.
9. Enter the Internal Reference number if there is one.
10. Enter the paying account for billable work.
11. Enter the description of the problem.
12. Upload a picture if applicable
13. Click Submit.