Energy Services: Self-Identified Work Requests for Planned Work Orders

Electrical Distribution and Utilities Distribution will use the online Facilities Management Customer Portal to submit corrective work orders requests into AiM. Work Control will process these requests into work orders where supervisor can then plan and assign work orders.

1. Open Customer Request Form: https://workordertest.okstate.edu/Customer/Request
   a. Enter Contact name, phone, email, Division and Department.
   b. Enter Location of the service, a utilities tile.
   c. Enter Problem keyword: self and then select the internal problem code for your department.
   d. Enter a description of the work request. Include which system this pertains to, so that Work Control can process the appropriate work order.
   e. Review for accuracy. Click: Submit Request

2. Once submitted, the user will receive a confirmation email.