Making a Maintenance Request through AiM System

Note that if you have something that needs to be attended to immediately (e.g. water from a toilet is pouring all over the floor), you should first contact David Tanaka on his cell (808) 284-1274. After contacting David, you should follow up with the maintenance request.

1) Go to the Facilities Management Website

Go to www.honolulu.hawaii.edu/facilities or go to the Honolulu CC website, scroll down to the bottom and click on Facilities Management.

2) On the Facilities Management Page, Click Submit a Work Request.
3) On the eFacilities AiM Website, Click the Submit Request Button.

The first time you use this service, you will be asked to provide the username and e-mail address of the person authorizing these requests. You should enter:

dmtanaka
dmtanaka@hawaii.edu

If you have entered the authorizing user information or if you have used the AiM service before, you will see the following page:

5) Login With Your UH Username and Password.

Upon successful login, you will see the WorkDesk.
6) Click on Customer Service

7) Click on Customer Request
8) Click the New Button to Start the Request.

9) Enter Description and Contact Information

- Dept Authorizer Username should be DMTANAKA
- Dept Authorizer Email should be set to DMTANAKA@HAWAII.EDU
- Fiscal Administrator Code should be 055
10) Click the Magnifying Glass in the Campus box to Specify a Location.

If the request is for our main campus, select the **MAIN CAMPUS** link as shown in the screen shot below.
Select the building that the room is located in. In the example shown below, Building 2 (8802) is being selected:

If the room is not on the first page, you may have to click Next to get to the room that you want.

After the room is selected, you will be returned to the Customer Request page.

11) Click Save to Submit the Request

Now you are done. You will get an e-mail confirming the request was made.