

NEW: FRM Access for Technicians (12/09/2025)

We are excited to announce that technicians now have access to FRM to provide them with easier access to technical support as well as manage their open cases. This new accessibility will replace the current technician support page and provide more personalized information from their mobile device or computer. Note: the current support page will remain available for a period of time to allow everyone to transition over to the new FRM Technician Support.

Technician Profile in FRM:

Technicians will only see a limited FRM menu and a modified Home page containing Technical Support case management features and AAMCO Announcements. Their announcements exclude those made in the AAMCO Performance collection, so they will not see Top 10 Tuesday info. The technician registration process is the same as that of a GM or CSM. Like a CSM, they will gain access to 1 center.

User Management Page Visibility for CSMs

With this update, we have made the FRM User Management page visible to CSMs. They can register, edit, and deactivate Techs as needed. CSMs can see all of the users on their center including franchisees and GMs, but they can only edit Techs.

Technical Support Case Page Updates

Technicians (and now CSMs, too) will have access to the new **FRM Mobile** app as well as the desktop version. This will enable them to see every Technical Support case at their center, regardless of who created it. Like CSMs and GMs, techs who have not logged in for 90 days will be automatically deactivated. We have also trimmed unnecessary fields from the pages FRM users see when they create and edit Technical Support cases.

Note: We plan to eventually sunset the current Tech Support public page. In addition to security, the benefits of all users managing Technical Support cases in the FRM include:

- Simplified support case creation instead of entering center number, contact name, email, and phone number on each new case as currently required on the public Tech case page.
- Ability to add images / videos / files to cases at creation
- Create, update, and resolve Technical Support cases for your center while enhancing AAMCO's Technical Support team's database of fixes.
- **FRM Mobile** app users can enable push notifications from their phone to get real time updates on case comments, case resolution, and announcements.
- Request a Callback to get quick support on existing cases.

For more information on these updates, please see the following new and updated FRM Knowledge articles:

[What is the FRM?](#)

[Navigating the FRM](#)

[FRM Access by User Type](#)

[Registering a New FRM User](#)

As always, if you have any questions about these updates, please contact your Regional Account Manager (RAM) for more information.