Building Coordinators Meeting
6-22-2016

A. Maintenance Emergencies
B. Customer Service Portal: FM@YourService
A. Building Maintenance Emergencies

Call 335-5071

1. Daytime: WCC staff dispatches to appropriate staff member

2. After hours/on call: If emergency, press “0” and calls are routed to UI Police. They contact a BLS on call staff member that determines appropriate response.

3. WCC: http://www.facilities.uiowa.edu/bls/wcc.html?submenunewheader=1
B. Customer Service Portal

http://www.facilities.uiowa.edu/
Welcome Ann! How may we assist you? I want to...

- **Service**
  - Clean / Repair / Maintain
    - Building Maintenance
    - Custodial
    - Landscape
    - Nuisance
    - Safety

- **Plan / Build / Renovate**
  - New Building
  - Reallocation of Space
  - Renovate Space

- **Departmental / Keys / Moving**
  - Install / Hang Items
  - Moving Services
  - Get Keys / Access

- **Search Answers / Contact Us**
  - FAQs
  - Resources
  - Contact Information
FM@YourService

Clean/Repair/Maintain

Search Answers/Contact Us
AiM has a feature that allows customers to submit requests. Would you like an email when that request is processed (approved or not approved)?

1. Yes
2. No
Would you like to be notified when the work starts? When it’s completed?

1. When work has started
2. When work has been completed
3. Both when started and when completed
4. Neither
Questions? Comments?

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