FM@YOURSERVICE
The Portal and Beyond

- What is FM@YOURSERVICE
- How to utilize this tool
- Where to get help
What is FM@YOURSERVICE?

Customer Service Portal: for non-emergency situations

http://www.facilities.uiowa.edu/
The **GREEN** button

**SERVICE**

Clean / Repair / Maintain

- Building Maintenance
- Custodial
- Landscape
- Nuisance
- Safety

Routed to the Work Control Center
Request Service

For Maintenance Emergencies, please call 319-335-6071

Contact Information:

Name: Stephanie Rourke
Email: stephanie-rourke@uiowa.edu
Phone: +1 319 335 5074
Department: 0375 - VPFO-Facilities Management

Contact same as Requestor? Yes ☐ No ☐

Enter HawkID: Enter HawkID

Search for HawkID in UI Directory

Service Location: If the problem is not located in a listed building, please choose the closest building.

Building: 

Note: Facilities Management does not provide routine building services to UIHC or UI Housing & Dining facilities. Resources for these facilities can be found here.

Room #: 
Your Request has been successfully submitted.

Reference Id: 47405
Created By: SROURKE
Building Name: 0450 - University Services Building
Room Number: 201
Issue Description: TEST
To: stephanie-rourke@uiowa.edu
From: Facilities Management
Subj: Your Customer Request #47405 has been received

Dear Customer,

Thank you for contacting Facilities Management Work Control Center. This automated notification is to inform you that we have received your request however a work order number is not required. We have forwarded your request to the appropriate party to begin the resolution process. Please contact the Work Control Center at 335-5071 if you should have any questions.

The request we received is as follows:

<table>
<thead>
<tr>
<th>Customer Request:</th>
<th>47405</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Date:</td>
<td>09/13/2018</td>
</tr>
<tr>
<td>Problem Code:</td>
<td>TEST</td>
</tr>
<tr>
<td>Description:</td>
<td></td>
</tr>
<tr>
<td>Property:</td>
<td>0450</td>
</tr>
<tr>
<td>Location:</td>
<td></td>
</tr>
</tbody>
</table>

Please do not respond to this email as it is not a monitored email box.

Thank You,
Steph Rourke
Work Control Center Supervisor
Emails will be sent when the Work Order is:

- JOB STARTED
- JOB COMPLETE
- AWAITING MATERIALS
The YELLOW button

Departmental / Keys / Moving

- Install / Hang Items
- Moving Services
- Get Keys
- Environmental Services
- Utility Requests

- Routed to the Work Control Center via FMReqs for funding approval
**FMReqs - Departmental Work Order**

**Dept Work Order Requestor**

- **Name**: Stephanie Rourke
- **Campus Address**: 220 USB
- **Phone**: +1 319 335 5074
- **Email**: stephanie-rourke@uiowa.edu
- **Department**: FACILITIES MANAGEMENT
- **Date**: 09/13/2018

**Dept Work Order Contact (Required)**

- **Name**
- **Campus Address**
- **Phone**
- **Email**
- **Department**
- **Date**

**Dept Work Order Location (Required)**

**Building Lookup:***

<table>
<thead>
<tr>
<th>Abbr</th>
<th>Name</th>
<th>Num</th>
<th>Address (not searchable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>NOT APPLICABLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0214</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0385</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0403</td>
<td></td>
</tr>
</tbody>
</table>

**Room #:**

**Description of Work Requested or Problem Statement (Required)**
The BLACK button

Plan / Build / Renovate

New Building
Request New or Additional Space
Renovate Space
SIMS Room Update Request

Routed to Campus Planning or Design & Construction
Request Type:

- Install (installing equipment, windows, furniture, signage, etc.)
- Space (need additional space or to move space)
- SIMS Space Update (change the use and assignment of space within your unit)
- Renovate (remodel offices, classrooms, labs, etc.)
- Site/Outside (landscaping, parking, etc.)
- Other
Contact US

Can’t find what you’re looking for or don’t know where to start? Submit your question below and someone in our Work Control Center will contact you within 24 hours.

For maintenance emergencies, please call 319-335-5071

Best way to contact you:  Email - stephanie.rourke@uiowa.edu

Question or Concern:  Please provide as much detail as possible.

Submit  Cancel
**FM Resources**

Facilities Management has a number of resources available to help you find the information you need.

<table>
<thead>
<tr>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>I How to use FM@YourService site</td>
</tr>
<tr>
<td>List of Major Services, A-Z – Quick list of major services FM provides to campus</td>
</tr>
<tr>
<td>FM Guide to Services – Comprehensive guide to services and who pays for what</td>
</tr>
<tr>
<td>Building Coordinators Network – Find a building coordinator in your area</td>
</tr>
<tr>
<td>Buildings by Operational Area and Manager</td>
</tr>
<tr>
<td>Key &amp; Access Services FAQs and Policies</td>
</tr>
<tr>
<td>Maps</td>
</tr>
<tr>
<td>Moving Guide</td>
</tr>
</tbody>
</table>

**Campus Resources**

Links to resources provided by departments other than Facilities Management

<table>
<thead>
<tr>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics and Recreation Fields</td>
</tr>
<tr>
<td>Campus ITS</td>
</tr>
<tr>
<td>Classrooms Support and Reservations</td>
</tr>
<tr>
<td>Environmental Health &amp; Safety</td>
</tr>
<tr>
<td>Housing &amp; Dining</td>
</tr>
<tr>
<td>Parking &amp; Transportation</td>
</tr>
<tr>
<td>Public Safety</td>
</tr>
<tr>
<td>Risk Management</td>
</tr>
<tr>
<td>UIHC Facilities</td>
</tr>
<tr>
<td>University Surplus</td>
</tr>
<tr>
<td>University Vehicles</td>
</tr>
</tbody>
</table>
Sample scenarios-which button do you click on:

1. I need an estimate for painting.
2. I have a leaky faucet in the restroom.
3. I would like to know if office space is available in Jessup Hall.
4. We would like an estimate to install locks on the doors to the conference room at Gilmore Hall.
5. I have bugs in my building, please help!
6. Could you tell me the status of work order number.
7. I would like the moving crew to move 20 boxes of books from Jefferson Building to Schaeffer Hall.
8. I would like to renovate office space at Calvin Hall.
9. I need keys to room 201 USB.
10. I need new signage on a conference room.
Top 10 Portal Users:
7/1/16 to 9/13/18
What is FM@YOURSERVICE
How to utilize this tool
Where to get help
Effective October 1, 2018, the Work Control Center and the second floor front reception area will merge into a shared services practice with a new name: FM@YourService. Steph Rourke, Customer Service Supervisor, will be leading this collaborative and customer-focused team.

To coincide with this transition, FM@YourService (formerly Work Control Center) will be relocating to Rooms 212 (work room directly behind the front desk) and 216 before year end. Construction is scheduled to begin on September 24, 2018.
Questions? Comments?

Steph Rourke, stephanie-rourke@uiowa.edu