

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 screenshot shows the homepage of the FM@YourService Customer Service Portal. At the top left is the University of Iowa logo and the text 'FACILITIES MANAGEMENT'. A navigation menu includes 'ABOUT US', 'Welcome', 'Mission/Vision', 'Departments', 'Staff Listing', and 'Careers'. A search bar and links for 'Index A-Z' and 'Contact Us' are in the top right. A main banner features a photograph of classical columns and a text box stating: 'Facilities Management...dedicated, innovative, responsible. We are working behind the scenes, 24-hours a day, serving The University of Iowa as a partner in excellence. Facilities Management is a comprehensive facilities organization, dedicated to the stewardship of the campus.' Below this are three small images. A 'NEWS' section on the left lists several articles with dates. The main content area is divided into four columns: 'SERVICES' (List of FM Services A-Z, Work Control Center, Building Coordinators Site), 'PROJECTS' (Project Information, Bids, Consultants, Contractors), 'CAMPUS SPACES' (Building for Iowa, Campus Planning, Maps, Building Information, Space Management), and 'ENERGY&ENVIRONMENT' (Energy Management, Energy Production, Renewable Energy, Sustainable Initiatives, Office of Sustainability). A central box provides the 'Emergency Service 319-335-5071 (24 hours/day, 7 days/week)'. At the bottom, there is a large blue box for 'FM@YourService Customer Service Portal' with a contact number and a note about HawkID. To the right are three buttons: 'ACCESS AND CONSTRUCTION ALERTS', 'CHECK ENERGY USE IN YOUR BUILDING NOW', and 'HELP SUPPORT THE CAMPUS MASTER PLAN'. The footer contains copyright information and an accessibility statement.




Facilities
Management

Welcome **Stephanie!** How may we assist you? I want to...

[Click here for site instructions](#)


For Maintenance Emergencies, please call 319-335-5071



Clean / Repair / Maintain

- Building Maintenance
- Custodial
- Landscape
- Nuisance
- Safety

Routed to the Work Control Center



Departmental / Keys / Moving

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


Routed to the Work Control Center via FMRreqs for funding approval



Plan / Build / Renovate

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

Routed to Campus Planning or Design & Construction

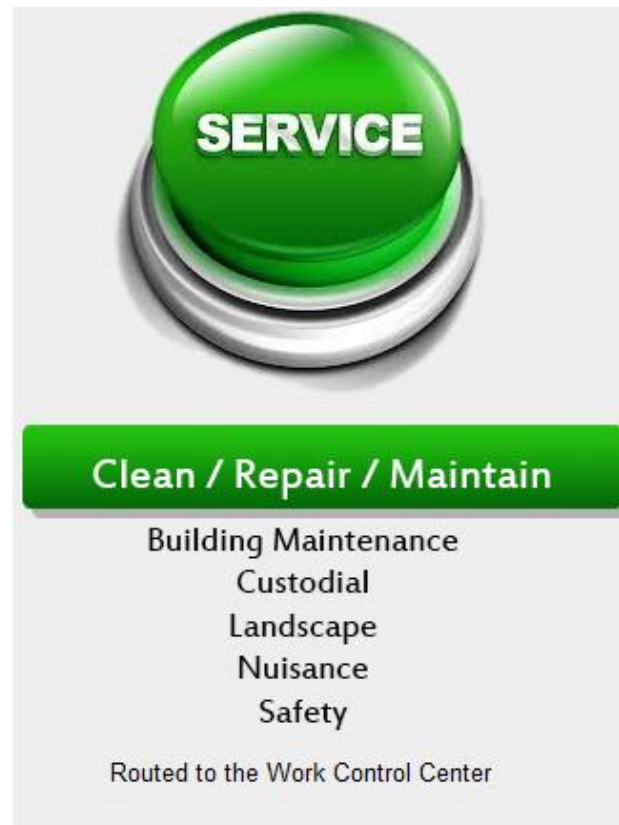


Search Answers / Contact Us

- FAQs
- Resources
- Contact Information
- Request Maintenance Estimate

Routed to Work Control Center

The GREEN button



Request Service

For Maintenance Emergencies, please call 319-335-5071

→ Contact Information:

Name*:

Email*:

Phone:

Department:

Contact same as Requestor? Yes No

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



FM-AiM-Email

Rourke, Stephanie S

Email sent when Work Order is not required.

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:

Customer Request: 47405

Request Date: 09/13/2018

Problem Code:

Description: TEST

Property: 0450

Location:

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

Thank You,

Steph Rourke

Work Control Center Supervisor



Facilities
Management

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

HawkID Login for Web Applications



HawkID

Password

Log In

[Forgot your HawkID password?](#)



Facilities
Management

FMReqs - Departmental Work Order

Req ID:
Workflow Tx #: -1
Dept Work Order #:

[Home](#) | [Create New Project](#) | [Create Dept Work Order](#) | [Copy Current Req](#)

[Search](#) | [Logout](#)

Dept Work Order Requestor

Stephanie Rourke
220 USB
+1 319 335 5074
stephanie-rourke@uiowa.edu
FACILITIES MANAGEMENT
09/13/2018

Name
Campus Address
Phone
Email
Department
Date

Dept Work Order Contact (Required)

Contact same as Requestor

Populate using HawkID -->

Dept Work Order Location (Required)

Building Lookup: Starts With **Building:** None selected - Use "Building Lookup"
[more info](#)

Abbr	Name	Num	Address (not searchable)
N/A	NOT APPLICABLE		
		0214	
		0385	
		0400	

Room #:

Description of Work Requested or Problem Statement (Required)



**Facilities
Management**

The **BLACK** button



Plan / Build / Renovate

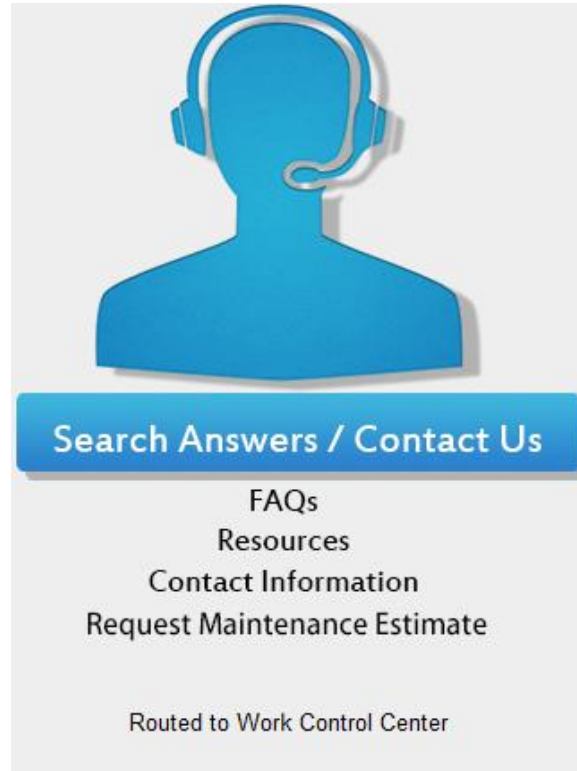
New Building
Request New or Additional Space
Renovate Space
SIMS Room Update Request

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**

The BLUE button



 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: 

Question or Concern:

Submit

Cancel



FM Resources

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

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

Campus Resources

Links to resources provided by departments other than Facilities Management

Athletics and Recreation Fields
Campus ITS
Classrooms Support and Reservations
Environmental Health & Safety
Housing & Dining
Parking & Transportation
Public Safety
Risk Management
UIHC Facilities
University Surplus
University Vehicles



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**

FM@YOURSERVICE

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Beyond

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?

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