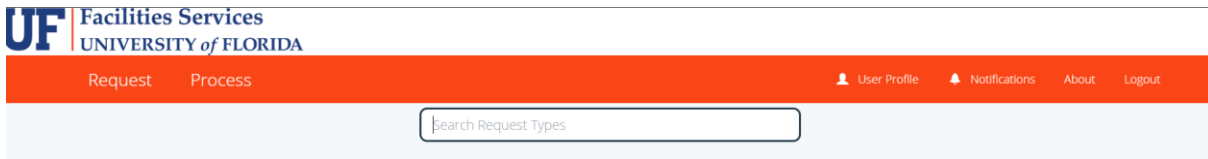


GatorWorks User Information

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Basic Navigation



Request Button – returns you to the main screen from any location in the program.

Process Button – lists all requests you have submitted.

User Profile – contains your user information. You can update your phone contact and email notification preferences here.

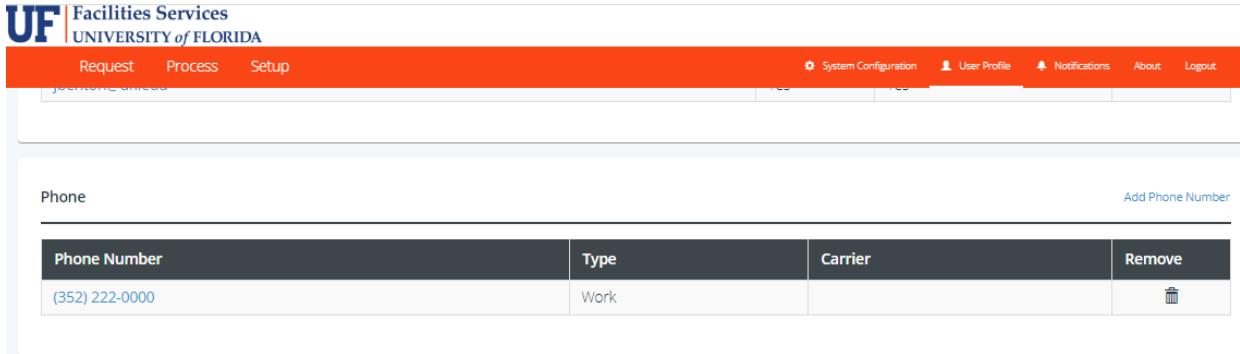
Notifications – lists notifications related to your submitted requests. These notifications can be managed through your preferences in your User Profile.

Search Bar – input basic terms related to your maintenance request if you are unsure of which button to select.

User Profile

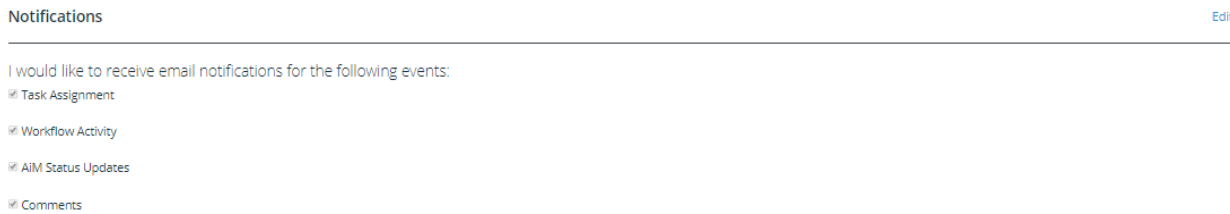
Contact Information

Your email is logged to your GatorWorks account through the UF SSO (Single Sign-On) login process. Your email and phone number are required fields for submitting work requests. Select the “User Profile” option in the header bar of the screen and scroll down to the “Phone” section to add in a contact phone number. Once completed this will be automatically associated to your requests, and you will no longer have to fill out this information.



Notifications

You can opt in or out of system notifications at any time by editing your preferences at the bottom of your user profile. You will still be able to see updates within the individual requests in the Process screen if you opt out of notifications.



Submitting Requests

A request can be entered by choosing the appropriate button and filling out the required questions. Requests are broken down into two main request areas. If you do not see the specific request type you are looking for please use the “Don’t see your issue?” button under the Additional Services area.

Request areas

Standard Maintenance


This area contains requests that are typically considered to be standard maintenance and are covered by the appropriations funds for campus buildings.



Additional Services

This area contains requests that are not covered by the standard appropriations funds for campus buildings. Also included in this section is a button for you to enter any requests that you do not specifically find a section for within the "Standard Maintenance" section. All special maintenance project requests should be entered under the "Paid Services" button. Please note that this system currently designed to accommodate only Facilities Services related project requests.

Additional Services



Paid Services New Key, Card, & Sign Requests Don't see your issue?

Requests not covered within GatorWorks


The following requests are not currently covered within the GatorWorks system:

- **Emergencies** – If there is an emergency in a building (active flooding, building power outage) please call to alert our employees of this as soon as possible. Contact Work Management for these issues at (352) 392-1121.
- **Event Services Requests** – Please use the [Event Services Form](#)
- **Outage Requests** – Please use the [Outage Request Form](#)
- **Construction or Renovation Requests** – These projects are handled by Planning, Design & Construction. Please use the [standard method](#) for requesting these types of projects through their system.

Department Information

On the first page customers are asked if they know their department to associate with the request. This information is used for reporting purposes. It is also used to determine funding for reimbursable work. If you do not know your department number the request can still be processed. In this case if funding is needed, our team will reach out to obtain the necessary funding. If you have questions regarding your department IDs with established funding please visit our [Customer Information Site](#) or contact your fiscal representative.

Process Screen



Request	Process
Awaiting Your Review 0	Your Open Requests Filter Results
Your Open Requests 3	<input type="text" value="Start typing to search"/> <input type="submit" value="Q"/>
Your Watch List 5	Today
Your Closed Requests 1	Bldg: 0001 Plumbing - toilet 2408 - 02/26/2020
All Requests 5	Bldg: 0001 HVAC problem - It's too

Your Open Requests

Listing of all requests currently open within our system. This includes requests where the work has either not begun or is in some form of work in progress.

Your Closed Requests

Listing of all requests currently closed within our system. This includes requests where work has been completed or the request has been cancelled.

Process Screen Request View

Within each individual request you will see the details provided at the top of the screen. Below those details you will see information regarding the current status of your request. At the bottom of your request there is a "Comment" area where you can insert comments regarding your requests and view comments provided by Facilities Services. Depending on your Notification settings, you can follow up on comment replies and status updates in the Notifications section.