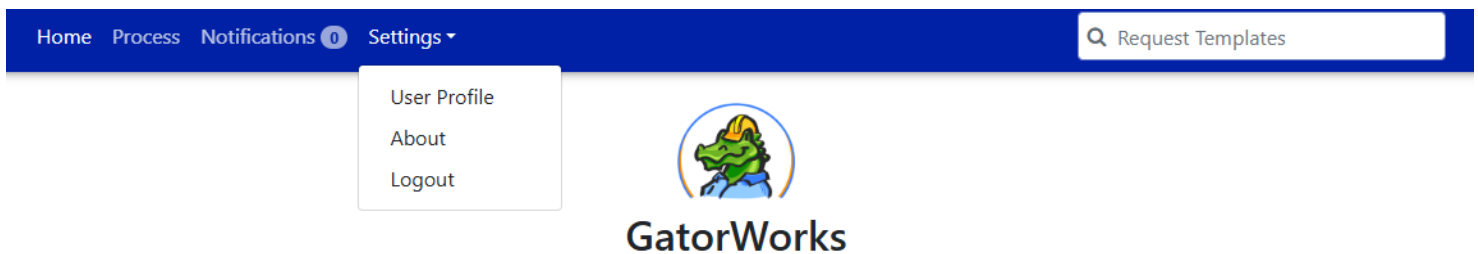


GatorWorks User Information

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Basic Navigation



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

Process Button – lists all requests you have submitted.

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

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

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 under “Settings” in 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 with your requests, and you will no longer have to fill out this information.

Phone

Add

Phone Number	Phone Format	Type	Remove
No data available in table			

User Profile

Add Phone Number

CancelDone

Phone Number

352-123-4567

Phone Format

United States

Type

(Select One)

Notifications

You can opt in or out of system notifications at any time by editing your preferences at the top 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. The default setting is for all new users to receive notifications for status updates and comments related to their requests.

User Profile

General Settings

Edit

NR

Nota Realperson

Deactivate account

Change Password

Notifications

Edit

I would like to receive email notifications for the following events:

☐ Task Assignment

☐ Workflow Activity

☒ AiM Status Updates

☒ Comments

Submitting Requests

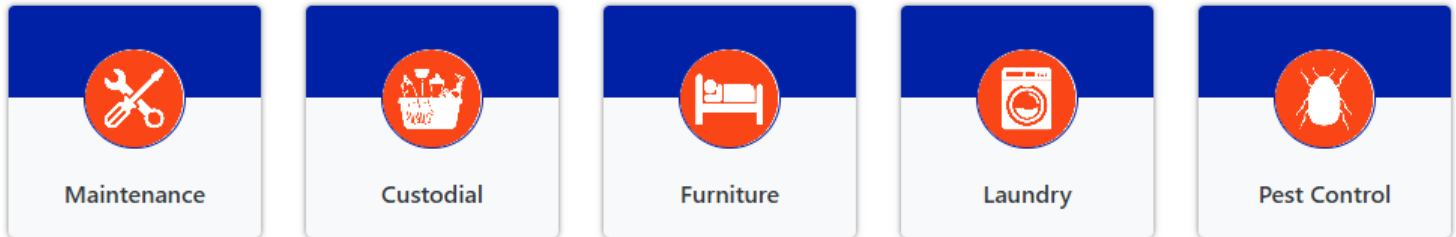
A request can be entered by choosing the appropriate button and filling out the required questions. Requests are broken down into three main request areas. If you do not see the specific request type you are looking for, please use the “Don’t see your issue?” button under the Additional Services area.

Request areas

Housing & Residence Life

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

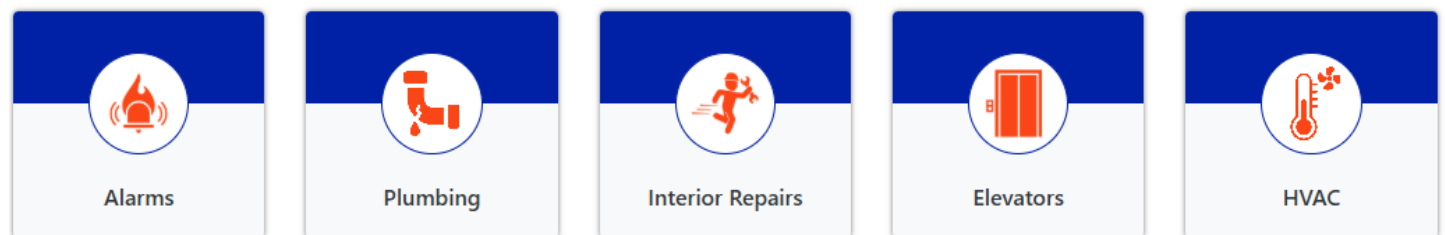
Housing & Residence Life



Campus Maintenance Services

This area contains requests that are typically considered to be standard maintenance and are covered by the appropriations funds for campus buildings including spaces for classroom, research, office and business purposes.

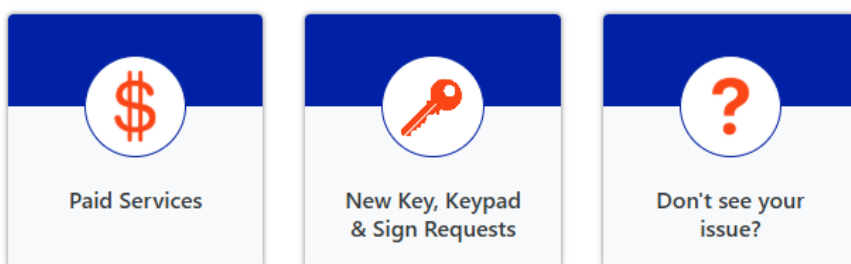
Campus Maintenance



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 portion of the system is currently designed to accommodate only Facilities Services related project requests. Projects handled by Planning, Design and Construction are processed through their website.

Additional Services



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](#) process in the UF Campus Closures site.
- **Construction or Large-Scale Renovation Requests** – These projects are handled by Planning, Design & Construction. Please visit their [site](#) to request these types of projects through their system.

Department Information

On the first page customers are asked to enter their department information 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 information 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

The Process Screen is where users can go to view their previous requests and obtain updates on work order status.

Home Process Notifications 0 Settings ▾		
Request	Filter Awaiting Your Review Clear	
Awaiting Your Review 8	Today	
Your Open Requests 55	Bldg: 0086 Room: 306 After Hours Request 62265 05/08/2025	
Your Watch List	This Week	
Your Closed Requests	Bldg: 0011 Housing Maintenance - There is a plumbing issue. 62249 05/06/2025	
All Requests	Bldg: 0575 Room: 0101 Housing Maintenance - There is a plumbing issue. 62248 05/06/2025	

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

Bldg: 0011 Housing Maintenance - There is an elevator issue.
62256

05/07/2025
09:32 PM

Workflow

Generate since 05/07/2025 09:32 PM

Details

Attachments 0

Approvals

Comments 0

AiM

Full Name:

Within each individual request you will see the following tabs:

- Details – Shows the information for the request you provided in your submission.
- Attachments – Shows any attachments included with your request (pictures of the issue, etc).
- Approvals – This will show the approval steps taken by Work Management team members to create a work order in the AiM Work Management system utilized by our technicians.
- Comments – This will show comments placed on the work order by technicians about the steps taken to complete the work and comments/questions from Work Management regarding the nature of the request.
- AiM – This shows the work order information in the AiM Work Management system utilized by our technicians associated with your request. This will include the work order status, information on any additional teams the request is routed to for completion of the request, the status of the scope of work required from each of those teams, as well as the overall work order status. Please note that the work completed by individual teams on different “phases” of the work order may be marked as complete before the completion of the overall work order depending on work dependencies for the different teams needed to complete the request.