

# Frequently Asked Questions

## How do I use the “Previous” button while submitting a request?

The “Previous” button lets you to go back to review your request. If you need to make changes to the request, please cancel and restart the request.

## How do I make sure my Worktags are valid?

You must use the [Worktag Validation tool](#) to validate your Worktags any time you enter or change them when submitting a request. The Worktag Validation tool will not be usable until Go Live on April 23 at 6:00 a.m.

## How do I submit my request to require an estimate before confirming the work?

If an estimate is needed, most tiles include a checkbox to indicate that an estimate is required before the work proceeds.

## How do I report errors, issues, questions or enhancement suggestions for ReADY?

Contact the Customer Care Team at [careteam@uw.edu](mailto:careteam@uw.edu) or 206-685-1900 to report any of these issues.

## My phone number isn't displaying correctly or is missing. How do I change my phone number?

On the request, use the “Add Contact?” field to manually enter your phone number. Then, email [careteam@uw.edu](mailto:careteam@uw.edu) or call at 206-685-1900 to update your requestor profile. This will ensure future requests show the correct information automatically.

## How do I create a shortcut to ReADY on my phone?

### *iPhone Users*

1. **Open Safari:** Launch the default Safari browser on your Apple device.
2. **Navigate to the [ReADY website](#).**
3. **Tap the Share button:** Look for the share button, which is a square with an upward-pointing arrow, located at the bottom of the screen.
4. **Select "Add to Home Screen":** Scroll through the share options until you find "Add to Home Screen" and tap it.
5. **Customize the name and icon:** You can rename the shortcut and customize the icon to your preference.
6. **Tap "Add":** Once you're satisfied with the name and icon, tap "Add".
7. **Shortcut Created:** The shortcut will be added to your home screen, allowing you to open the webpage as a standalone app

### *Android Users*

1. **Open Chrome:** Launch the Google Chrome browser on your Android device.
2. **Navigate to the [ReADY website](#).**
3. **Access the Menu:** Tap the "More" icon, which is represented by three dots in the upper right corner of the screen.
4. **Choose "Install App" or "Add to home screen":** You'll see an option that says, "Install app" or "Add to home screen". Tap on this.
5. **Follow Instructions:** If prompted, you may need to follow on-screen instructions to confirm or customize the app.
6. **Shortcut Created:** The shortcut will be added to your home screen, allowing you to open the webpage as a standalone app