

UWF Ready

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Logging into UWF Ready

Step 1

When logging into Ready, you will be redirected to sign in with Single Sign-On (SSO).



Please sign in.

UW NetID:

Password:

[Forgot your password?](#)

UWF Ready Landing Page

Step 1

Once logged in you will see the UWF Ready home page. This is the main page you will be using to enter work requests.

Facilities will include alerts above the service tiles. These will include blue information blocks, yellow warning blocks for minor widespread issues and general alerts, and red Danger blocks for major widespread issues.

The screenshot shows the UWF Ready landing page. At the top is a dark purple navigation bar with links for Home, Process, Setup, Notifications, and Settings. A search bar on the right contains the text 'Request Templates'. Below the navigation bar is a large purple 'W' logo and the heading 'Request a service'. There are three alert blocks: a yellow warning block, a red danger block, and a blue information block. The information block contains a welcome message and contact information for the Customer Care Team. Below the alerts is a 'Frequently Requested' section with four service tiles: Building Access, Graffiti Removal, Heating & Cooling, and Restrooms. Each tile has an icon and a list of associated issues.

Home Process Setup Notifications Settings

Request Templates

Request a service

Warning - upcoming large scale outage or current disruption. Notice of widespread but less critical maintenance issue. Possibly notification when CCT/HFS or another intake group staff are unavailable.

Danger - example of disruptive maintenance issues affecting more than one building or part of campus. Include information on work order status or instructions on when to submit new requests.

Welcome to UW Facilities services request page. Search for, or select a tile that best fits your request needs. For more information about this tool, visit our Help and FAQ page here: (link coming soon)

If you are not able to select a service, or need additional assistance, please contact our Customer Care Team:
Staffed M-F 7 a.m. - 4 p.m.
Email: careteam@uw.edu
Phone: 206-685-1900 - **outside of office hours, press 0 for maintenance emergencies**
Text: 206-339-5339 (we are currently unable to reply via text)

Frequently Requested

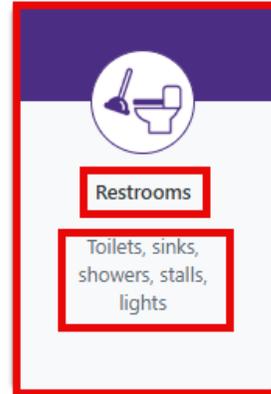
Building Access	Graffiti Removal	Heating & Cooling	Restrooms
Keys, keycards, locks, CAAMS, door latches	Vandalism, trash, indoor, outdoor	Temperature, ventilation, refrigeration	Toilets, sinks, showers, stalls, lights

How to Submit a Request

Step 1

To submit a request, click on the Tile that matches the closest to the issue you are having.

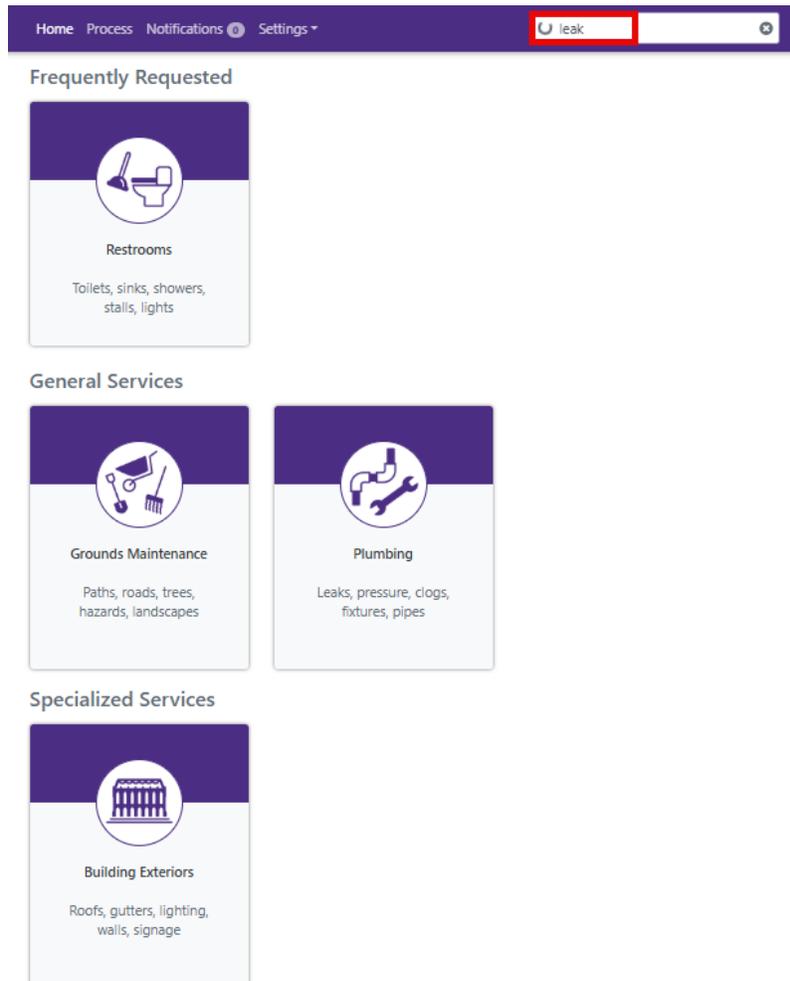
To find an appropriate tile either pick from the list using the Tile name and description.



OR

In the top right, use the search bar to search your issue.

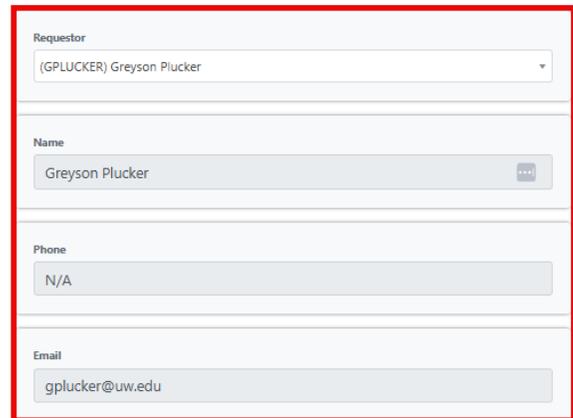
Example: Typing in leak in the search bar will return all Tiles related to leaks.



Step 2

The first page of every tile is always the same. The Requestor information will default to your login.

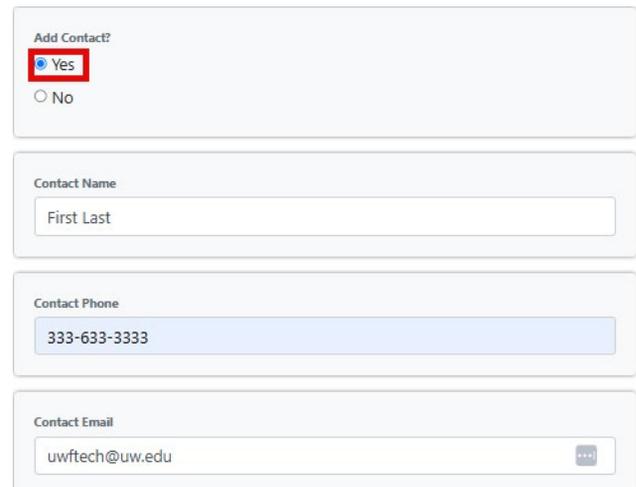
W Restrooms



A screenshot of a web form titled "Restrooms" under a "W" logo. The form is enclosed in a red rectangular border. It contains four input fields: "Requestor" with a dropdown menu showing "(GPLUCKER) Greyson Plucker", "Name" with a text field containing "Greyson Plucker" and a search icon, "Phone" with a text field containing "N/A", and "Email" with a text field containing "gplucker@uw.edu".

Step 3

To change the main contact for the request, select Yes on the add contact field. Then input the Contact's information. This can also be used if your phone number does not auto-populate with the requestor information.



A screenshot of a web form titled "Add Contact?". It contains four sections: "Add Contact?" with radio buttons for "Yes" (selected and highlighted with a red box) and "No"; "Contact Name" with a text field containing "First Last"; "Contact Phone" with a text field containing "333-633-3333"; and "Contact Email" with a text field containing "uwfttech@uw.edu" and a search icon.

Step 4

The Location Section is where the request is taking place.

You can search by Facility Number or Facility Name.

If the floor/room is unknown or irrelevant, leave blank and describe the location in the comments box on the next page with any relevant landmarks. For example: “hallway outside room 123”, or “external door facing the Quad.”

If multiple rooms are involved, choose the central room as the listed location and include all other spaces in the Comments box.

Location

Property	<input type="text" value="(1111) FLUKE HALL"/>	Help
Floor (optional)	<input type="text" value="01"/>	Help
Room (optional)	<input type="text" value="108"/>	Help

Step 5

Click Next

Cancel	Next >
--------	--------

Step 6

The next page is Tile specific. Answer the questions based on the issue you are submitting a request for. Please include further information in the Comments box.

What's going on?

Select issue type:

- Lights
- Stalls/Partitions
- Cleanliness
- Toilet/Urinal
- Sink
- Graffiti
- Water leak
- Entry door
- Exhaust fan
- Shower
- Other

Toilet Issue?

Leaking

Comments Here [Help](#)

This is the comments box to input any relevant request information.

Step 7

After filling in the page with as much relevant information as possible click Next.

Cancel **Next >**

Step 8

Based on the selections made up to this point, an account will either be filled in for you or it will be blank. If it is blank, please input your Cost Center or other driver account that will be used for this request.

Account Setup & File Attachments

Driver

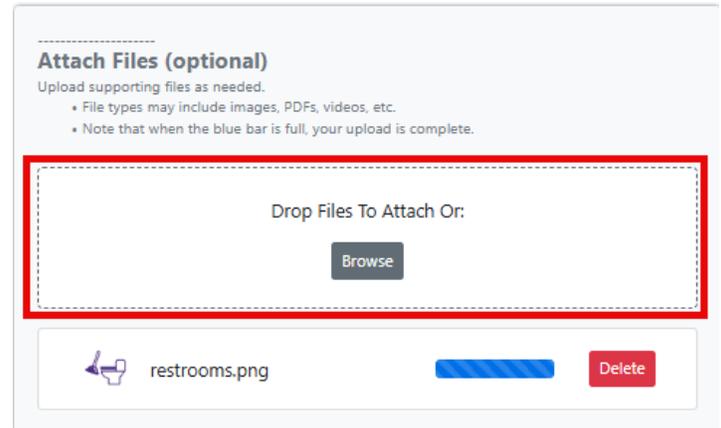
Cost Center / Project / Program / Grant / Gift

(ABSORBED) ABSORBED/No-Charge

Step 9

To attach files, either drag and drop a file over the Attachment section or click browse and locate your attachment.

Important Note: When the blue bar is full and the delete button is clickable, the attachment is fully uploaded.



Attach Files (optional)
Upload supporting files as needed.

- File types may include images, PDFs, videos, etc.
- Note that when the blue bar is full, your upload is complete.

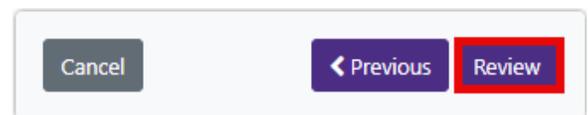
Drop Files To Attach Or:

Browse

restrooms.png  Delete

Step 10

Click Review to review the information you have input to confirm the request you are submitting.

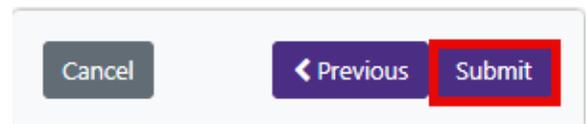


Cancel < Previous Review

Step 11

After completing your review, click Submit.

Important Note: After clicking Submit, you will be taken back to the ReADY home page and receive an email confirmation of your submission.

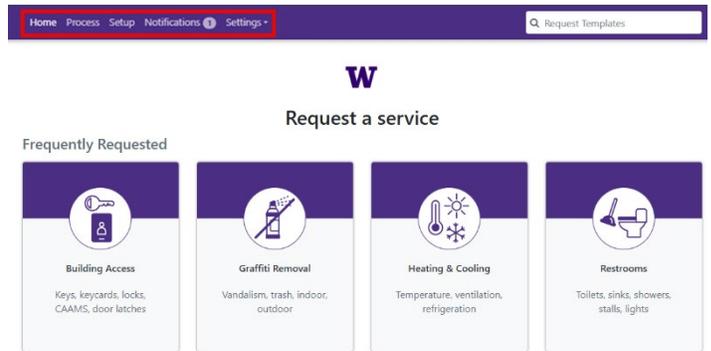


Cancel < Previous Submit

ReADY Menu Bar

Step 1

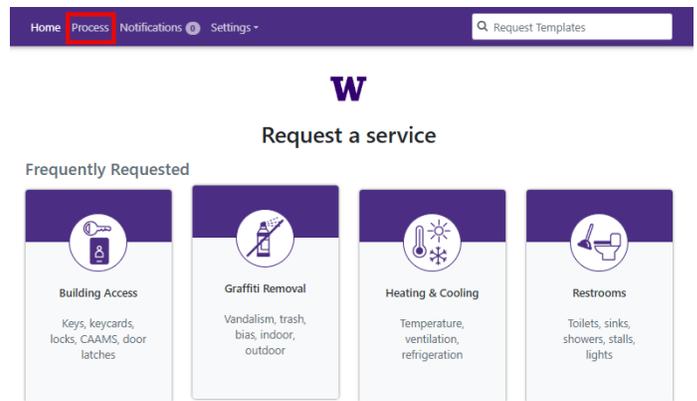
In the top left of the Home page, the menu bar shows the different pages within ReADY.



Process Page

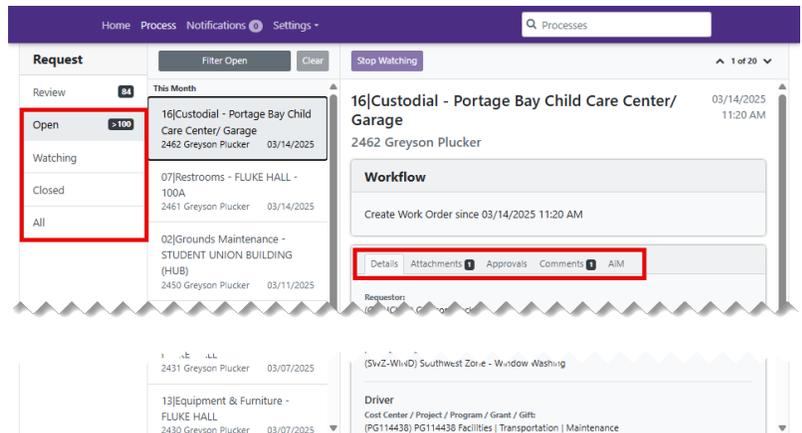
Step 2

Click the Process page from the menu bar.



Step 3

The Process page shows important information about existing requests in a tab layout. By clicking on each tab, it will show you the related information such as attachments or Work Order information.



Step 4

If there are questions about your request, the Comments section allows you to contact the intake group for your request.

This Month

- 16[Custodial - Portage Bay Child Care Center/ Garage] 2462 Greyson Plucker 03/14/2025
- 07[Restrooms - FLUKE HALL - 100A] 2461 Greyson Plucker 03/14/2025
- 02[Grounds Maintenance - STUDENT UNION BUILDING (HUB)] 2450 Greyson Plucker 03/11/2025
- 02[Grounds Maintenance - STUDENT UNION BUILDING (HUB)] 2449 Greyson Plucker 03/11/2025
- 09[Electrical - GARRETSON-WOODRUFF-PRAT] 2448 Greyson Plucker 03/11/2025

16[Custodial - Portage Bay Child Care Center/ Garage] 03/14/2025 11:20 AM
2462 Greyson Plucker

Workflow
Create Work Order since 03/14/2025 11:20 AM

Details Attachments Approvals **Comments** AIM

GP Greyson Plucker is anybody in CCT getting this comment
03/18/2025 11:29 AM [Delete] [Edit]

GP [Click to enter comment]

Notifications Page

Step 1

Click the Notifications page from the menu bar.

Home Process **Notifications** Settings

Request Templates

W

Request a service

Frequently Requested

- Building Access**
Keys, keycards, locks, CAAMS, door latches
- Graffiti Removal**
Vandalism, trash, bias, indoor, outdoor
- Heating & Cooling**
Temperature, ventilation, refrigeration
- Restrooms**
Toilets, sinks, showers, stalls, lights

Step 2

The Notifications page is where you will find all communications for requests where you are a participant. These can be Work Order status changes or comments on your requests.

Home Process **Notifications** Settings

Notifications

Notifications [Delete All]

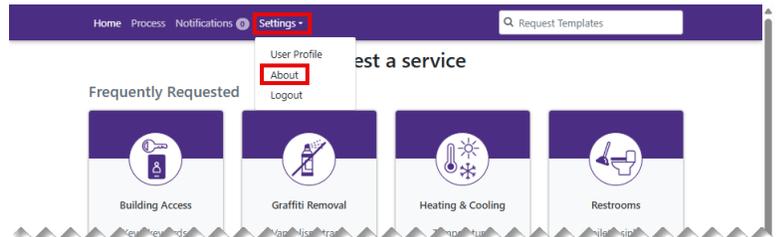
[Profile Icon] A status update was made in AiM regarding 2462: 16[Custodial - Portage Bay Child Care Center/ Garage] WO: 1046062 was set to OPEN
03/14/2025 11:20 AM

[Unwatch] [View Request] [Delete]

Settings Page

Step 1

Click the Settings drop down from the menu bar. The About option gives general information about Ready but otherwise the About page can be ignored.



General User Profile Settings

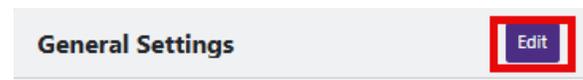
Step 2

Click User Profile from the Settings drop down menu.

The User Profile is your login profile. It is also where you can customize which notification you receive from the portal.

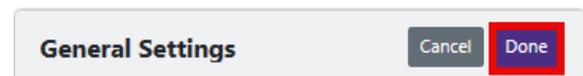
Step 3

To Edit your Name or Job Title, select Edit in the General Settings section.



Step 4

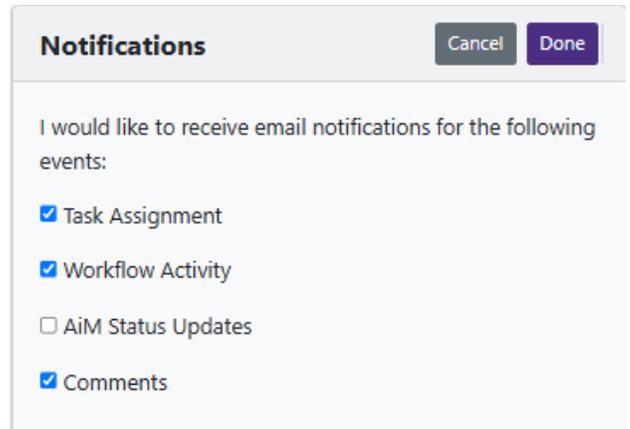
After making any changes, select Done.



Notification Settings

Step 5

You can customize which notification you receive from the portal by checking or unchecking the notifications.

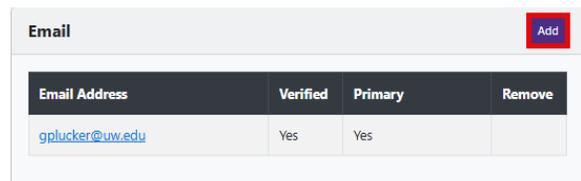


The screenshot shows a dialog box titled "Notifications" with "Cancel" and "Done" buttons. The text inside says "I would like to receive email notifications for the following events:". Below this, there are four checkboxes: "Task Assignment" (checked), "Workflow Activity" (checked), "AiM Status Updates" (unchecked), and "Comments" (checked).

Email Settings

Step 6

To add a secondary email, click Add in the Email Section.



The screenshot shows the "Email" settings section with an "Add" button. Below it is a table with the following data:

Email Address	Verified	Primary	Remove
gplucker@uw.edu	Yes	Yes	

Step 7

Input the desired email address and then hit Done.

Important Note: Do not remove your UW email address as this is your main identification with the portal and links you to AiM as a user.

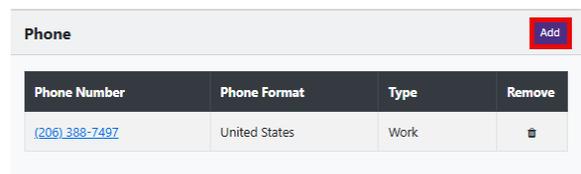


The screenshot shows the "Add Email" dialog box with "Cancel" and "Done" buttons. It has an "Address" field containing "uwftech@uw.edu" and a "Primary" checkbox which is unchecked.

Phone Settings

Step 8

To add a Phone Number, click add in the Phone Section.



The screenshot shows the "Phone" settings section with an "Add" button. Below it is a table with the following data:

Phone Number	Phone Format	Type	Remove
(206) 388-7497	United States	Work	

Step 9

Input your phone number and then the type of Phone Number this is. Then Select Done when completed.

Add Phone Number Cancel Done

Phone Number

Phone Format

Type