



KEYS PROJECT

Enhancements made with you in mind

Update May 2013

New features for keys requisitioning and approving

Facilities Management continues to develop the keys requisition software, making changes to the interface and further enhancing the customer experience. Facilities Management's key software and interface was redesigned to eliminate unnecessary delays in the process. The upgrade increases the speed with which customers can submit the request form as well as the internal process for retrieving and distributing keys. This week, FM is revealing more of these features, targeting security, functionality and appearance.

Enhancements continue to improve the customer experience as items from Phase Two - including those from our customer feedback - roll out this week. The new features are listed below.

PHASE TWO - NEW

Functionality

- Requester receives a confirmation email
- Requester can add notes to Approver
- Approver can send a note to Requester when a request is denied
- Requester receives an email confirming their request to cancel their key request during the processing phase
- One location login

Security

- Checks Requester's records when a key is requested to verify if the key has already been issued to him/her and provides instructions if it has

Appearance

- Adhere's to Western's new web standards
- New online support including updated help docs and
- New feedback section

Contact Us:

Website; <http://uwo.ca/fm>

Feedback; fmkeyadm@uwo.ca