

Guide to FAMIS Self-Service Module

Welcome to the FAMIS Self- Service Tutorial, your guide through the process of submitting a request for maintenance, repairs and services.

UCONN Facilities - FAMIS Self-Service Tutorial

Unlike our former web requests, FAMIS Self-Service is a “point and click” type system.

The next slide gives you a brief overview while the subsequent ones show you actual screen shots with more detailed instructions.

UCONN Facilities - FAMIS Self-Service Tutorial

- Log in from the Facilities Operations web page [www.fo.uconn.edu]
- Select building, floor and room
- Select your “trouble” from the major category (electrical, plumbing, heating)
- Select subsequent detailed “trouble” best describing your situation from our listing
- Or “Create Your Own Request”

UConn Facilities - FAMIS Self-Service Tutorial

WWW.FO.UCONN.EDU



Facilities Operations

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Maintenance & Renovations Services

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- Renovations & Repairs
 - AC Installation Form
- Zone Maintenance

Utility Services

- Water & Sewer
- Cogen, EMS & Electrical

Financial Services

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Work Order Process



Welcome to Facilities Operations Webpage

Please explore the subsequent Operations pages for general maintenance info, the appropriate contact person for your area, and maintenance happenings that may affect you or your department. We anticipate that FAMIS, our new Maintenance Management System, will be on line early February for you to utilize when submitting your Work Order Requests, better known in FAMIS as Service Requests. There is a short tutorial available for your review on our Work Order page which can be accessed from the link to the left.

The Work Order Request link from our webpage will take you to a single sign-on where you'll be authenticated using your NetID to log into FAMIS.

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[Logout](#)
[Change Password](#)

Facilities Services

01 - STORRS CAMPUS

0000	SOFTBALL FIELD STORAGE
0001 ←	STORRS HALL
0002	GULLEY HALL
0004	KOONS HALL
0005	DAIRY BARN & SILO
0006	HAWLEY ARMORY
0007	MERLE S KLINCK AGRICULTURAL ENGINEE
0011	H-12 UNDERGRAD STUDENT GOVERNMENT
0012	HOUSE 29, GILBERT RD
0013	HOUSE 13, INTERNAL AUDIT
0014	HOUSE 28, GENERAL ATTORNEY OFF
0017	HOUSE 25, GILBERT RD
0019	HOUSE 22, GILBERT RD
0023	H-27 ZONE 3 OFFICE/SHOP
0024	INSTITUT OF PUBLIC & URBAN AFFAIRS
0025	HOUSE 23, GILBERT RD
0028	MINK BARN, RT 195 NORTH
0029	BENTON MUSEUM OF ART
0030	MUSEUM OF NATURAL HISTORY

Once authenticated, you will choose your building from the list by clicking on the building number in blue. Or, you can just click on the gray **“Service Requests”** button at the bottom of the page.

Service Requests ←

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Facilities Services

STORRS HALL

No Image available

Site ID 01

Building ID 0001

Address 231 Glenbrook Road

Storrs

06269

Contact

Floors

- [00](#) BASEMENT
- [01](#) FIRST FLOOR
- [02](#) SECOND FLOOR
- [03](#) THIRD FLOOR
- [04](#) FOURTH FLOOR



Service Requests

Building information will be displayed. Select the appropriate floor. Or just click on the gray **“Service Requests”** button at the bottom of the page.

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Facilities Services

STORRS HALL - FIRST FLOOR

Site **01** STORRS CAMPUS
Building **0001** STORRS HALL
Floor **01** FIRST FLOOR

Rooms

101	210 Class Laboratory
101A	215 Class Laboratory Service
102	310 Office
102A	310 Office
103	310 Office
104	310 Office
105	310 Office
106	315 Office Service
107	315 Office Service
107A	YYY Mechanical Area
108	310 Office
109	310 Office
110	310 Office
111	315 Office Service
112	210 Class Laboratory

Select the appropriate room. If unknown or not listed, click on the gray **“Service Requests”** button to continue. Please be sure to list location details in the work description field to enable Facilities to locate the problem area.

UCONN Facilities - FAMIS Self-Service Tutorial

The screenshot displays the FAMIS web application interface. At the top left is the 'famis' logo. At the top right are links for 'Logout' and 'Change Password'. Below the logo is a navigation bar with 'Facilities Services' selected. The main content area is divided into sections: 'Room Information', 'General Information', 'Categories', 'Functional Use', and 'Occupants'. A callout box with a purple border highlights a text instruction. At the bottom right, a 'Service Requests' button is highlighted with a purple arrow.

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Facilities Services

Room Information

Site 01	STORRS CAMPUS
Building 0001	STORRS HALL
Floor 01	FIRST FLOOR
Room 104	310 Office

General Information

Assigned To		
Area 117.21	Capacity 1	
Status OPEN	Occupants 0	
Cost Recovery N		

Categories

Room Type 310	Space Rollup 300
IFMA Category	Micro Category

Functional Use

Code	Description	Percentage
DA	DEPT. ADMINISTRATION	100

Occupants

Additional information is displayed upon room selection. Click "**Service Requests**" button at the bottom of page to continue.

Service Requests ←

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Confirm Requestor Select Service Enter Service Details Enter Location Review

Requestor

Requestor *

Phone * Pager

Cell Phone E-mail

Department * Mail Code

Alternate Requestor

Name Phone

←

Verify your requestor information, add an alternate if appropriate, then click **“Next”**.

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The screenshot displays a web-based tutorial interface. At the top, a horizontal progress bar consists of five circular markers connected by a line. The first marker is yellow and labeled 'Confirm Requestor'. The second marker is blue and labeled 'Select Service', indicating the current step. The remaining three markers are white and labeled 'Enter Service Details', 'Enter Location', and 'Review'.

Below the progress bar, the section is titled 'Available Services' and contains a list of four items:

- [CHANGE DEPARTMENTAL DESIGNEE](#)
- [PROJECT PROCEDURES](#)
- [STORRS MAINTENANCE & REPAIRS](#) ←
- [New Web Request *Create your own request*](#)

A red arrow points to the 'STORRS MAINTENANCE & REPAIRS' link. Below the list are two buttons: 'Cancel' and 'Back'.

Select **“STORRS MAINTENANCE & REPAIRS”** for routine repairs or “Create your own” if you already know that your trouble is not included in our listing.

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The screenshot displays a progress bar at the top with five steps: Confirm Requestor, Select Service, Enter Service Details, Enter Location, and Review. The 'Select Service' step is currently active, indicated by a blue circle. Below the progress bar, the text 'Services within STORRS MAINTENANCE & REPAIRS' is followed by a list of service categories. A red arrow points to the 'ELECTRICAL' option. At the bottom of the list, there is a link for 'New Web Request *Create your own request*'. Below the list are 'Cancel' and 'Back' buttons. A callout box at the bottom right provides instructions on how to choose a repair type, specifically mentioning 'ELECTRICAL' for a light outage. The footer of the page contains the copyright information: © 2004 FAMIS Software, Inc.

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within STORRS MAINTENANCE & REPAIRS

- [CARPENTRY](#)
- [ELECTRICAL](#) ←
- [ENTER YOUR OWN REQUEST](#)
- [GLASS](#)
- [HEATING / COOLING](#)
- [PAINTING](#)
- [PEST CONTROL](#)
- [PLUMBING](#)
- [ROOFING](#)
- [New Web Request *Create your own request*](#)

Cancel Back

Under “**STORRS MAINTENANCE & REPAIRS**”, you can choose the appropriate type of repair. If you had a light out, you would click on “**ELECTRICAL**”.

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Services within: STORRS MAINTENANCE & REPAIRS - ELECTRICAL

- [BAD BALLAST](#)
- [FIRE ALARM PANEL PROBLEM](#)
- [GENERATOR RUNNING](#)
- [HIGH VOLTAGE CAMPUS OUTAGE](#)
- [LIGHT SWITCH IS BAD](#)
- [LIGHT\(S\) OUT](#)
- [NO POWER](#)
- [OUTLET NOT WORKING](#)
- [SMOKE DETECTOR MALFUNCTIONING](#)
- [New Web Request *Create your own request*](#)

Cancel Back

From the list of standard electrical problems you would click on “**LIGHT(S) OUT**”.

UCONN Facilities - FAMIS Self-Service Tutorial

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Work Description

Work Title *

Description of Work *

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location

←

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On this screen, you should type additional information or answer the displayed questions in the **“Description of Work”** area, and indicate when your area is unavailable to be serviced, then click **“Next”**.

UCONN Facilities - FAMIS Self-Service Tutorial

The screenshot displays a web-based form for entering location information. At the top, a progress bar consists of five circles connected by a line. The first three circles are yellow, and the fourth is blue, indicating the current step. Below the progress bar, the steps are labeled: "Confirm Requestor", "Select Service", "Enter Service Details", "Enter Location", and "Review".

The form contains four input fields with labels in grey boxes:

- Site: 01 *
- Building: 0001
- Floor: 01
- Room: 104

At the bottom of the form, there are three buttons: "Cancel", "Back", and "Next". A red arrow points to the "Next" button.

Location information is verified once again. You may make changes here if necessary, then click **Next**.

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Requestor Information

Requester Name **DEMPSEY, ALLISON** Requester Phone **486-5118**
Requester Dept **35200AA** Requester Email
Alt Requester Name Alt Requester Phone

Service Description

Earliest Start Date Latest Completion Date
Blackout Dates and Times Work Title **LIGHT(S) OUT**
Description **NUMBER & LOCATION OF LIGHTS OUT**
CHECK SWITCH
CHECK BREAKER

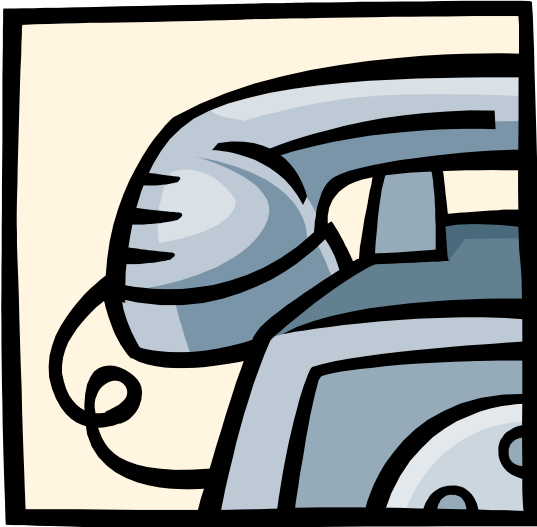
Location

Site **01** Building **0001**
Floor **01** Room **104**

Review here all the information submitted. Then click "**Finish**". A Service Request (SR) number will be displayed for your reference and the SR will be forwarded to Work Order Control for processing.

Cancel Finish ←

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If you have any questions regarding the Self-Service process, please contact Work Order Control at 486-3113, or Allison Dempsey at 486-5118 or via email at allison.dempsey@uconn.edu

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