Physical Facilities
FAMIS Self Service

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This guide is designed to be used in conjunction with attendance in training classes provided by
Controller’s Office and Financial Systems Department in collaboration with the Center for Professional Development & Training

Think before you print.
Objectives:
The objective of this guide is to train members of the UNF community to use FAMIS Self Service to create and track service requests.

This guide is divided into 3 processes:

Process 1: Logging into FAMIS Self Service
Process 2: Creating a Self Service Request
Process 3: Searching for Existing Requests

Intended Audience
All employees are encouraged to use FAMIS Self Service to report and track custodial requests, air conditioning or heating issues, recycling needs, moving requests, engineering requirements, and other physical facilities requests.

Pre-Requisites
In order to use the FAMIS Self Service system a user must have the following pre-requisites:

- Basic Keyboard & Mouse Skills
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EXERCISE 1 – LOG IN

STEP 1: ACCESS THE SELF SERVICE WEB SITE

Access the FAMIS Self Service Web Site using the URL below. Note that there is a different URL for training than for production.

Test- For training purposes only!

- Self Service - https://cheer.unfcsd.unf.edu/famis_exau_ftst/famis_exau.sslogin

Production

- Self Service - https://cheer.unfcsd.unf.edu/pls/fss_fprd/famis_exau.sslogin
- OR-
  Go to the Physical Facilities Website http://www.unf.edu/anf/physicalfacilities/
  Select “Service Requests” from the left-hand menu, and click the “Self Service” button.

STEP 2: LOG IN

- Enter your N# as your Username.

- Enter your Password. Use the same password you use to log in to your computer.

- Click the Login button.

FAMIS Self-Service Login
Please enter your username and password. *Additional Instructions
Username: eyecom
Password: ********
Login | Reset

Lookup Password
Change Password

N:\Training\FAMIS\SelfService07-12-2010Final.doc
The first time you access FAMIS Self Service you will be asked to enter your user information.

- The following “Requestor” information must be filled in:
  - Requestor Name (your first and last name)
  - Phone Number (620-xxxx)
  - Department Number (Banner Org\Index 6 digit Number.)
  - Email Address

After your first service request, the system will remember the information, and you will only be asked to confirm that it is accurate when you create a new request.

**STEP 3: ACCESS THE SERVICE REQUEST SCREEN**

- Click on the SERVICE REQUESTS button.

*NOTE: clicking on any button besides “Service Request” will only allow you to view the information in that topic, you will not be able to create or view a Service Request.*
- Click on the CREATE SERVICE REQUEST button.

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Status</th>
<th>Phase</th>
<th>Requestor</th>
<th>Maint Type</th>
<th>Site</th>
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<th>Description</th>
<th>Date Entered</th>
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EXERCISE 2 – CREATE A SERVICE REQUEST

**Step 1: Confirm Requestor**

- Confirm that your Requestor Information is accurate. (If this information is not accurate, email pfwork@unf.edu if it is an emergency request you may contact us at 620-1993 but we do request that you submit a Service Request as well for time Verification.)
- Press the Next button.

*NOTE: You can Add or Edit additional information from this screen as well as add the name and number of another contact person in the “Alternate Requestor” Section*
**STEP 2: SELECT SERVICE**

- Select a Department from the list of Available Services.
  
  Example: CUSTODIAL SERVICES
  
  OR -

  Note: You can “create your own request” (last bulleted item – New Web Request – “Create your own request”). You must enter a title for your request. *(You may use this if your service request cannot be found in these departments.)*

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**Available Services**

- ATHLETICS COMPLEX
- CUSTODIAL SERVICES
- ENGINEERING (DIG PERMIT)
- GENERAL MAINTENANCE
- HEATING, VENTILATING, AIR CONDITIONING
- LANDSCAPE & GROUNDS
- MOCA
- MOVING
- PHYSICAL FACILITIES
- RECYCLING & REFUSE
- SAFETY & SECURITY
- STUDENT UNION
- UIC
- UNF HALL & ALUMNI HALL
- VEHICLE MAINTENANCE
- New Web Request "Create your own request"

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*NOTE: For a description and/or list of these Departments and their services go to the “Available Service and Quick Find Guide” Section in the back of this Manuel.*
Select a service from Services within CUSTODIAL SERVICES. Example: CLEANING

Select a service from Services within: CUSTODIAL SERVICES – CLEANING
Example: CARPET/UPHOLSTERY CLEANING

Select a service from Services within: CUSTODIAL SERVICES - CLEANING

- CARPET / UPHOLSTERY CLEANING
- CLEAN UP
- WINDOW CLEANING
- New Web Request "Create your own request"
**Step 3: Enter Service Details**

Do not change the Work Title, this title will be provided for you based on your previous choices.

*NOTE: If you selected the service “Create your own request,” you will be required to complete both the Work Title and Description of Work boxes.*

- Enter additional text in the box entitled “Description of Work.” (You must fill out the “Description of Work” field.)

*NOTE: Make sure to provide detailed information in the “Description of Work” section as well as location, building, room, and/or type (see example below).*

Entering date information is optional. The Service Desk will assign due dates to the request based on the priority level predetermined by the Service Desk’s Department.

- Enter time when the work SHOULD NOT be performed, if any. (this is good if you have classes or things going on in that area that cannot be disturbed)

- Click on NEXT button.
**STEP 4: ENTER LOCATION**

- Click the SITE button, select. *NOTE: The Site (0001) MUST ALWAYS be filled out.*
- Click the BUILDING button, select. *NOTE: This is the 4 digit Building Code*
- Click the FLOOR button, select. *NOTE: This is the 2 digit Floor Level*
- Click the ROOM button, select. *NOTE: This is the 4 or more digit Room Number*

*PLEASE NOTE: You must fill in these locations in order, site is the only one that is required but if you have the additional information to fill out it must be done so in the order listed above or you will receive an error message or be sent to an Internet Explorer Error page.*

- Click the NEXT button.
**STEP 5: REVIEW**

- Review the Service Request information. (You can use your BACK arrow on the Tool Bar to go back and make any changes/corrections necessary or click on the “Cancel” Button to cancel the entire request)

- Click on the FINISH button.

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*Note: Click the Finish Button only once. Multiple clicks will create duplicates for your Service Requests that will have to be canceled by our Phy Fac department. Once you click on the finish button you will not be able to make any changes or add any information to your service request. If you need to add or change something later you will need to email the Service Desk at pfwork@unf.edu with the information you need added or changed.*
Your SERVICE REQUEST NUMBER will be your confirmation (shown at the top of your screen).

*NOTE you will always be able to look up this SR Number from the “Display Service Request” Menu*

*NOTE: Once you have reached this screen your “Service Request” has been submitted to our department for processing*

- Press the GO BACK TO SERVICE REQUESTS button to return to the “Display Service Request” Menu.
EXERCISE 3 – SEARCH FOR EXISTING REQUESTS

*You can review details of Service Requests at anytime from this Menu.*

- On the Service Requests screen, select the type of search you wish to perform using the drop-down menu. Options include: My requests this week; My requests last week; My requests this month, My requests last month; All my requests.

- Press the GO button.
This Screen will give you a list of all Service Requests that meet your criteria choice.

- You can click on the **Service Request Number** to view the request details.
Service Requests meeting your selected criteria will be displayed, including one of the following statuses:

REQUESTED - Your request has not yet been processed.

CONV PROJ – Your request has been converted to a project involving multiple crews.

CANCELED – Your request has been canceled at your request or due to a duplicate work order submitted by yourself or someone else for the same work.

OPEN – A work order has been sent to the crew that will perform the work.

ASSIGNED – A work order has been sent to the crew that will perform the work and assigned to a crew member.

COMPLETED – All work has been completed on your request.

CLOSED – All work has been completed on your request and the work order is closed. (All charges may not necessarily be reflected at this time.)

COMP FIANCÉ: work has been completed but not closed due to billing or invoice issues.

*NOTE: The SR Number will be shown in the status section, and if the Service Request has been submitted you will also have been assigned a Work Order Number as well. See Circles Above*
To perform an Advanced Search: select the Advanced Search link on the Service Requests screen.

- Enter a Service Request Number.

OR

- Enter Search Criteria and select/de-select checkboxes as appropriate.
- Select the Execute Query button.

*NOTE: once you click “Execute Query” you will be directed to the “Service Display Screen” with your results like in Page 16 and you will also be able to review them just like in Page 17*
IMPORTANT FAMIS SELF SERVICE FACTS

IMPORTANT SELF SERVICE INFORMATION:
Congratulations you have now learned how to use the Self Service System. These next few pages will supply you with some helpful information and Tips to the Self Service System.

And thank you from all of us in Physical Facilities!

Special Building Groups:

1. **Athletics Complex Buildings**: 0025 (Fitness Center), 0026 (Aquatics Center), 0027 (Baseball Stadium), 028A (Batting Facility), 0031 (Softball Complex), 0034 (Arena), 0037 (Tennis Clubhouse), 0040 (Osprey Nest Baseball), 0046 (Track and Soccer Stadium), 0818 (Duplicating Offices), and 0857 (Athletics Portable).

2. **UC**: 0043 (University Center) and 0048 (Golf Learning Center)

3. **UNF Hall and Alumni Hall**: 0053 (University Center) and 0060 (Alumni Hall)

4. **Housing**: 0856, 0875, 0900, 0910, 000A-000G (Osprey Villages), 000Q-000S (The Crossing), 000T-000V (Osprey Cove), 000W-000Y (Osprey Landing), and 000Z (Osprey Hall).

5. **Student Union**: 0058 (East and West)

6. **MOCA**: 0099 (Museum Of Contemporary Art-Off Campus)

AVAILABLE SERVICES AND QUICK FIND GUIDE:

1. **Athletics Complex**
   A) Athletics Complex
      1) Custodial Services
      2) Electrical Repair
      3) Elevator
      4) Exit Light Out
      5) General Maintenance
      6) Heating, Ventilation, Air Conditioning
      7) Leaks-Weather Related-Ceiling, Window, Wall
      8) Plumbing Repair
      9) Plumbing Water Overflow
     10) Create New Request
   B) Create New Request
2. Custodial Services
   A) Cleaning
      1) Carpet/Upholstery Cleaning
      2) Clean-Up
      3) Window Cleaning
      4) Create New Request
   B) Restroom Supplies
      1) Famine Products
      2) Paper Towels
      3) Soap
      4) Create New Request

3. Engineering (Dig Permit)
   A) Dig Permit
   B) Create New Request

4. General Maintenance
   A) Electric
      1) Electrical Repair
      2) Elevator Repair
      3) Exit Light out
      4) Create New Request
   B) General Maintenance
      1) General Maintenance (Install Or Hang Items)
      2) Leaks-Weather Related-Ceiling, Window, Wall
      3) Painting
      4) Create New Request
   C) Keys
      1) Intelikey Battery
      2) Key Audit
      3) Keys (Issue and/or Make)
      4) Lock (Repair, Replace, Change, Lubricate)
      5) Create New Request
   D) Plumbing
      1) Plumbing-Water Overflowing
      2) Plumbing Repair
      3) Create New Request
   E) Create New Request

5. Heating, Ventilation, Air Conditioning
   A) Heating, Ventilation, Air Conditioning
      1) Fume Hood
      2) Heating, Ventilation, Air Conditioning
      3) Refrigeration Repair
      4) Temperature Complaint
      5) Create New Request
   B) Create New Request

6. Landscape and Grounds
   A) Grounds
      1) Construction
2) Landscape and Beds
3) Maintenance
4) Create New Request

B) Irrigation
1) Athletics Irrigation
2) Campus-Other Irrigation
3) Housing Irrigation
4) Create New Request

C) Other
1) Install Outside Sign
2) Pothole Repair
3) Replace/Repair Sign
4) Create New Request

D) Create New Request

7. MOCA
A) Electric
1) Electrical Repair
2) Elevator Repair
3) Exit Light Out
4) Create New Request

B) General Maintenance
1) General Maintenance (Install or Hang Item)
2) Leaks-Weather Related-Ceiling, Window, Wall
3) Painting
4) Create New Request

C) Keys
1) Intelikey Battery
2) Key Audit
3) Keys (Issue/Make)
4) Lock (Repair, Replace Change, Lubricate)
5) Create New Request

D) Plumbing
1) Plumbing-Water Overflowing
2) Plumbing Repair
3) Create New Request

E) Create New Request

8. Moving
A) Moving
1) Deliver Moving Boxes
2) Moving
3) Patio Furniture Repair
4) Set Up Tables and Chairs
5) Special Needs Furniture for Classrooms
6) Create New Request

B) Create New Request

9. Physical Facilities (For PHY FAC employees only)
A) Classrooms
1) Inspect/Repair Classroom
2) Create New Request

B) Custodial
1) Deliver Paper Towels
2) Equipment Repair
3) Install Famine Dispensers
4) Install Soap Dispenser
5) Install TP/PT Dispenser
6) Create New Request

C) Night Maintenance
1) AHU
2) Classrooms
3) Lights Out
4) Pump
5) Create New Request

D) Radio Repair
1) Radio Repair
2) Create New Request

E) Safety and Security Reports
1) Fire Marshall Report
2) Health Department Report
3) Monthly Security Walk
4) Safety Walk
5) Create New Request

F) Create New Request

10. Recycling and Refuse
A) Recycling and Refuse
1) Deliver Cart-Specify 4 or 6 Passagener
2) Recycle
3) Recycle, Litter, or Trash Pickup (Outside)
4) Remove Dead Animals From Road Side
5) Request for Shredding
6) Create New Request

B) Create New Request

11. Safety and Security
A) Safety
1) Fire Alarm
2) Fire Extinguisher
3) Fire Sprinklers
4) Safety Hazard
5) Create New Request

B) Security
1) Blue Light Repair
2) Exterior Door Lockdown
3) Create New Request

C) Create New Request

12. Student Union
A) Custodial Services
B) Electrical Repair
C) Elevator
D) Exit Light Out
E) General Maintenance
F) Heating, Ventilation, Air Conditioning
G) Landscape and Grounds
H) Leaks-Weather Related-Ceiling, Window, Wall
I) Plumbing Repair
J) Plumbing Water Overflow
K) Recycle Refuse
L) Create New Request

13. UC
   A) Custodial Services
   B) Electrical Repair
   C) Elevator
   D) Exit Light Out
   E) General Maintenance
   F) Heating, Ventilation, Air Conditioning
   G) Leaks-Weather Related-Ceiling, Window, Wall
   H) Plumbing Repair
   I) Plumbing Water Overflow
   J) Create New Request

14. UNF Hall and Alumni Hall
   A) Custodial Service
   B) Electrical Repair
   C) Elevator
   D) Exit Light Out
   E) General Maintenance
   F) Heating, Ventilation, Air Conditioning
   G) Leaks-Weather Related-Ceiling, Window, Wall
   H) Plumbing Repair
   I) Plumbing Water Overflow
   J) Create New Request

15. Vehicle Maintenance
   A) Vehicle Maintenance
      1) Cart Service Or Repair
      2) Equipment Service or Repair
      3) Vehicle Service or Repair
      4) Create New Request
   B) Create New Request

16. Create a New Request

Rechargeable Items:
Some Service Requests will need to be recharged back to the requesting Department. Please note that all Vehicle Maintenance Work is recharged back to the account of the department that owns the Vehicle/Cart/Equipment and will be done so automatically. Below is a list of Specialty Items that we recharge to your department. We will contact you to ask for your recharge Department’s Index Number.

**Building Services:**
- Aloe Hand Sanitizer Case (4 Bottles in a Case) $104.00
- Foam Hand Sanitizer Case (2 Bottles in a Case) $52.00
- Paper Towels *When Ordered By the Case Only* (6 Rolls in a Case) $33.95
- Toilet Rolls *When Ordered By the Case Only* (96 Small Rolls) $46.60
  (06 Large Rolls) $28.88

**Grounds Tent Rentals:**
- Blue and White Tent (20 by 40) $15.00
- White Tent (12 by 12) $75.00
*Note: Tents cannot be set up on concrete; all requestors must go through the Student Government Department to reserve these tents.

**Recycle Moving:**
- Chairs *Charged Per Event Day* $1.00
- Tables *Charged Per Event Day* (6FT) $5.00
- Moving Boxes (17 by 13 by 13) $0.84 Each
- Rolls of Boxing Tape (109 Yards) $1.40
*Note: We do NOT supply or have available Lable’s or the Tape Dispensers, it is up to your department to purchase these*