Creating a Service Request

1) Login into FAMIS using your UNF username and password. Once logged in you should see the below:

2) Select the **Property (Building/Location), Floor** and **Space (Room/Suite number)** of the request.

3) Select the request **Type**. This describes the general category of work

4) Select the request **Sub Type**. This describes the activity.

5) Use **Describe your Request** to enter further detail about your needs

6) The **Who is making this request?** This field will default to your contact information. If you are entering this request on behalf of another person, edit the contact information as desired or enter that person's UNF email in the **Email CC** box and leave your contact information as the default.

   NOTE: First Name, Last Name, Email Address, Phone Number, and Department are all required fields and need to be filled out completely. Before submission your request should look as shown below:

7) Click **OK** to send the request.

8) After the request is entered, the system will display a **Request ID** number. You can access your request and review the status by clicking on the Request ID number.

   NOTE: That there will no longer separate Service Request or Work Order numbers. The Request ID is the only reference number needed.

Create Request | My Requests

Your Request has been recorded.
The Request ID is 15977

Please write this number down for future reference. Thank you.

If you would like to attach a file to this request, follow the instructions below:

Click Browse to select a file.
Click Upload File to upload.   Select File: [Choose File] No file chosen   [UPLOAD FILE]

9) You can also upload attachments related to your service request by clicking on **Choose File**, select your attachment, and clicking **UPLOAD FILE**.

To View a Submitted Request

1) Login to FAMIS using your UNF username and password.

2) Once logged in click the **My Requests** tab.

Work Orders ∨

Create Request

My Requests

Create Request | My Requests
■ indicates a required field
Property: Select a F
Space: General
Type: Select...

Describe your Request:

3) You will see a list of all open requests at the top and closed requests at the bottom.

Create Request

My Requests

Create Request | My Requests

3 Open Requests for Self Serve User

Date	Request ID	Requested By	Property / Floor	Type/SubType	Assigned To	Status / Priority
4/8/2019 3:52 PM	15977	User, Self Serve	Physical Facilities 01 | 1300	Pest Control Inside	UNF Work Control User	Open / 3 - Routine
4/2/2019 4:52 PM	15963	User, Self Serve	Physical Facilities 01 | 1208	Vehicle Cart Repair	Kearse	Open / 3 - Routine 4/5/2019 10:30 AM

4) Click on the **Request ID** of the request you want to check. For example, number 15977 as shown above.

5) When you click the Request ID, the system will display the **Request Details** page (as shown below).

Create Request | My Requests
REQUEST DETAILS

GENERAL INFORMATION

Request ID:	15977		
Requested By:	Self Serve User	**Date:**	4/8/2019 3:52 PM EDT
Phone:	904-620-2483	**Company:**	UNF
Fax:	n/a	**E-mail:**	n01425749@unf.edu
Department:	200900 - Physical Facilities		
Created By:	Self Serve User	**Created By E-mail:**	n01425749@unf.edu
Created By Phone:	904-620-2483		

REQUEST DETAILS

Property:	Physical Facilities	**Space:**	1300 - Circulation
Floor:	01		
Type:	Pest Control	**Sub Type:**	Inside
Assigned To:	UNF Work Control User, . - UNF	**Complete By:**	4/22/2019 3:52 PM EDT
Priority:	3 - Routine	**Status:**	Open
Estimated Amount:	$0.00	**Not to Exceed Amt.:**	$0.00
		Req. Completion Date:	

REQUEST HISTORY

Type	Update Date	Comments	Status	Crew/Assigned To	Updated By
Initial	4/8/2019 3:52 PM EDT	Input as much information as possible about your needed request.	Open	UNF Work Control User, .	Self Serve User

UPDATE REQUEST

6) The **GENERAL INFORMATION** section displays who made the request and when it was made.

7) The **REQUEST DETAILS** section displays specific information related to the request.

8) The **REQUEST HISTORY** shows the response of the service personnel to the request and the request status. This section maybe hidden for some groups.

9) If you would like to send more information, you can enter details in the **General Comments** field and click **UPDATE**. Your comments will be posted to the Request History and the service personnel will be notified.

10) **Choose File**, select your attachment, and then click **UPLOAD FILE**.

UPDATE REQUEST

General Comments:

[   ]

Click UPDATE to save: [UPDATE]

▶ **PROCEDURE:**

▼ **ATTACHMENTS:**
FILES:
Select File: [Choose File] No file chosen   [UPLOAD FILE]
No Attachments Found.

LINKS:
[ADD LINK]

No Links Found.

11) Click **UPDATE** to save added information.