

IMPORTANT-Keys are not to be transferred from one person to another. When someone leaves the keys need to be returned to the lock shop and a request entered for the new person.

To get into the Key Request form in FAMIS, go to the Gateway page. Under Production Systems, go to UNH FAMIS and select FAMIS Self Service. Sign in and select your building (required). If ordering keys for more than one room on the same floor, only select the floor. If rooms on multiple floors, select only the building. Then you should have an option of Service Requests or Key Request buttons. Select Key Requests.

The items that need to be filled out on the Key Request Form

1. Change the Key Holder using the magnifying glass  to select the holder.
2. Select a Request Type
3. Select the keys using the magnifying glass button .
4. For each key, enter the quantity (usually 1)
5. Enter comments
6. If requesting keys for different buildings, a new request needs to be made for each building.

Most common problems:

1. **Trying to enter an encumbrance number, leave this information blank.**
2. Omitting the request type (new or replacement for lost key).
3. Omitting the quantity.
4. If requesting keys on different floors, you will need to change the floor number for each key, then when you go to submit the request, remove the floor number completely before submitting.
5. Do not request keys for multiple buildings on the same form. A new form must be submitted for each building.
6. If no building is selected, the request will be cancelled.
7. If a Key Holder is not in the HOLDER ID form, contact me with their name, 9 ID number and if they are a student, faculty, staff or other and it will manually be added. This problem should be fixed in the near future.
8. If your building is not listed, it may not be listed because it is in a different site (not on core campus).
If this is the case, go to the bottom of the buildings list and select the **KEY REQUEST** button. This will take you directly to the key request form. Once you have changed the key holder, under LOCATION use the magnifying glass  to get the drop down menu to select the correct site. Then select your building. Continue with the form. If no building is selected, the form will be cancelled.

KEY Pool Issues

1. New students are not in key holder form-notify Jane Vaughn with name and 9 ID number
2. Keys are lost-Notify the Facilities Control Center

3. Add or remove keys from Key Pool-fill out attached addendum. Return to the Facilities Control Center
4. Grands and Master keys are being closely monitored for security reasons and for this reason are not part of Key Pools

WEBI REPORTS

There is no way to check on your request through the self-service form. There are WEBI reports you can run to check the status and other key information. These are helpful to “clean up” the data. If you would like to mark up a report with corrected information, we can update FAMIS to reflect more accurate information. Please send that information to Jane Vaughn in the Facilities Control Center, 6 Leavitt Lane or e-mail it to the facilities.control.center@unh.edu

If you need access to the FAMIS Webi reports, please sign up through the UNH IT Accounts Management system, <http://it.unh.edu/index.cfm?ID=03D86C06-E845-0D77-86061A8DD7FB0087>

You can access other training documentation on the Enterprise Systems Gateway

The screenshot shows the Enterprise Systems Gateway website interface. At the top, there is a navigation bar with links for 'Directories', 'Campus Map', and 'UNH Home'. Below this is a search bar labeled 'Search UNH'. The main content area is divided into several sections. On the left, there are links for 'Production Systems', 'Documentation', 'Availability, Downloads, & Support', 'Test & Development Environments', and 'ETS Service Catalog'. The 'Documentation' section is expanded, showing a list of links including 'Banner Bookshelf Version 8.x', 'Kronos 4500 Clocks and Java', 'WebIntelligence/Business Objects', 'Xtender', 'UNH Famis', 'Using Oracle Directory Naming', 'Installing and Using the ECG Web VPN', 'UCR Documentation', and 'Banner Password Information'. A blue arrow points to the 'Self Service' link in the 'Documentation' menu. On the right side of the page, there is a 'Gateway Quick Links' dropdown menu and a 'Welcome to the Enterprise Systems Gateway' message.



SELF SERVICE

Maintenance Service Requests

http://www.usnhgateway.org/Famis/Self_Service/Self_Service.pdf

Key Requests

http://www.usnhgateway.org/Famis/Self_Service/Key_Requests_Self_Service.pdf



Key Pool Key Transfer

http://www.usnhgateway.org/Famis/Self_Service/Key_Pool_Transfers_Self_Service.pdf