FAMIS SELF SERVICE
SELF SERVICE

The Purpose of FAMIS Self Service is to enable users to enter their own service requests that are NON-EMERGENCY calls.

ACCESSING FAMIS SELF SERVICE

Open Internet Explorer

- CLICK the ADDRESS field
- TYPE www.usnhgateway.org in the address field
- CLICK PRODUCTION SYSTEMS
- CLICK UNH FAMIS
- CLICK FAMIS SELF SERVICE
• CLICK the **USERNAME** field
• TYPE your **USERNAME**
• PRESS **TAB**
• TYPE your **PASSWORD**
• CLICK the **LOGIN** button

**FAMIS Self-Service Logins**

Please enter your username and password.  *Additional Instructions*

<table>
<thead>
<tr>
<th>Username</th>
<th>dlapanne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>**********</td>
</tr>
</tbody>
</table>

Click the **Login** button to logon.

**Shortcut**

Press **ENTER** to connect to FAMIS after entering your password.

**TIP:** If you **PRESS** the **Enter** key to navigate to the next field, FAMIS interprets the keystrokes as an attempt to logon and you will get an error message if you have not entered a valid password.

**Congratulations!**

If you have accessed the *FAMIS* Self Service (as shown below), you have successfully logged onto *FAMIS*.

<table>
<thead>
<tr>
<th>Facilities Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>020</td>
</tr>
<tr>
<td>021</td>
</tr>
<tr>
<td>022</td>
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<tr>
<td>032</td>
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<tr>
<td>033</td>
</tr>
<tr>
<td>034</td>
</tr>
</tbody>
</table>
ENTERING A NON-EMERGENCY SERVICE REQUEST

Residence Halls
(Refer to page 12 for academic – auxiliary and administrative buildings)

- CLICK the **BUILDING NUMBER** next to the building name for which you are requesting service

<table>
<thead>
<tr>
<th>Building Number</th>
<th>Building Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>020</td>
<td>CONGREVE HALL</td>
</tr>
<tr>
<td>021</td>
<td>CENTRAL HEAT AND POWER PLANT</td>
</tr>
<tr>
<td>022</td>
<td>HETZEL HALL</td>
</tr>
<tr>
<td>023</td>
<td>OLD DAIRY BARN</td>
</tr>
<tr>
<td>024</td>
<td>MACFARLANE GRN/HSE &amp; PESTICIDE LAB</td>
</tr>
<tr>
<td>025</td>
<td>MURKLAND HALL</td>
</tr>
<tr>
<td>026</td>
<td>JAMES HALL</td>
</tr>
<tr>
<td>027</td>
<td>ELIZABETH DEMERITT HOUSE</td>
</tr>
</tbody>
</table>

Or

- CLICK **EDIT**
- CLICK **FIND ON THIS PAGE**
- **TYPE** the **BUILDING NAME** or **PART OF THE NAME**
- **PRESS** **ENTER** for the first place on the page where your criteria shows up
- **CLICK** **NEXT** button to continue searching until you find your building
- **CLICK** the **X** to close the find box
- **CLICK** the **BUILDING NUMBER** next to the building name for which you are requesting service

- **CLICK** the **FLOOR NUMBER**
• **CLICK** the **ROOM NUMBER** - use scroll bar if needed

Verify information:

• **CLICK** the **SERVICE REQUESTS** button

Or

• **CLICK** the **BACK ARROW** button on the toolbar to correct information
- CLICK the CREATE SERVICE REQUEST button

- UPDATE or ADD INFORMATION as necessary:
  - REQUESTOR NAME • PHONE and/or CELL PHONE
  - DEPARTMENT • UNH EMAIL ADDRESS
  - ALTERNATE CONTACT PERSON'S NAME IN DEPT
  - ALTERNATE CONTACT PERSON'S PHONE NUMBER

- CLICK the NEXT button
• **CLICK** RESIDENCE HALLS / APARTMENTS

<table>
<thead>
<tr>
<th>Facilities Services</th>
</tr>
</thead>
</table>

Create Service Request: Select Service - Step 2 of 5

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

Available Services

- RESIDENCE HALLS / APARTMENTS
- New Web Request "Create your own request"

• **CLICK** the TYPE OF REQUEST

<table>
<thead>
<tr>
<th>Facilities Services</th>
</tr>
</thead>
</table>

Create Service Request: Select Service - Step 2 of 5

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

Services within RESIDENCE HALLS / APARTMENTS

- APPLIANCE
- CABLE
- CARPENTRY
- DOOR/LOCK
- ELECTRICAL
- New Web Request "Create your own request"

• **CLICK** the TYPE that best describes your request

<table>
<thead>
<tr>
<th>Facilities Services</th>
<th>SS Admin.</th>
<th>SPACE SURVEY</th>
<th>VSP console</th>
<th>Visual Map</th>
</tr>
</thead>
</table>

Create Service Request: Select Service - Step 2 of 5

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

Services within RESIDENCE HALLS / APARTMENTS

- APPLIANCE
- CABLE
- CARPENTRY
- DOOR/LOCK
- ELECTRICAL
- FURNITURE
- HEATING/VENTING/AIR CONDITIONING
• **TYPE** a detailed **DESCRIPTION** to explain what is broken and where it is located.

• **CLICK** the **NEXT** button

---

**Create Service Request: Enter Service Details - Step 3 of 5**

*Work Title:* OUTLET / SWITCH COVER PLATE MISSING OR BROKEN

**Description of Work:**
Add further description. Outlet on furthest side of wall near the lamp by the window is broken.

**Earliest Start Date:**

**Latest Completion Date:**

**Dates/Times Work Cannot be Done in Location:**

---

**Create Service Request: Enter Location - Step 4 of 5**

**Site:** UU

**Floor:** 02

**Building:** 030

**Room:** 222A

---

**CLICK** the **NEXT** button
Verify information is correct.

- **CLICK** the **FINISH** button

Or

- **CLICK** the **BACK ARROW** on the toolbar to correct information or **CLICK CANCEL** to start over.
• **RECORD** the **SERVICE REQUEST NUMBER** for future reference

• **CLICK** the **GO BACK TO SERVICE REQUESTS** button, to review all your requests, for status or to enter another request.

---

**NOTE:** If you are putting in more than one request, you can change the building, floor and room information.
**Academic – Auxiliary and Administrative Buildings**
(Refer to page 4 for residential buildings)

- **CLICK** the **BUILDING NUMBER** next to the building name for which you are requesting service.

Or

- **CLICK EDIT**
- **CLICK FIND ON THIS PAGE**
- **TYPE** the **BUILDING NAME** or **PART OF THE NAME**
- **PRESS** **ENTER** for the first place on the page where your criteria shows up
- **CLICK** **NEXT** button to continue searching until you find your building
- **CLICK** the **X** to close the find box
- **CLICK** the **BUILDING NUMBER** next to the building name for which you are requesting service

- **CLICK** the **FLOOR NUMBER**
- CLICK the **ROOM NUMBER** - use scroll bar if needed

<table>
<thead>
<tr>
<th>Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>300CBA</td>
</tr>
<tr>
<td>300CBB</td>
</tr>
<tr>
<td>300ESA</td>
</tr>
<tr>
<td>300STA</td>
</tr>
<tr>
<td>300STB</td>
</tr>
<tr>
<td>300STC</td>
</tr>
<tr>
<td>301</td>
</tr>
<tr>
<td>301A</td>
</tr>
<tr>
<td>301B</td>
</tr>
<tr>
<td>301C</td>
</tr>
<tr>
<td>301E</td>
</tr>
</tbody>
</table>

Verify information:

- CLICK the **SERVICE REQUESTS** button

Or

- CLICK the **BACK ARROW** button on the toolbar to correct information
• CLICK the CREATE SERVICE REQUEST button

• UPDATE or ADD INFORMATION as necessary
  • REQUESTOR NAME • PHONE and/or CELL PHONE
  • DEPARTMENT • UNH EMAIL ADDRESS
  • ALTERNATE CONTACT PERSON’S NAME IN DEPT
  • ALTERNATE CONTACT PERSON’S PHONE NUMBER

• CLICK the NEXT button
• **CLICK** the **ACADEMIC, AUXILIARY AND ADMINISTRATION BUILDINGS**

<table>
<thead>
<tr>
<th>Facilities Services</th>
<th>SS Admin</th>
<th>SPACE SURVEY</th>
<th>VSP console</th>
<th>Visual Map</th>
</tr>
</thead>
</table>

**Create Service Request: Select Service - Step 2 of 5**

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

**Available Services**

- **ACADEMIC, AUXILIARY AND ADMINISTRATION BUILDINGS**
- **RESIDENCE HALLS / APARTMENTS**
- New Work Request "Create your own request"

• **CLICK** the **TYPE OF REQUEST**

<table>
<thead>
<tr>
<th>Facilities Services</th>
<th>SS Admin</th>
<th>SPACE SURVEY</th>
<th>VSP console</th>
<th>Visual Map</th>
</tr>
</thead>
</table>

**Create Service Request: Select Service - Step 2 of 5**

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

**Services within ACADEMIC, AUXILIARY AND ADMINISTRATION BUILDINGS**

- **AIR CONDITIONING**
- **CARPENTRY**
- **CLEAN UP SERVICES**
- **DOOR / LOCK**
- **ELECTRICAL**
- **FLOORING**
- **FURNITURE**

• **CLICK** the **TYPE** that best describes your request

<table>
<thead>
<tr>
<th>Facilities Services</th>
<th>SS Admin</th>
<th>SPACE SURVEY</th>
<th>VSP console</th>
<th>Visual Map</th>
</tr>
</thead>
</table>

**Create Service Request: Select Service - Step 2 of 5**

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

**Services within: ACADEMIC, AUXILIARY AND ADMINISTRATIVE BUILDINGS - LIGHTS**

- **CEILING LIGHT OUT**
- **DESK LIGHT OUT**
- **EMERGENCY EXIT LIGHT OUT / BROKEN**
- **LAB LIGHT OUT**
- **LIGHT BROKEN**
- **LIGHT COVER MISSING / BROKEN**
- **TYPE** a detailed **DESCRIPTION** to explain what needs to be fixed and where it is located.
- **ENTER** the **DATES / TIMES** that work **cannot** be done.
- **CLICK** the **NEXT** button

---

Verify information

- **CLICK** the **NEXT** button
Verify information is correct.

- CLICK the **FINISH** button

Or

- CLICK the **BACK ARROW** on the toolbar to correct information or CLICK **CANCEL** to start over.
- **RECORD** the **SERVICE REQUEST NUMBER** for future reference
- **CLICK** the **GO BACK TO SERVICE REQUESTS** button, to review all your requests, for status or to enter another request.

**NOTE:** If you are putting in more than one request, you can change the building, floor and room information.
**Finding FAMIS Self Service Requests**

**Quick Search for Service Requests**

Log into FAMIS Self Service using steps previously learned.

- **CLICK** the **BUILDING** you have entered a service request for.

  ![Building List](image1)

- **CLICK** the **SERVICE REQUEST** button

  ![Service Request](image2)
- **CLICK** the **DROP DOWN ARROW**

- **CLICK** the **REQUEST GROUP** from the list of values that you would like to view.

- **CLICK** the **GO** button
• **CLICK** the **SERVICE REQUEST** you wish to view

**NOTE:** You can see the status of the Service Request in the listing

Use the scroll bar to review the service request information
You can create a new service request from this screen.

- **CLICK** the **CREATE SERVICE REQUEST** button and use the steps you have previously learned on entering in a service request.
Advanced Search for Service Requests

Search by Service Request Number

Log into FAMIS Self Service using steps previously learned.

- **CLICK a **BUILDING** you have entered a service request for.**

- **CLICK the **SERVICE REQUEST** button**
• CLICK the ADVANCED SEARCH link

Display Service Requests

Search

Search: Go Advanced Search

Results

Request Number  Phase  Work Order  Request Description  Status  Conv Project  Requestor  Alt Requestor  Maint Type  Site  Building  Date Entered

Create Service Request

If you know the request number

• TYPE the REQUEST NUMBER you wish to review

• CLICK the GO button

Display Service Requests

Advanced Search

Request Number

Request Number: SR215047  Go

Criteria

Requestor Name  (For wildcard searches use % (e.g., %SMITH)).

Funding Type

☑ Customer Funded  ☑ Facilities Funded (Please select at least one.)

Status

☑ Open  ☑ Closed (Please select at least one.)

Request Type

☑ Web Requests  ☑ Projects  ☑ Service Request  ☑ PMs (Please select at least one.)

Location Information

Site  JJU  Building  008

Floor  Room

Date Entered  From  To  mm/dd/yyyy

Execute Query  Cancel
• **CLICK the SERVICE REQUEST NUMBER link**

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
<th>Request Description</th>
<th>Status</th>
<th>Ctrl Project</th>
<th>Requestor</th>
<th>Alt Requestor</th>
<th>Maint Type</th>
<th>Site</th>
<th>Building</th>
<th>Date Entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR215047</td>
<td></td>
<td></td>
<td>DOOR NOT SECURING</td>
<td>REQUESTED</td>
<td></td>
<td>LAPANNE DAWN</td>
<td></td>
<td>LOCK</td>
<td>UU</td>
<td>001 - THOMPSON</td>
<td>11/16/2011</td>
</tr>
</tbody>
</table>

Create Service Request

Use the scroll bar to review the service request information.

• **CLICK the CONTINUE button**

<table>
<thead>
<tr>
<th>Requestor Name</th>
<th>Requestor Dept</th>
<th>Requestor Phone</th>
<th>Requestor Email</th>
<th>Alt Requestor Name</th>
<th>Alt Requestor Dept</th>
<th>Alt Requestor Phone</th>
<th>Alt Requestor Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAPANNE DAWN</td>
<td>UTA BSC</td>
<td>603 862 - 1277</td>
<td><a href="mailto:dawn.lapanne@unh.edu">dawn.lapanne@unh.edu</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Service Description**

- **Work Title:** DOOR NOT SECURING
- **Description:** DOOR IS BROKEN- THE HINGES ARE STUCK
- **Maintenance Type:** LOCK
- **Crew:** MAINT ADMN
- **Account:** E12KTA1-1..... (100%)
- **Date Entered:** 11/16/2011
- **Modify Date:**
- **Start Date:** 11/16/2011
- **Closed Date:**

**Location**

- **Site:** UU
- **Building:** 001
- **Floor:** 04
- **Room:** 400 ST

**Status**

- **Request Number:** SR215047
- **Status:** REQUESTED

**Cost Information**

- **Account Segment:** E12KTA1-1.....
- **No Cost Data**
You can create a new service request from this page.

- **CLICK** the **CREATE SERVICE REQUEST** button and use the steps you have previously learned on entering in a service request.
Search by Requestor Name
Log into FAMIS Self Service using steps previously learned.

- **CLICK** a **BUILDING** you have entered a service request for.

- **CLICK** the **SERVICE REQUEST** button
• CLICK the **ADVANCED SEARCH** link

If you know the Requestor Name or part of the name

• **TYPE % PART OF THE REQUESTOR NAME %** (e.g., %LAPANNE%)

• **DELETE BUILDING NAME** if appropriate

• **CLICK** the **EXECUTE QUERY** button
- **CLICK** the **SERVICE REQUEST NUMBER** link

Use the scroll bar to review the service request information

- **CLICK** the **CONTINUE** button
You can create a new service request from this page.

- **CLICK** the **CREATE SERVICE REQUEST** button and use the steps you have previously learned on entering in a service request.
Search by Request Status
Log into FAMIS Self Service using steps previously learned.

- **CLICK** a **BUILDING** you have entered a service request for.

![FAMIS Self Service Interface]

- **CLICK** the **SERVICE REQUEST** button.

![Details of Thompson Hall]
To search for Open Requests only

- **UNCHECK** the **CLOSED STATUS** box
- **DELETE** the **BUILDING** if appropriate
- **CLICK** the **EXECUTE QUERY** button
Use the scroll bar to review the service request information. Notice that more than one requestor will show up as well as multiple buildings. The more information you enter into the search criteria the more refined your search result will be.

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
<th>Request Description</th>
<th>Status</th>
<th>Conv Project</th>
<th>Requester</th>
<th>All Requestor</th>
<th>Maint Type</th>
<th>Site</th>
<th>Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM00526</td>
<td>W325197</td>
<td>PM TO TEST TASK LIST</td>
<td>APPROVED</td>
<td>CONTROLS</td>
<td>UU 001 - THOMPSON HALL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PM00526</td>
<td>W325196</td>
<td>PM TO TEST TASK LIST</td>
<td>APPROVED</td>
<td>CONTROLS</td>
<td>UU 001 - THOMPSON HALL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PM00524</td>
<td>W325194</td>
<td>GROUNDS OVERHEAD</td>
<td>APPROVED</td>
<td>GNOS_OVRHD</td>
<td>U015 - FAIRCHILD HALL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PM00524</td>
<td>W325195</td>
<td>GROUNDS OVERHEAD</td>
<td>APPROVED</td>
<td>GNOS_OVRHD</td>
<td>365 - 10 WEST EDGE DRIVE</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>PM00524</td>
<td>W325193</td>
<td>GROUNDS OVERHEAD</td>
<td>APPROVED</td>
<td>GNOS_OVRHD</td>
<td>089 - HOLLOWAY HAL (COMMONS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SR215051</td>
<td>W325192</td>
<td>REPAIR LIGHTS IN CONFERENCE ROOM</td>
<td>APPROVED</td>
<td>CAMARTIN</td>
<td>ELECTRIC</td>
<td>UU 001 - THOMPSON HALL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SR215050</td>
<td>W325190</td>
<td>THERMOSTAT BROKEN</td>
<td>REQUESTED</td>
<td>LAPANNE,DAWN</td>
<td>HEATING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Try the following and see the difference in results

- **TYPE PART OF THE REQUESTOR’S NAME %** (e.g. LAPANNE%)
- **UNCHECK** the **CLOSED STATUS** box
- **REMOVE** or **TYPE** a **BUILDING NUMBER** you would like to search for
- **CLICK** the **EXECUTE QUERY** button
• CLICK the SERVICE REQUEST NUMBER link

### Display Service Requests

#### Search

Search Advanced Search ▼ GO Advanced Search

#### Results

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
<th>Request Description</th>
<th>Status</th>
<th>Core Project</th>
<th>Requestor</th>
<th>Alt Requestor</th>
<th>Maint Type</th>
<th>Site</th>
<th>Building</th>
<th>Date Entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR215050</td>
<td></td>
<td></td>
<td>THERMOSTAT BROKEN</td>
<td>REQUESTED</td>
<td></td>
<td>LAPANNE,DAWN</td>
<td>HEATING</td>
<td>UU</td>
<td>001 - THOMPSON</td>
<td>11/17/2011</td>
<td></td>
</tr>
<tr>
<td>SR216047</td>
<td></td>
<td></td>
<td>DOOR NOT SECURING</td>
<td>REQUESTED</td>
<td></td>
<td>LAPANNE,DAWN</td>
<td>LOCK</td>
<td>UU</td>
<td>001 - THOMPSON</td>
<td>11/16/2011</td>
<td></td>
</tr>
</tbody>
</table>

Use the scroll bar to review the service request information

• CLICK the CONTINUE button

### Service Description

- **Work Title**: DOOR NOT SECURING
- **Description**: DOOR IS BROKEN. THE HINGES ARE STUCK
- **Maintenance Type**: LOCK
- **Crew**: MAINT ADMIN
- **Account**: E12KTA1.1..... (100%)
- **Date Entered**: 11/16/2011
- **Modify Date**: 11/16/2011

### Location

- **Site**: UU
- **Building**: 001
- **Floor**: 04
- **Room**: 400ST

### Status

- **Request Number**: SR215047
- **Status**: REQUESTED
- **Work Order Number**: 11/16/2011

### Cost Information

- **Account Segment**: E12KTA1-1.....
You can create a new service request from this page.

- **CLICK** the **CREATE SERVICE REQUEST** button and use the steps you have previously learned on entering in a service request.

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
<th>Request Description</th>
<th>Status</th>
<th>Conv-Project</th>
<th>Requestor</th>
<th>Alt Requestor</th>
<th>Maint Type</th>
<th>Site</th>
<th>Building</th>
<th>Date Entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR210047</td>
<td>DOOR NOT SECURING</td>
<td>REQUESTED</td>
<td>LAPANNE, DAWN</td>
<td>LOCK</td>
<td>UU</td>
<td>001</td>
<td>THOMPSON</td>
<td>11/16/2011</td>
<td>HALL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Create Service Request button]
Search by Date Range
Log into FAMIS Self Service using steps previously learned.

- **CLICK** the **BUILDING** you have entered a service request for.

- **CLICK** the **SERVICE REQUEST** button
- **CLICK** the **ADVANCED SEARCH** link

- **TYPE** the **PART OF THE REQUESTOR'S NAME%** (e.g. LAPANNE%)
- **REMOVE** or **TYPE** the **BUILDING NUMBER** to search for
- **TYPE** the **FROM DATE** using format mm/dd/yyyy
- **TYPE** the **TO DATE** using format mm/dd/yyyy
- **CLICK** the **EXECUTE QUERY** button
Use the scroll bar to review the service request information

- **CLICK** the **CONTINUE** button
You can create a new service request from this page.

- **CLICK** the **CREATE SERVICE REQUEST** button and use the steps you have previously learned on entering in a service request.
LOGGING OUT OF SELF SERVICE

- CLICK the LOGOUT link

- CLICK the X to close your browser