You can access the FAMIS portal by going to the main FAU home web page, clicking on the "Faculty & Staff" tab, and under "Forms & Requests", clicking on "Work Order".

You will be directed to the "Work Control" page

- Click on "Work Order Request"

The sign-in screen will display.

- Enter your username: email name or network ID

- Then, enter your password: network password

- Click "LOGIN"

FAU FAUNet ID Authentication

USERNAME:

FAU Net ID

PASSWORD:

FAU Net ID Password

LOGIN

Forgotten username or password?

Get Help
Accounts FAQ
New Features
System Status

FAU
the official mobile app

Forgotten your username or password?
- Contact the OIT Help Desk
Need help navigating the system?
- Email famis_help@fau.edu

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System Status

Once you've signed on, you'll see two tabs: Create Request and My Requests

This is the Create Request page

This system makes the process easier by populating some information fields for you, such as your contact information, the building and room where you are located and your email and phone number.

You will be asked to enter such as the property or location where the work should be done, the type of work to be done, or when the work should be completed.

Creating a Request

1. Click the "Create Request" tab (if not already selected)

- Fields tagged with a small red square are required fields

- Many fields are already populated based on information associated with your account:
  - Property or Location
  - Floor, Space
  - Contact

- You can change these, if needed

2. Enter the details:
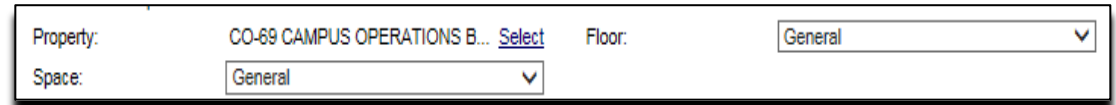
- Indicate the location of the request
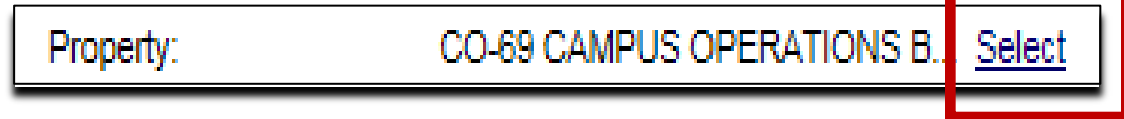
Your location is the default location displayed. If the service request involves another location, enter the affected location.

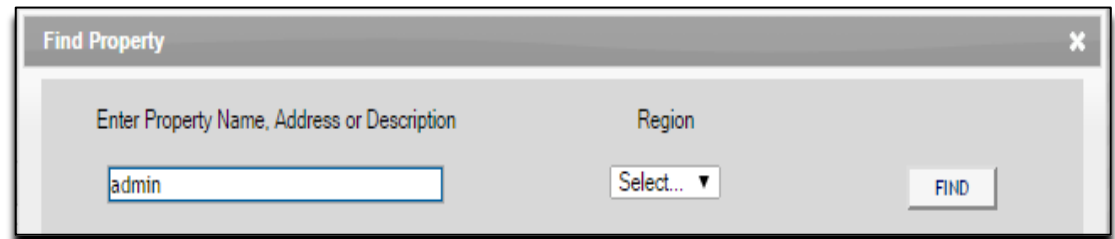To enter the affected location:

- Click "Select"

- Search for the property/location by name, address or description.

If you enter general addresses, such as 777 Glades Road, all buildings with that address will display

- Select the region of the property/location.

Regions are FAU's campuses. This information is linked to the University's space file and is numerically coded.

Your default region is the campus where you are located. Most users have access to create service requests within that default region only

See the legend here

BUILDING LISTS

Building List for all campuses

Building Lists by Campus:
- Site 1 - FAU at Boca Raton
- Site 4 - Pine Jog Environmental Education Center
- Site 5 - FAU at Fort Lauderdale - Downtown
- Site 7 - FAU at Dania Beach
- Site 8 - FAU at Jupiter
- Site 9 - FAU at Davie II
- Site 10 - FAU at Davie
- Site 14 - Gumbo Limbo
- Site 16 - FAU at Westgate
- Site 18 - FAU at Harbor Branch
- Site 19 - FAU at Palm Healthcare

Click "Find"

Properties fitting your search criteria will be displayed

Click on your selection to populate the property/location field

- Further define the location of the service request by selecting a floor from the "Floor" drop-down menu
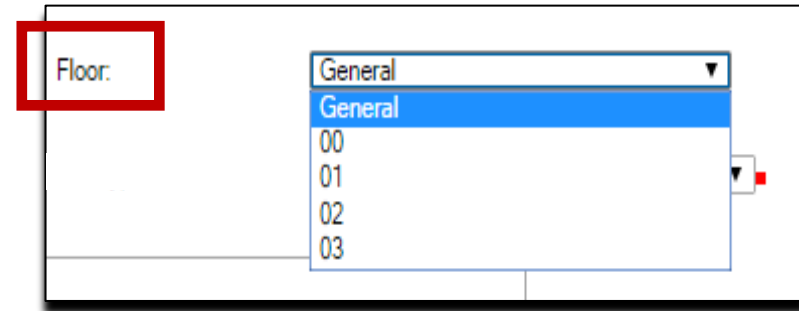
- Further define the location of the service request by selecting a space from the "Space" drop-down menu
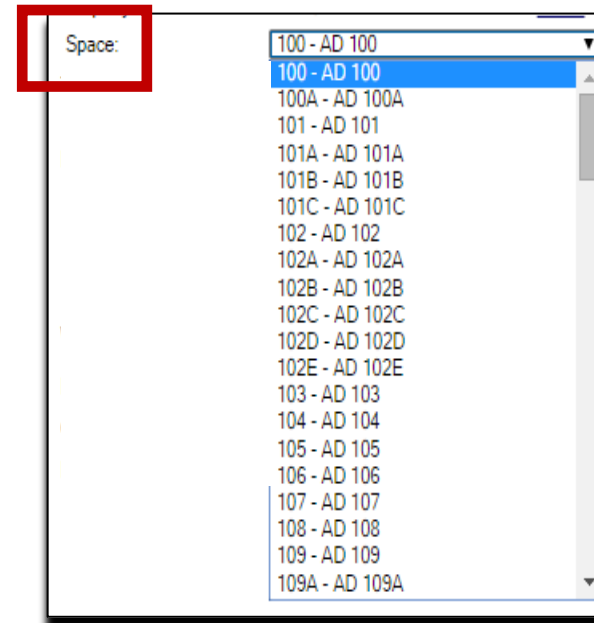
- Select the general type of work to be done from the "Type" drop-down menu

Here are the "Types"

Become familiar with these to accurately categorize your service request

Type: Building Access & Locks ▼

Building Access & Locks
Building Maintenance
Closed Circuit TV (Security Cameras)
Electrical

Building Access & Locks
Building Maintenance
Closed Circuit TV (Security Cameras)
Electrical
Elevator
Estimate
Fire Safety
Fleet Vehicles HBOI
Grounds
HVAC - Air Conditioning
Janitorial
Laboratory
Lighting
Moves / Setups
Non-Fire Alarm (burglary / Panic
Plumbing
Roadways/Parking Lots/Garage
Signage
Traffic Signal / Light
Other

- Further define the work to be done from the "Sub Type" drop-down menu

Each "Type" has its own list of "Sub Types".

Become familiar with these to accurately categorize your service request

Sub Type:

Select...
Select...
Blind/Curtain Repair
Ceiling Tiles
Door - ADA Openers

Select...
Blind/Curtain Repair
Ceiling Tiles
Door - ADA Openers
Door - not closing properly
Door or Window Glass Broken / Cracked
Drinking Fountain
Flooring / Baseboards
Furniture Repair
Hang / Install Items
Patch / Paint
Pest Control
Power Wash Exterior
Restroom Repairs
Roof or Window Leak
Water Leak
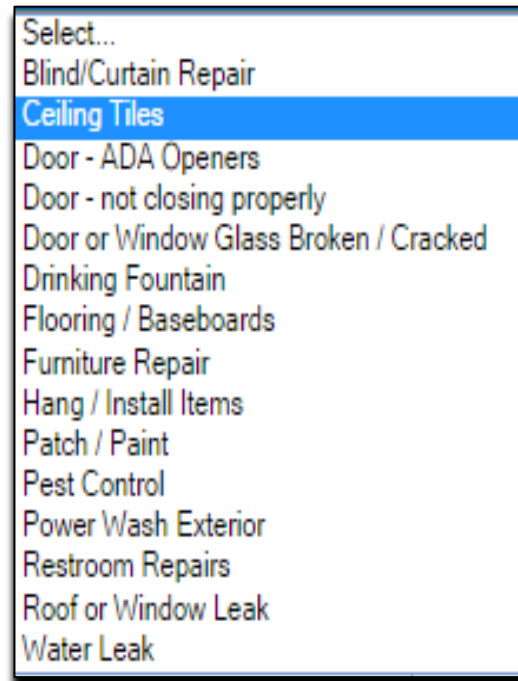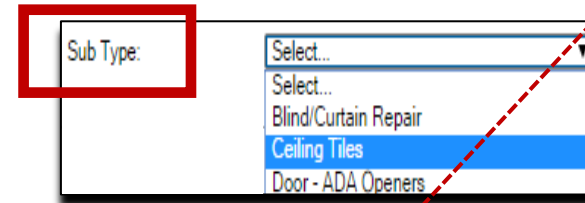
- Give a description of the service request. The more detailed you are, the better the chance that the work will be accurately performed

The description you enter will become part of the permanent request history

- Indicate who is making the request:

  By default, the currently logged-in user's information is displayed.

To select a different user,
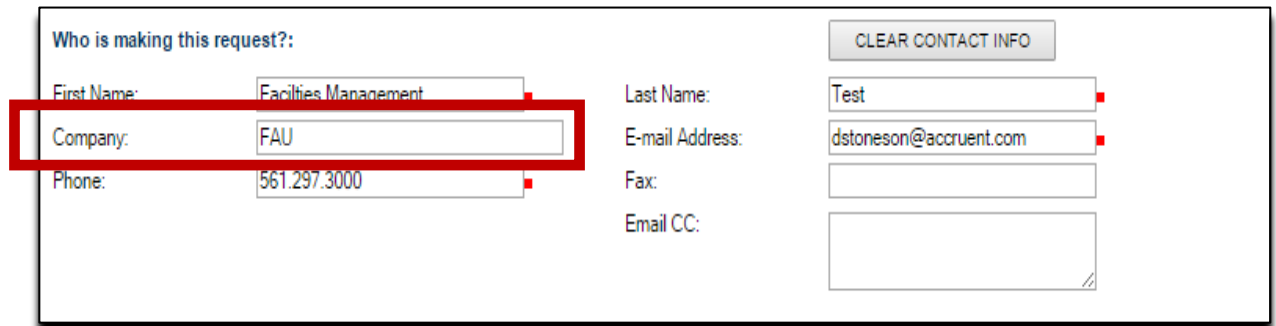
- Click the "Clear Contact Info" button to clear all of the requestor contact information fields

The requestor does not need to be a system user.

- Then enter new contact information by typing into the fields

- In the "Company" field, enter "FAU"

Depending on the request (e.g. estimate) or the classification of the space of the service request, (E&G versus auxiliary), a funding source needs to be identified.

3. Review financial information

- Any accounts associated with the **main** requestor will be displayed in this area

- To add a funding source, click "Add Another Account Group"

- Notify others (who are not the **main** point of contact) that the request has been created by entering their email addresses in the "E-mail CC:" field

Separate email address using a semi-colon (;)

- Click "OK" to create the work request, once you have all of the information entered

The system will validate the information you entered and will display an error message if there are any conflicts

Follow the directives to eliminate errors
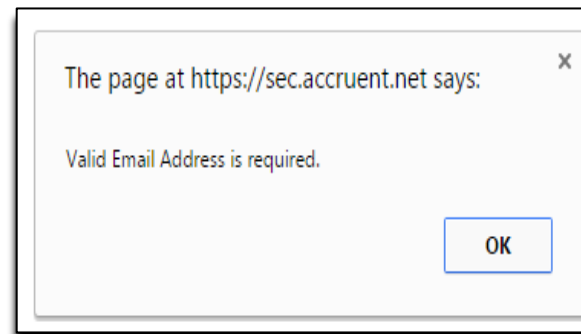
The Request ID (Work Order number) is displayed as a link

- Click this link to open the Request Details page.

- To attach a file (photo, document, pdf, etc.) to the work order, click the "Browse" button to locate the file and then click the "Upload File" button

Create Request My Requests

Your Request has been recorded.

The Request ID is 15

This request has been assigned to Work Control Team
To reassign this request, please click on the Request ID shown above.

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

Click Browse to select a file.   Select File: [   ] Browse...   UPLOAD FILE
Click Upload File to upload.

famis 4
. | Sign Out | Help
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All major file formats are supported

- Once your request is created, the **<u>main</u>** point of contact for the request will receive an email confirmation from **FAMIS4-FAU**

- Click the link to review or update your request
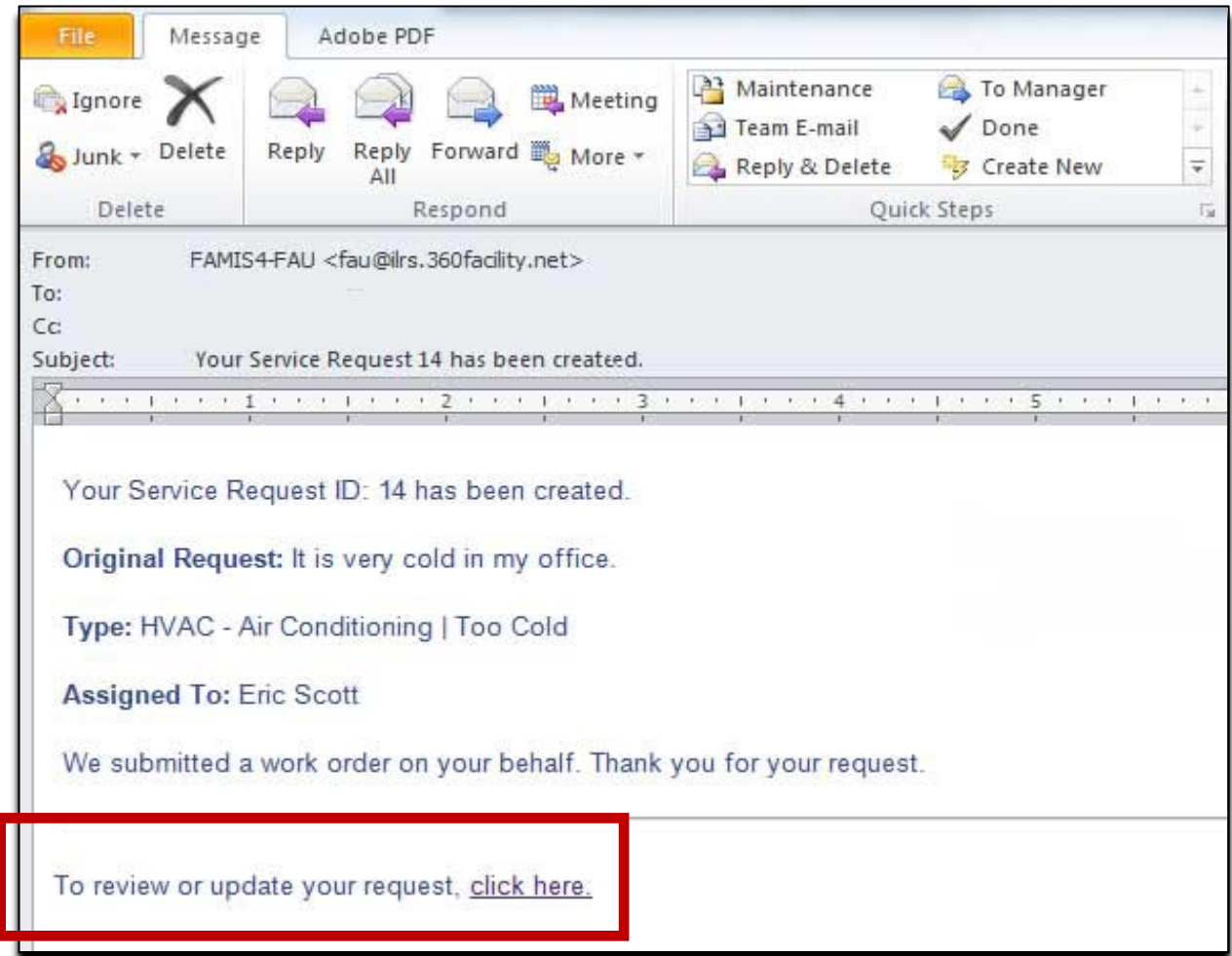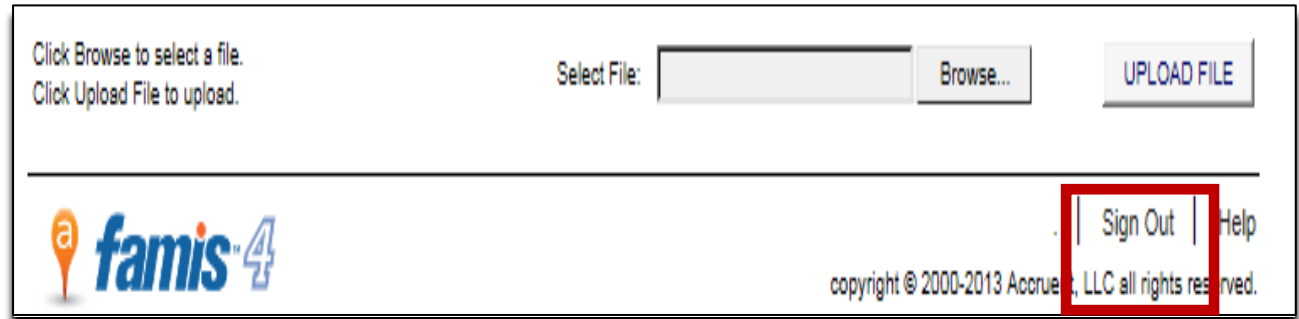

This will take you to the login page

Click "Sign Out"
to exit

Click Browse to select a file.
Click Upload File to upload.

Select File: [   ] Browse...   UPLOAD FILE

famis 4   . | Sign Out | Help

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Forgotten your username or password?

- Contact the OIT Help Desk

Need help navigating the system?

- Email famis_help@fau.edu

Emergency?

- Call 911

Non-emergency situation and experiencing internet connection issues or receiving system errors?

- Contact Work Control for your respective campus to enter your service request

  • Boca and Jupiter campuses call 7-2240
  • Broward campuses (Davie, Ft. Laud, SeaTech) call 6-1534
  • Harbor Branch campus call 6-2246