

FAMIS Self Service

User Training

Mike Finkbiner 2/10/2012

University of Idaho Facilities Services

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1. How to Access Self Service

Self Service can be reached from the FAMIS login page -

<u>http://banner.uidaho.edu/famis/</u> There are links to Production and Pre-Production (Test) versions along with the main FAMIS application.

If you receive security warnings as you navigate the site, see <u>How to Turn Off the</u> <u>Security Information Dialog Box</u> on page nine.

The first time you log in this page should appear, with a map showing the principal UI sites around the state.

HOME FAMIS HOME FACILITIES HOME	ARBOTERUM A & E SVCS BLDG SVCS BLDG TRADES LND/EXT SVCS CONTACT US
Enter building search criteria:	Map Satellite Hybrid
Building Name:	Cut Bank
Building Number:	Vitefish Shelby Shelby
Site: ALL SITES -	al Folest Bathdram Kalispell Conrad
Search	Spokane • • • • • • • • • • • • • • • • • • •
	hington Cheney d'Alene
You must login to access Service Request, Space Survey, an EAMIS functionality	nd other Missoula
Username	Yakima Puliman moscow Helena
Password	Kennewick Lewiston Clearwater / Deer Lodge
	Walla Walla
20911	Pendleton National/Egrest Bitterroot Bozeman - L
Project Initiation Form	La Grande National Forest Dillon
Discoverer Viewer	Umatilla
FAMIS Web Time	National Forest Baker City National Forest Targhee
Visual Map	d National Forest Weiser
Itility Budget Report	id Ontario Emmett Rexbu
a other budget report	Burns Middleton Idaho Idaho Idaho Idaho Idaho
HAVING BROWSER ISSUES?	Nampa
TRAINE DROWSER 1050ES!	Home win H
	National Forest
	Imagery ©2012 TerraMetrics, Map data ©2012 Google - Terms of
	Preferences [Edit]
	Default Site: None
	Default Style: None

From this screen you can use the map or building search criteria to -

• Select a UI Site

- Search for a building by name or number on one site or all of them
- Set your preferences for initial site and map style (bottom center of page)
- Select Main for the central campus; try Normal, Satellite and Hybrid to see which you prefer.

Default Site:	· · · · · · · · · · · · · · · · · · ·	/
Default Style:	 Normal 	
	○ Satellite	
	○ Hybrid	
Save		
Save		

Figure 1 – Initial Site and Map Style

This is set for the machine you are using, so you would have to re-set if you change computers. Below the log on section there are links for related applications, such as:

- Project Initiation Form
- Discoverer
- FAMIS Web Time

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- Visual map
- Space Survey Resources
- Utility Budget

2. To Select A Site

To select a site, move your mouse cursor over the appropriate icon until the name comes up and left click. After a pause, the site map will come up, showing some of the buildings indicated by icons. As with any other Google map [™] you can use the control bar to zoom in and out or move around. Some buildings don't show until you zoom in.

Buildii	ng Name: hall	
Duildi	ag Number:	
Builui	ig Number.	
Site:	ALL SITES 💌	
Sear	ch	
ocu		
Buildi	ng Search Results	
ID	Building Name	Site
004	ARCHIE PHINNEY HALL (FOCW)	OCAM
004 021	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE)	OCAM OCAM
004 021 719	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION	OCAM OCAM EXT4
004 021 719 009	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL	OCAM OCAM EXT4 OCAM
004 021 719 009 161	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALL LODGE/DINING HALL	OCAM OCAM EXT4 OCAM MCCA
004 021 719 009 161 110	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALL LODGE/DINING HALL MCCLURE HALL	OCAM OCAM EXT4 OCAM MCCA OCAM
004 021 719 009 161 110 039	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALL LODGE/DINING HALL MCCONNEH HALL MCCONNELH HALL	OCAM OCAM EXT4 OCAM MCCA OCAM OCAM
004 021 719 009 161 110 039 017	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALL LODGE/DINING HALL MCCOURE HALL MCCONNELL HALL	OCAM OCAM EXT4 OCAM MCCA OCAM OCAM
004 021 719 009 161 110 039 017 665	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALL LOOGE/DINING HALL MCCALL HALL MCCONNELL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL MORRIC MPD DOWNTOW	OCAM OCAM EXT4 OCAM MCCA OCAM OCAM OCAM
004 021 719 009 161 110 039 017 665 047	ARCHIE PHINNEY HALL (FOCW) CAROL RYRE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALURE HALL MCCALURE HALL MCCONNELL HALL MOSCOW CITY HALL ANNEX (MPD DOWNTOW RENTREW HALL (PMYS SC)	OCAM OCAM EXT4 OCAM MCCA OCAM OCAM MOSC OCAM
004 021 719 009 161 110 039 017 665 047 018	ARCHIE PHINNEY HALL (FOCW) CAROL RYRIE BRINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCCURE HALL MCCCURE HALL MCCCONNELL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRILL HALL MORRINGW HALL RENREW HALL (PHYS SC) RIDENBAUGH HALL	OCAM OCAM EXT4 OCAM OCAM OCAM OCAM MOSC OCAM
004 021 719 009 161 110 039 017 665 047 018 041	ARCHIE PHINNEY HALL (FOCW) CAROL RYBLE BAINK HALL (FOCE) FORT HALL COOP EXTENSION GIBB HALL MCCALLE DOBE/DINING HALL MCCALURE HALL MORCIW CITY HALL ANNEX (MPD DOWNTOW RENPREW HALL (PHYS SC) RIDENBAUGH HALL SHOUP HALL	OCAM OCAM EXT4 OCAM OCAM OCAM MOSC OCAM OCAM OCAM

Figure 2 - Building Search Results

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Figure 3 - Main Campus

From here you can also search, log in and edit preferences.

Navigate to your building on the map or search for it by name or number, and then click on the icon or name.

3. Building Selection



Figure 4 - Renfrew Hall



You need to log in to reveal the buttons which allow you to access other features. Whether or not you have logged in you will be able to select a floor and room to view details about that room.

University of Idah	0	
HOME FAMISHOME FAC	ILITIES HOME ARB	ORETA A & E SERVICES CONTACT US
	RENFREW HALI	L (PHYS SC) - SECOND FLOOR
	Site OCAM Building 047 Floor 3	MAIN CAMPUS RENFREW HALL (PHYS SC) SECOND FLOOR
F	Rooms	
-	201 0	DFFICE
	201A S	SERVICE
:	202 L	ABORATORY
1	203 9	SERVICE
1	203A L	ABORATORY
1	204 L	ABORATORY
1	205 0	DFFICE
	205A L	ABORATORY
1	206 L	ABORATORY
1	207 L	ABORATORY
1	208 F	RESTROOM
:	210 F	RESTROOM
:	211 0	CUSTODIAL
1	213 0	CIRCULATION
:	213A C	CIRCULATION
	213B S	SERVICE
	014C I	ARORATORY

Figure 5 - Floor Selection

Selecting a room gets this screen

University	y of Idi	aho					
HOME FAMIS	HOME	FACILITIES HOM	IE ARBORET	A & E SERVICES	CONTAC	TUS	
	Room	Informatio	'n				
	Site Building Floor Room	OCAM 047 3 202	MAIN CAMPU RENFREW HA SECOND FLO LABORATOR	JS ALL (PHYS SC) DOR Y			
	Genere	Assigned A Sta Cost Recov	To 007 - CH rea 217 tus OPEN ery N	EMISTRY Capacity Occupants			
	Catego	Room U	se 250	Category Micro Category	(200		
	Functio	onal Use					
	Occup	ants					
	Depart Dep 007	oartment Cher	nistry		٩	lame	Percentage 100
	People	e					
				Service R	equests		Department

Figure 6 - Room Selection

4. Service Requests

WHEN ENTERING DATA, USE YOUR CAPS LOCK KEY!

To check on your service requests or enter a new one, click the Service Requests button to get this screen.

University of Idaho
HOME FAMIS HOME FACILITIES HOME ARBORETA A & E SERVICES CONTACT US
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 D.
Create Service Request

Figure 7 - Display Service Requests

Click on Create Service Request or use the Search function (see page 11 for Search). Create Service Request brings you to the Confirm Requestor screen

On the Confirm Requestor screen you can add an alternate name and phone number and update your information. Department is from the Chart of Accounts.

<i>famis</i>	w.				
Facilities Ser	vices				
Create Service	Request: Confirm F	Req	uestor - Ste	p 1 of 5	
Confirm Requesto	or Select Service		Enter Service	Details Enter Location	Review
Requestor					
Requestor	LODI PRICE		*		
Phone	5-7697	*	Pager	OFFCAMPUS	
Cell Phone			E-mail	lodi@uidaho.edu	
Department	007	*	Mail Code		
Alternate Reque	stor				
Name			Pho	one	
				[Cancel Next

Figure 8 - Client Service Request Step 1



Facilities Services

Facilities Services				
reate Service Req	uest: Select Serv	vice - Step 2 of 5		
Confirm Requestor	Select Service	Enter Service Details	Enter Location	Review
Available Services				
 <u>2) AUXILIARIES &</u> <u>3) ALL DEPTREM</u> 	FARM OPSREPAIR	R & MAINTENANCE (BUD)	<u>Get req'd)</u> Get req'd)	
<u>4) HOUSING MAIN</u> <u>New Web Reques</u>	<u>t *Create your own</u>	<u>& APARIMENTS)</u> request*	Cancel Back	
4) HOUSING MAIN New Web Reques ure 9 - Client Servi	t*Create your own	<u>equest*</u>	Cancel Back	
• 4) HOUSING MAIN • New Web Reques ure 9 - Client Servi en select the b	ice Request Ste	<u>equest*</u> (pp 2 (Cancel Back	

Confirm Requestor	Select Service	Enter Service Details	Enter Location	Review
Services within 1) G	ENERAL EDRI	EPAIRS & MAINTENA	NCE	
BUILDING EXTER	IORS			

- BUILDING INTERIORS
- <u>CUSTODIAL</u>
- ELECTRICAL
- HEATING, VENTILATION AND AIR CONDITIONING

- PAINT
 PLUMBING
- SAFETY HAZARD ٠
- New Web Request *Create your own request*

Back Cancel

Figure 10 Client Service Request Step 2 Cont.

And drill down through the list

Facilities Services

Create Service Request: Select Service - Step 2 of 5



Services within: 1) GENERAL ED -- REPAIRS & MAINTENANCE - ELECTRICAL

- ELECTRICAL OUTLETS REPAIR
 EMERGENCY LIGHTING REPAIRS
 LIGHT FIXTURE REPAIR OR REPLACE
 LIGHTING OUT EXTERIOR
 LIGHTING OUT INTERIOR
 POWER OUT IN AREA
 SWITCH REPAIR
 New Web Request "Create your own request"

Cancel Back

Figure 11 - Client Service Request Step 2 Cont.

Create Service Request: Enter Servic	e Details - Step	3 of 5		
Confirm Requestor	Select Service	Enter Service Details	Enter Location	Review
Work Description				
Work Title	REN 202 ELECT	RICAL OUTLETS - REPAIR	2	*
	Outlet on wes	t wall is burned loo	king and doesn'	t work
Description of Work				
	To preserve the t	ext formatting, please hi	t "Enter" after each	line. {Limit 3000 chars]
Earliest Start Date		mm/dd/yyyy		
Latest Completion Date		mm/dd/yyyy		
Dates/Times Work Cannot be Done in Location	lasses in room fro	m 1-4 MWF, 9-11 TThe.g.	Mon & Fri 8am - 10a	m
			Cancel Ba	ack Next

Figure 12 - Client Service Request - Step 3

Then fill in the request, replacing anything within angle brackets with your information <information>

Create Service Request: Enter Servic	e Details - Step	3 of 5		
Confirm Requestor	Select Service	Enter Service Details	Enter Location	Review
Work Description				
Work Title	REN 202 ELECT	RICAL OUTLETS - REPAIR	2	*
	Outlet on wes	t wall is burned loo	king and doesn't	t work
Description of Work				
	To preserve the	ext formatting, please hi	t "Enter" after each l	ine. {Limit 3000 chars}
Earliest Start Date		mm/dd/yyyy		
Latest Completion Date		mm/dd/yyyy		
Dates/Times Work Cannot be Done in Location	lasses in room fro	m 1-4 MWF, 9-11 TThe.g.	Mon & Fri 8am - 10a	m
			Cancel Ba	ck Next

Figure 13 - Client Service Request - Step 3 Cont

Like this

Start and Completion dates are not being used. The Work Cannot be Done field would mainly be used to note class times or things like that. After hours work is generally not available.

If you have selected a room, this form would be filled in. If not, or if there was an error, select a floor, then room here.

Confirm Reques	tor Select Service	Enter Service I)etails	Enter Locatio	n
Site OCAM	* Building	047			
Floor	Room				
			Cancel	Back Nex	đ
					_
Treate Service Reque					
for the berrie freque	ist. Review - Step 5 or 5				
Confirm Requestor	Select Service Enter Service Deta	ills Enter Location	Review		
Confirm Requestor	Select Service Enter Service Deta	hils Enter Location	Review		
Confirm Requestor Requestor Informatic Requester Name	Select Service Enter Service Deta Dn LODI PRICE	Requestor Phone	Review		
Confirm Requestor Requestor Informatic Requestor Informatic Requestor Dept Alt Requestor Note	Select Service Enter Service Deta On LODI PRICE 007	Requestor Phone Requestor Email Alt Requestor Email	Review 5-7697 Iodi@uidaho.ed	u	
Confirm Requestor Requestor Informatic Requester Name Requester Dept Alt Requester Name Service Description	Select Service Enter Service Detz Select Service Dn LODI PRICE 007	Requestor Phone Requestor Phone Alt Requestor Phone	Review 5-7697 Iodi@uidaho.ed	u	
Confirm Requestor Requestor Informatic Requestor Date Alt Requestor Date Service Description Earliest Start Date	Select Service Enter Service Detz Select Service LODI PRICE 007	Requestor Phone Requestor Phone Requestor Phone Alt Requestor Phone	Review 5-7697 Iodi@uidaho.ed	u	
Confirm Requestor Requestor Informatic Requester Name Requestor Dept Alt Requester Name Service Description Earliest Start Date Blackout Dates and Times	Select Service Enter Service Deta Select Service Enter Service Deta LODI PRICE 007 classes in room from 1-4 MWF, 9-11 Th	Requestor Phone Requestor Phone Requestor Email Alt Requestor Phone Latest Completion Date Work Title	Review 5-7697 Iodi@uidaho.ed REN 202 ELECTI REPAIR	u RICAL OUTLETS -	
Confirm Requestor Requestor Informatic Requester Name Requestor Dept Alt Requester Name Service Description Earliest Start Date Blackout Dates and Times Description	Select Service Enter Service Deta Select Service Enter Service Deta LODI PRICE 007 classes in room from 1-4 MWF, 9-11 TTh	elis Enter Location Requestor Phone Requestor Email Alt Requestor Phone Latest Completion Date Work Title Outlet on west wall is	Review 5-7697 Iodi@uidaho.ed REN 202 ELECTI REPAIR burned looking a	u RICAL OUTLETS - and doesn't work	
Confirm Requestor Requestor Informatic Requestor Name Requestor Dept Alt Requester Name Service Description Earliest Start Date Blackout Dates and Times Description Location	Select Service Enter Service Deta Select Service Enter Service Deta LODI PRICE 007 classes in room from 1.4 MWF, 9.11 TTh	elis Enter Location Requestor Phone Requestor Email Alt Requestor Phone Latest Completion Date Work Title Outlet on west wall is	Review 5-7697 Iodi@uidaho.ed REN 202 ELECTI REPAIR burned looking a	u RICAL OUTLETS - and doesn't work	
Confirm Requestor Requestor Informatic Requestor Name Requestor Dept Alt Requestor Name Service Description Earliest Start Date Blackout Dates and Times Description Location	Select Service Enter Service Deta Select Service Enter Service Deta LODI PRICE 007 classes in room from 1.4 MWF, 9-11 TTh OCAM	etter Location Requestor Phone Requestor Email Alt Requestor Phone Latest Completion Date Work Title Outlet on west wall is Building	Review 5-7697 Iodi@uidaho.ed REN 202 ELECTI REPAIR burned looking a	u RICAL OUTLETS - and doesn't work	
Confirm Requestor Requestor Informatic Requestor Name Requestor Dept Alt Requester Name Service Description Earliest Start Date Blackout Dates and Times Description Location Site Floor	Select Service Enter Service Deta Select Service Enter Service Deta LODI PRICE 007 classes in room from 1.4 MWF, 9-11 TTh OCAM	elis Enter Location Requestor Phone Requestor Email Alt Requestor Phone Latest Completion Date Work Title Outlet on west wall is Building Room	Review 5-7697 Iodi@uidaho.ed REN 202 ELECTI REPAIR burned looking a	u RICAL OUTLETS - and doesn't work	

Figure 15 - Create Service Request Step 4 Cont

Review shows what you have entered

Finish shows you the SR number created



Figure 16 - Create Service Request Step 5

Go Back returns to this screen -

Display Service Requests																	
Search	ı																
Search				~	Go A	dvanced Se	earch										
Result	5																
Request	t Number	Phase	Work (Order	Request	Description	Status	Conv Project	Requestor	Alt Requ	estor	Maint [·]	Type 3	Site	Building	Date	Entered
										C	C	reate S	ervic	e Re	quest		Billing

Figure 17 - Display Service Requests

From here you can create more requests or search for information on those you have previous requested.

Display Service Requests									
Search									
Search All my requests Go Advanced Search									
Results									
Request Number Phase Work Orde	er Request Description	Status	Conv Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered
<u>SR108271</u>	REN 202 ELECTRICAL OUTLETS - REPAIR	REQUESTED		LODI PRICE		WEBREQUEST	OCAM	047 - RENFREW HALL (PHYS SC)	03/20/2008
<u>SR107913</u>	RENFREW 21 - HAMMER NOISE FROM MECHANICAL ROOM	REQUESTED		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	12/21/2007
<u>SR107878</u>	REN 112 NEED SUPPORTS UNDER STUDY DESKS	REQUESTED		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	12/19/2007
<u>SR107191</u>	REN 111 AND 112 ARE TOO HOT (POSSIBLY RELATED TO SR107183)	COMP_SWO		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	11/26/2007
<u>SR107183</u>	REN 1ST FL EAST ENTRANCE-HISSING RADIATOR, BURNT DUST SMELL	COMP_SWO		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	11/26/2007
<u>SR107177</u>	REN 006 (TO RIGHT OF LADIES RM) WALL PAINT BUBBLING EXT WALL	REQUESTED		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	11/26/2007
<u>SR107050</u>	REN 334 - LEAKING TAPS IN NORTHERN BENCH	REQUESTED		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	11/19/2007

Figure 18 - Display Service Requests

The Advanced Search button brings up other search options -

Display Service Requests						
Advanced Searc	h					
Request Number						
Request Number	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 OCAM Building 047 Floor Room					
Date Entered	From To mm/dd/yyyy					
	Execute Query Cancel					

Figure 19 - Advanced Search

THE DATE ENTERED FORMAT MUST BE MM/DD/YY – LIKE THIS 02/10/2012

5. How to Turn Off the Security Information Dialog Box in Internet Explorer

The Security Information Dialog Box in Internet Explorer warns you when are about to display both secure and nonsecure items on the web page. This feature becomes very irritating when it appears every time you click on a link. To turn off this prompt in Internet Explorer, do the following:

1. Open Internet Explorer.



2. On the menu bar (the bar below the location bar), click Tools, then Internet Options.



- 3. In the Internet Options box, click the Security tab.
- 4. In the "Select a zone to view or change security settings" section, select the Internet zone (the one with the

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globe icon).

inneral Sec	urity Priviky (Contrent Conn	ections Program	Advance
Calant a sur	a to size or char.	ne can isto catt		
	611	of second second	0	_
		×	Q	
Britterner	Local intrane	t Trusted ske	s Restricted sites	
In	ternet	Said	1	ili i
02	is zone is for litter crot those lated it	met websites, in trusted and		
18	stricted zones.	0.0000000		
Security is	well for this zone			
Allowed	levels for this zon	e: Medium to H	gh .	
-10-	Medium-high			
9	 Appropriate Prompts before 	ror most websit are downloading	es potentially unsalv	6
10110	- Unsigned Act	tiveX controls w	il not be download	fed
		1		
		Custom lev	Bur Defad	1000
		Beest	of porces to define	it have

- 5. Click the Custom level... button, located in the "Security Levels for this Zone" section.
- 6. In the Security Settings Internet Zone, but, scroll down about half way, and find the Display mixed content radio button. Select Enable,

Internet Opt	terno -	? 🗶
Security Set	ttings - Internet Zone	8
Settings		
	Allow weltpages to use restricted protocols for active content Deale Deale Prompt Mare weltates to open windows without address or status b Deale Deale Prompt Prompt Prompt Prompt Prompt Costele Deal	
Reset custo	on settings	
Reset to:	Medura-high (default)	
	OK Car	
	6	
Then cl	ick the CK butto	on.

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7. When you receive the "Are you sure you want to change the settings for this zone?" Warning, click Yes.



- 8. In the "Select a zone to view or change security settings" section, select the Local Intranet zone (the one with the globe and monitor icon).
- 9. Repeat 5-7 above

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10. Click OK to close the Internet Options box.

These changes in Internet Explorer's Security options will disable this annoying prompt and make navigating from one page to another easier.



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Change History

Date	Description	Changed By
4/21/11	Document Created	Mike Finkbiner
2/10/12	Reformatted Document	Tim Haight