FAMIS Self Service

User Training

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2/10/2012
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1. How to Access Self Service

Self Service can be reached from the FAMIS login page - [http://banner.uidaho.edu/famis/](http://banner.uidaho.edu/famis/) 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 [How to Turn Off the Security Information Dialog Box](#) on page nine.

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

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: Normal, Satellite, Hybrid]

**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
• 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.

![Building Search Results]

**Figure 2 - Building Search Results**
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
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.

Figure 5 - Floor Selection

Selecting a room gets this screen

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.

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.
Figure 9 - Client Service Request Step 2

Then select the broad category

- BUILDING EXTERIORS
- BUILDING INTERIORS
- CUSTODIAL
- ELECTRICAL
- HEATING, VENTILATION AND AIR CONDITIONING
- PAINT
- PLUMBING
- SAFETY HAZARD
- New Web Request “Create your own request”

Figure 10 Client Service Request Step 2 Cont.

And drill down through the list
Then fill in the request, replacing anything within angle brackets with your information <information>.

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.

Figure 14 - Create Service Request - Step 4

Review shows what you have entered

Finish shows you the SR number created

Figure 15 - Create Service Request Step 4 Cont
Go Back returns to this screen –

**Display Service Requests**

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Work Order</th>
<th>Project Description</th>
<th>Status</th>
<th>Date Requested</th>
<th>Requestor</th>
<th>Requester</th>
<th>Maint Type</th>
<th>Site</th>
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<td>REQUESTED</td>
<td>02/10/2010</td>
<td>OCAM</td>
<td>OCAM</td>
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</table>

**Figure 17 - Display Service Requests**

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

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**Figure 18 - Display Service Requests**

The Advanced Search button brings up other search options -

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</table>

**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
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,

Then click the **OK** button.
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

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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<th>Description</th>
<th>Changed By</th>
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<td>Mike Finkbiner</td>
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