University *of* **Idaho**
Facilities Services

FAMIS Self Service

User Training

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Contents

1. How to Access Self Service

Self Service can be reached from the FAMIS login page - 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.

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.

Figure 2 - Building Search Results
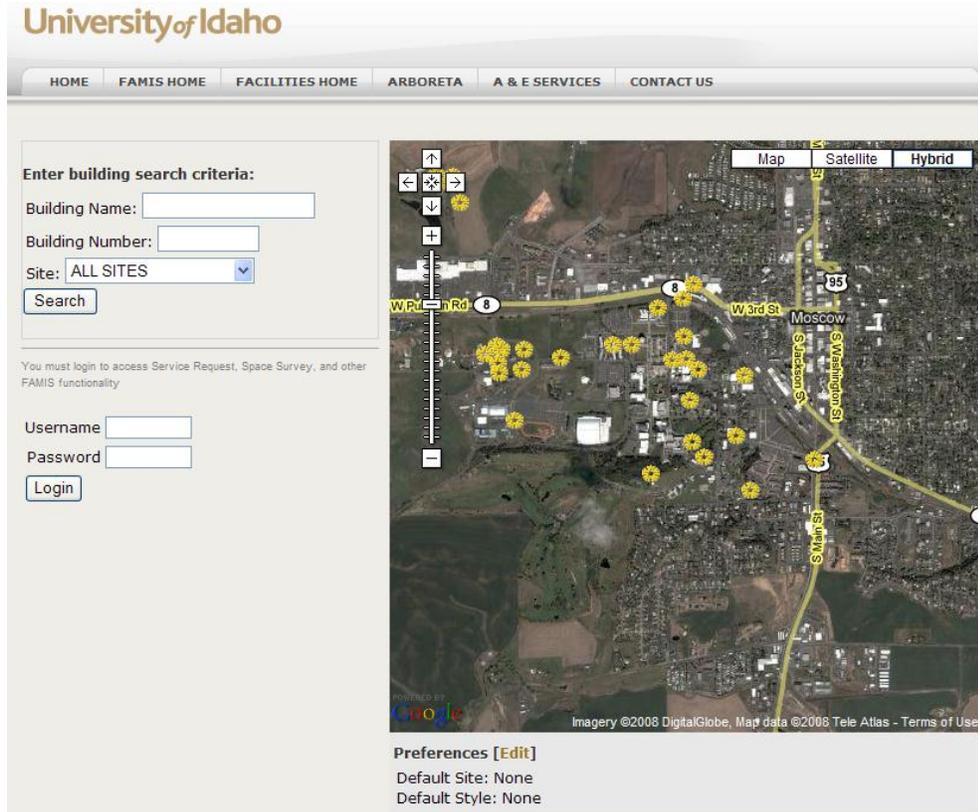
Figure 3 - Main Campus

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
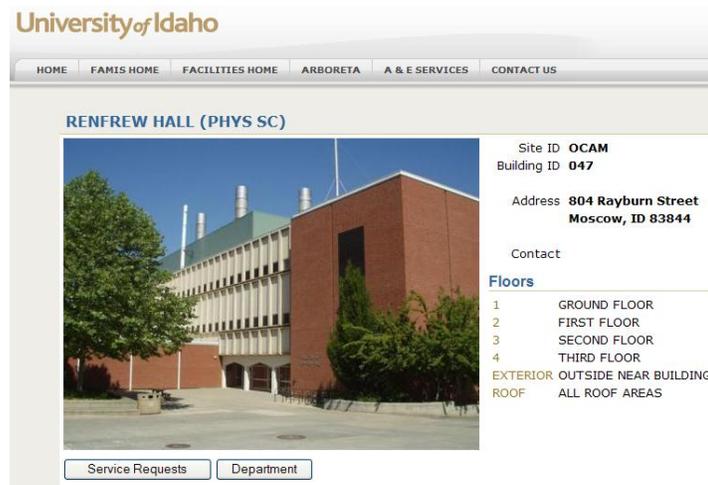
Figure 4 - Renfrew Hall

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.
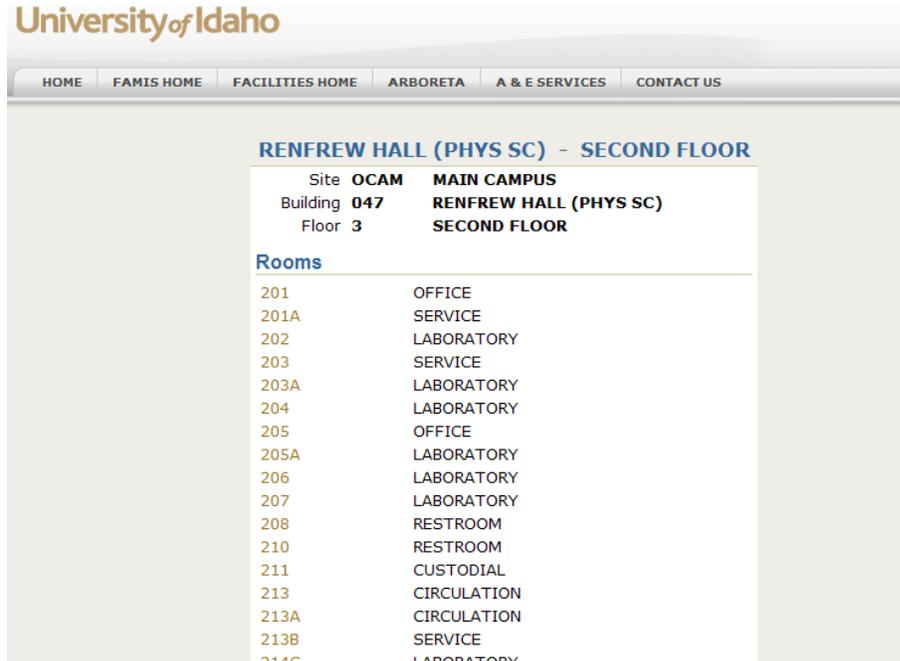
Figure 5 - Floor Selection

Selecting a room gets this screen
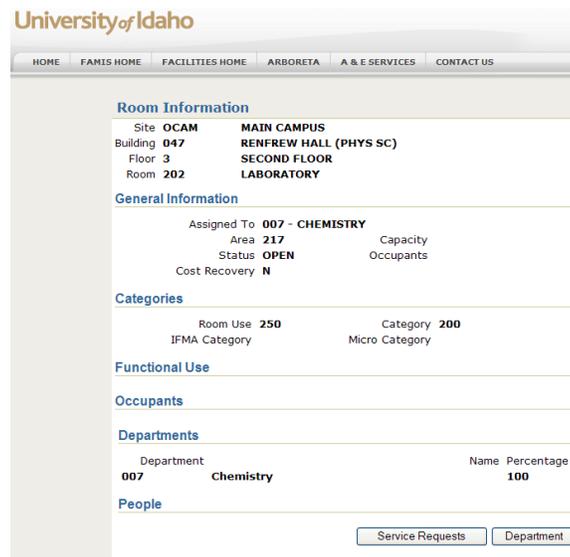
Figure 6 - Room Selection

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.

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.

Figure 8 - Client Service Request Step 1

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Figure 9 - Client Service Request Step 2

Then select the broad category

Figure 10 Client Service Request Step 2 Cont.

And drill down through the list

Create Service Request: Select Service - Step 2 of 5

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

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 Service Details - Step 3 of 5

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

Work Description

Work Title	REN 202 ELECTRICAL OUTLETS - REPAIR *
Description of Work	Outlet on west wall is burned looking and doesn't work

To preserve the text formatting, please hit "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 from 1-4 MWF, 9-11 TTh e.g. Mon & Fri 8am - 10am

Cancel   Back   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 Service Details - Step 3 of 5

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

Work Description

Work Title	REN 202 ELECTRICAL OUTLETS - REPAIR *
Description of Work	Outlet on west wall is burned looking and doesn't work

To preserve the text formatting, please hit "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 from 1-4 MWF, 9-11 TTh e.g. Mon & Fri 8am - 10am

Cancel   Back   Next

Figure 13 - Client Service Request - Step 3 Cont

Like this

9

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

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 –

Figure 17 - Display Service Requests

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

Figure 18 - Display Service Requests

The Advanced Search button brings up other search options -

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

globe icon).

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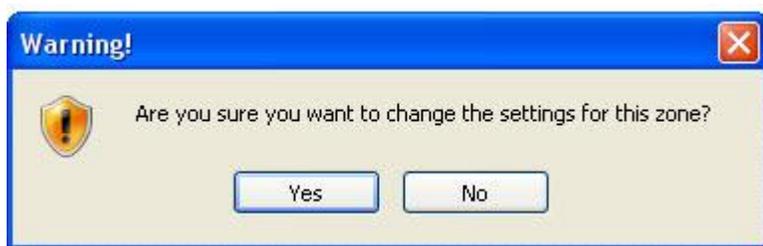
8. In the "Select a zone to view or change security settings" section, select the Local Intranet zone (the one with the globe and monitor icon).

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.

Change History

Date	Description	Changed By
4/21/11	Document Created	Mike Finkbiner
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