

# FAMIS Self Service

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## User Training

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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/> 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.

University of Idaho

HOME FAMIS HOME FACILITIES HOME ARBOTERUM A & E SVCS BLDG SVCS BLDG TRADES LND/EXT SVCS CONTACT US

Enter building search criteria:  
Building Name:   
Building Number:   
Site: ALL SITES

You must login to access Service Request, Space Survey, and other FAMIS functionality  
Username   
Password

- Project Initiation Form
- Discoverer Viewer
- FAMIS Web Time
- Visual Map
- Space Survey Resources
- Utility Budget Report

**HAVING BROWSER ISSUES?**

Map Satellite Hybrid

Preferences [Edit]  
Default Site: None  
Default Style: None

DIRECTIONS & MAPS | CONTACT US | PRIVACY | ACCESSIBILITY | DIVERSITY | GIVE TO THE UNIVERSITY OF IDAHO

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.

ID	Building Name	Site
004	ARCHIE PHINNEY HALL (FOCW)	OCAM
021	CAROL RYRIE BRINK HALL (FOE)	OCAM
719	FORT HALL COOP EXTENSION	EXT4
009	GIBB HALL	OCAM
161	MCCALL LODGE/DINING HALL	MCCA
110	MCCLURE HALL	OCAM
039	MCCONNELL HALL	OCAM
017	MORRILL HALL	OCAM
665	MOSCOW CITY HALL ANNEX (MPD DOWNTOW)	MOSC
047	RENFREW HALL (PHYS SC)	OCAM
018	RIDENBAUGH HALL	OCAM
041	SHOUP HALL	OCAM
042	TARGHEE HALL	OCAM

Total: 13

Figure 2 - Building Search Results

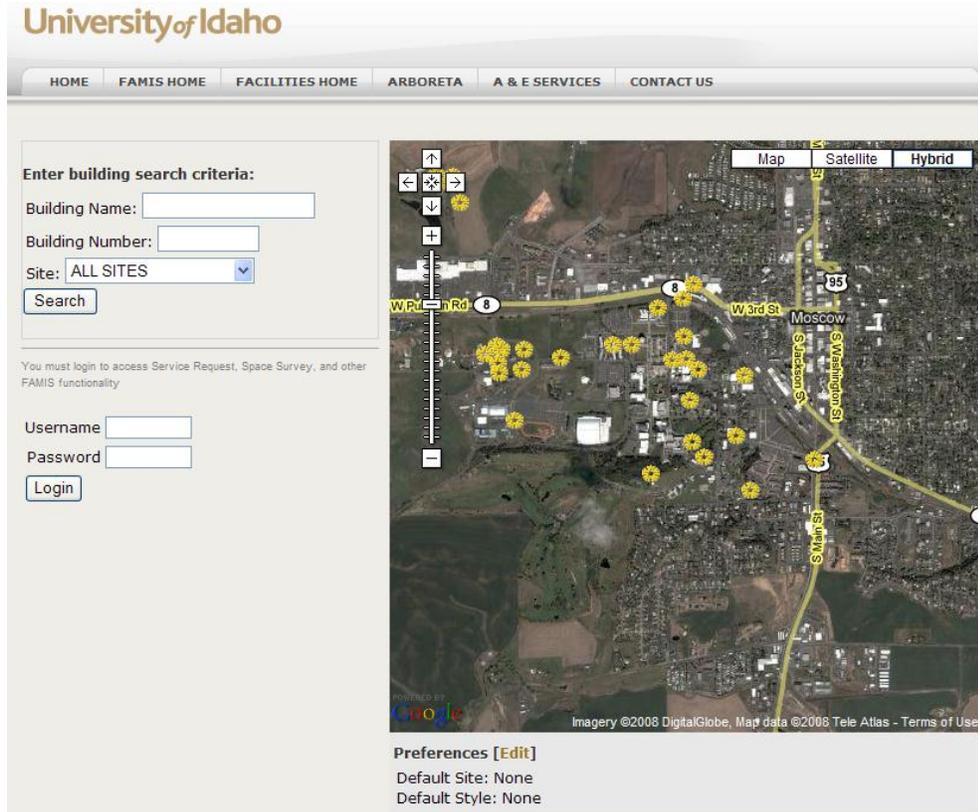


Figure 3 - Main Campus

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

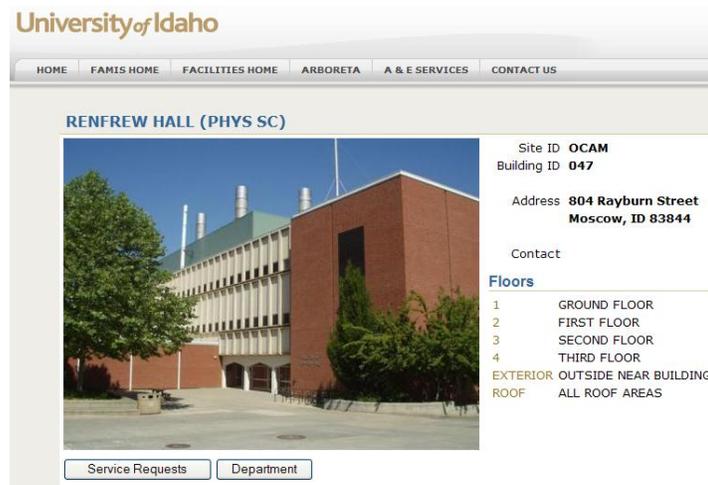


Figure 4 - Renfrew Hall

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.

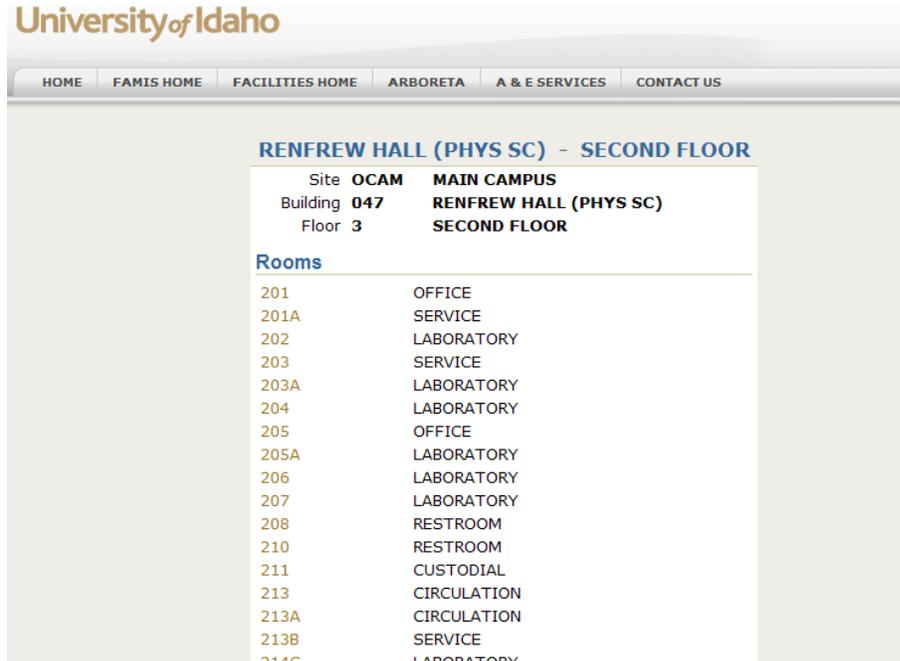


Figure 5 - Floor Selection

Selecting a room gets this screen

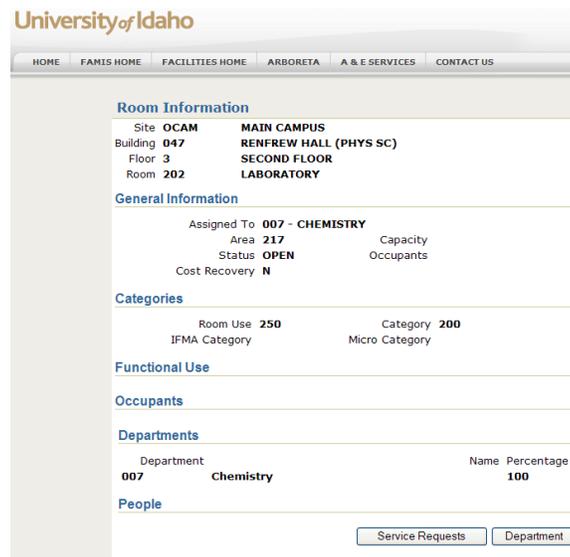


Figure 6 - Room Selection

#### 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



Facilities Services

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

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

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**Available Services**

- [1\) GENERAL ED--REPAIRS & MAINTENANCE](#)
- [2\) AUXILIARIES & FARM OPS--REPAIR & MAINTENANCE \(BUDGET REQ'D\)](#)
- [3\) ALL DEPT--REMODELS/NEW INSTALL./REPLACEMENT \(BUDGET REQ'D\)](#)
- [4\) HOUSING MAINTENANCE \(DORMS & APARTMENTS\)](#)
- [New Web Request \\*Create your own request\\*](#)

Figure 9 - Client Service Request Step 2

Then select the broad category

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

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

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**Services within 1) GENERAL ED--REPAIRS & MAINTENANCE**

- [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

**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"](#)

Figure 11 - Client Service Request Step 2 Cont.

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

**Work Description**

Work Title:

Description of 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:  e.g. Mon & Fri 8am - 10am

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**

**Work Description**

Work Title:

Description of 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:  e.g. Mon & Fri 8am - 10am

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.

Create Service Request: Enter Location - Step 4 of 5

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

Site: OCAM \*    Building: 047

Floor:    Room:

Cancel    Back    Next

Figure 14 - Create Service Request - Step 4

Create Service Request: Review - Step 5 of 5

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

**Requestor Information**

Requestor Name: LODI PRICE    Requestor Phone: 5-7697  
Requestor Dept: 007    Requestor Email: lodi@uidaho.edu  
Alt Requestor Name:    Alt Requestor Phone:

**Service Description**

Earliest Start Date:    Latest Completion Date:  
Blackout Dates and Times: classes in room from 1-4 MWF, 9-11 TTh    Work Title: REN 202 ELECTRICAL OUTLETS - REPAIR  
Description:    Outlet on west wall is burned looking and doesn't work

**Location**

Site: OCAM    Building: 047  
Floor:    Room:

Cancel    Finish

Figure 15 - Create Service Request Step 4 Cont

Review shows what you have entered

Finish shows you the SR number created

Create Service Request

Your Facilities Work Request (SR108271) was submitted on 03/20/2008.

**Requestor Information**

Requestor Name: LODI PRICE    Requestor Phone: 5-7697  
Requestor Dept: 007    Requestor Email: lodi@uidaho.edu  
Alt Requestor Name:    Alt Requestor Phone:

**Service Description**

Earliest Start Date:    Latest Completion Date:  
Blackout Dates and Times: classes in room from 1-4 MWF, 9-11 TTh    Work Title: REN 202 ELECTRICAL OUTLETS - REPAIR  
Description:    Outlet on west wall is burned looking and doesn't work

**Location**

Site: OCAM    Building: 047  
Floor:    Room:

Go Back to Service Requests

Figure 16 - Create Service Request Step 5

Go Back returns to this screen –

Display Service Requests

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Search

Search   [Advanced Search](#)

Results

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

Figure 17 - Display Service Requests

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

Display Service Requests

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Search

Search   [Advanced Search](#)

Results

Request Number	Phase	Work Order	Request Description	Status	Conv Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered
<a href="#">SR108271</a>			REN 202 ELECTRICAL OUTLETS - REPAIR	REQUESTED		LODI PRICE		WEBREQUEST	OCAM	047 - RENFREW HALL (PHYS SC)	03/20/2008
<a href="#">SR107913</a>			RENFREW 21 - HAMMER NOISE FROM MECHANICAL ROOM	REQUESTED		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	12/21/2007
<a href="#">SR107878</a>			REN 112 NEED SUPPORTS UNDER STUDY DESKS	REQUESTED		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	12/19/2007
<a href="#">SR107191</a>			REN 111 AND 112 ARE TOO HOT (POSSIBLY RELATED TO SR107193)	COMP_SWO		LODI PRICE		MNT/REP -R	OCAM	047 - RENFREW HALL (PHYS SC)	11/26/2007
<a href="#">SR107193</a>			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
<a href="#">SR107177</a>			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
<a href="#">SR107050</a>			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

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Advanced Search

Request Number

Request Number

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  Building

Floor  Room

Date Entered From  To  mm/dd/yyyy

Figure 19 - Advanced Search

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



globe icon).

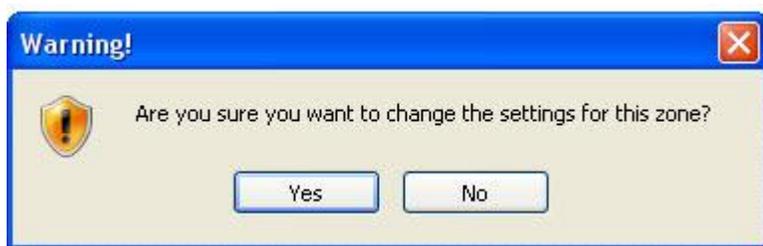


5. Click the **Custom level...** button, located in the "Security Levels for this Zone" section.
6. In the Security Settings - Internet Zone, but, scroll down about half way, and find the Display mixed content radio button. Select Enable,



Then click the **OK** button.

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



- 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).
- Repeat 5-7 above
- 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**

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