

EXPLORE FAU

ADMISSIONS

CURRENT STUDENTS

FACULTY & STAFF

ALUMNI & COMMUNITY

[MyFAU Login](#)

[Blackboard Login](#)

[Computing Resources](#)

[Calendars](#)

[ACADEMIC CALENDAR](#)
[CALENDAR OF EVENTS](#)

[Faculty Resources](#)

[UNIVERSITY FACULTY SENATE](#)

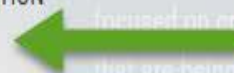
[Library](#)

[Forms & Requests](#)

[AUDIO VISUAL](#)
[CONTROLLER'S OFFICE](#)
[HELP DESK](#)
[LEAVE REQUEST](#)
[SPACE UTILIZATION](#)
[WORK ORDER](#)

[Human Resources](#)

[Equal Opportunity Programs](#)



Making the Unseen Visible
Through Wireless Sensors

Florida Atlantic University's new Institute for Sensing and Embedded Network Systems Engineering (I-SENSE) is focused on creating the sensing and computing technologies that are being embedded throughout the world.

[Read More →](#)

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".



Work Control

Service Units

- Maintenance
- Custodial Services
- Landscape and Grounds
- Athletic Field Maintenance
- Events Setup / Moving Services
- Recycling Services
- Vehicular Support Services
- Work Control

Campuses

- Broward Buildings and Grounds
- Jupiter Buildings and Grounds
- HBOI Buildings and Grounds

Requesting Work

University community members request / report work to be performed by doing one of the following:

- **Work Order Request**

- By phone (for emergencies - Water Intrusion, Elevator stuck, etc.)
 - (Boca / Jupiter Campuses call 7-2240
 - Broward Campuses (Davie, Ft. Laud, SeaTech) call 6-1534
 - Harbor Branch Campus call 6-2246

The requestor must provide a description of the problem or the work to be performed, the location of work to be performed, and the name and phone number of the requestor and / or person to be contacted. In this manner, all work requests can get recorded and assigned to the appropriate service group.

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

the official mobile app

Forgotten your username or password?

- Contact the OIT Help Desk
- Need help navigating the system?
- Email famis_help@fau.edu

Forgotten username or password?

Get Help
Accounts FAQ
New Features
System Status

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

This is the My Request page

This page displays work requests **you** have created. For most FAU faculty and staff, this is the page that displays when you first sign onto FAMIS.

This is one of the best ways to track the status or progress of your requests as new information is added as the life cycle progresses.

FAU
FLORIDA ATLANTIC
UNIVERSITY

Sign Out
Logbook

Create Request My Requests

Facilities Management Test

2 Open Requests for Facilities Management Test

Date	Request ID	Requested By	Property / Floor	Type/SubType	Assigned To	Status / Priority
5/20/2015 11:19 AM	14	Robinson, William	UN-31 STUDENT UNION 01 101	HVAC - Air Conditioning Too Cold	Scott	Open / Routine 6/4/2015 4:16 PM
5/19/2015 11:00 AM	12	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING 01 104B	Building Maintenance Ceiling Tiles	Team	Open / Routine 6/4/2015 4:50 PM

Closed Requests for Facilities Management Test (past 365 days)

Date Req	Request ID	Requested By	Property	Request Type	Date Closed
4/23/2015	7	Team, Work Control	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	5/22/2015
5/20/2015	17	Robinson, William	UN-31 STUDENT UNION 01 103	HVAC - Air Conditioning Too Hot	5/21/2015
4/23/2015	6	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/23/2015
4/10/2015	5	Team, Work Control	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
4/10/2015	4	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
4/10/2015	3	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
4/10/2015	2	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015

famis 4

Sign Out | Help
copyright © 2000-2013 Accruent, LLC all rights reserved.

Tracking a Request

- Select the My Requests tab



- Open requests are displayed

2 Open Requests for Facilities Management Test

Date	Request ID	Requested By	Property / Floor	Type/SubType	Assigned To	Status / Priority
5/20/2015 11:19 AM	14	Robinson, William	UN-31 STUDENT UNION 01 101	HVAC - Air Conditioning Too Cold	Scott	Open / Routine 6/4/2015 4:16 PM
5/19/2015 11:00 AM	12	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING 01 104B	Building Maintenance Ceiling Tiles	Team	Open / Routine 6/4/2015 4:50 PM

- Closed requests are displayed

Closed Requests for Facilities Management Test (past 365 days)

Date Reg	Request ID	Requested By	Property	Request Type	Date Closed
4/23/2015	7	Team, Work Control	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	5/22/2015
5/20/2015	17	Robinson, William	UN-31 STUDENT UNION 01 103	HVAC - Air Conditioning Too Hot	5/21/2015
4/23/2015	6	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/23/2015
4/10/2015	5	Team, Work Control	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
4/10/2015	4	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
4/10/2015	3	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
4/10/2015	2	Test, Facilities Management	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015

<u>Date</u>	<u>Request ID</u>	<u>Requested By</u>	<u>Property / Floor</u>	<u>Type/SubType</u>	<u>Assigned To</u>	<u>Status / Priority</u>
-------------	-------------------	---------------------	-------------------------	---------------------	--------------------	--------------------------

For each open request, the following information is displayed:

- **Date** – Date and time the request was created/scheduled for
- **ID** – Work order number assigned when the request was created.
Clicking this link opens the Request Details page.
- **Property/Floor**
- **Type/Sub Type** – Displays the work “Type” and “Sub Type” of the request
- **Assigned To** – The name of whom the work was assigned to.
Clicking this link allows you to send an email to the assignee.
- **Status/Priority** – Current status and priority of the request.
If an escalation has been sent, this is also noted, in **red**.

Requests are listed according to the date,
but clicking any heading re-sorts the list

When you click on a “Request ID” link, the Request Details page is displayed.

It contains all the information associated with the request, including a log of actions and associated comments throughout the life cycle

- You can add comments that staff will view and address as they work on your request
- Click “Update” to save comments

Create Request | My Requests Facilities Management Test

REQUEST DETAILS

GENERAL INFORMATION

Request ID:	12	Date:	5/19/2015 11:00 AM EDT
Requested By:	Facilities Management Test	Company:	FAU
Phone:	561.297.3000	E-mail:	dstoneson@accruent.com
Fax:	n/a		

REQUEST DETAILS

Property:	CO-69 CAMPUS OPERATIONS BUILDING	Space:	104B
Floor:	01	Sub Type:	Ceiling Tiles
Type:	Building Maintenance	Complete By:	5/24/2015 11:00 AM EDT
Assigned To:	Team Work Control - FAU	Status:	Open
Priority:	Routine	Not to Exceed Amt.:	\$0.00
Estimated Amount:	\$0.00		

REQUEST HISTORY

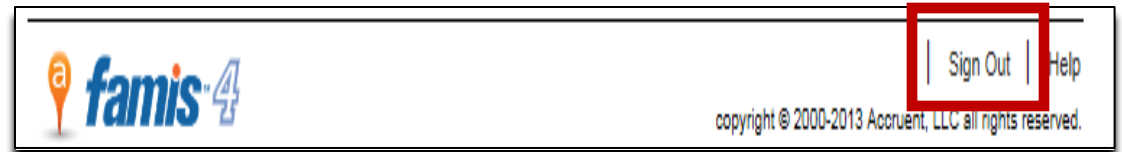
Type	Update Date	Comments	Status	Crew/Assigned To	Updated By
Initial	5/19/2015 11:00 AM EDT	There is a ceiling leak in my office.	Open	Work Control Team	Facilities Management Test
Update	5/19/2015 11:20 AM EDT	what is the status on my work order?	Open	Work Control Team	Facilities Management Test
Update	5/19/2015 2:43 PM EDT	Update	Open	Work Control Team	Work Control Team
Closed	5/21/2015 9:07 AM EDT	Testing	Closed	Work Control Team	Elizabeth Duarte

UPDATE REQUEST

General Comments:

Click UPDATE to save:

- View any attached files and billing information
- Click “Sign Out” to exit



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 and need to enter a service request?

- Contact Work Control for your respective campus
 - Boca and Jupiter campuses call 7-2240
 - Broward campuses (Davie, Ft. Laud, SeaTech) call 6-1534
 - Harbor Branch campus call 6-2246