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”.
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”

Forgotten your username or password?
- Contact the OIT Help Desk
Need help navigating the system?
- Email famis_help@fau.edu
Once you’ve signed on, you’ll see two tabs: Create Request and My Requests

This is the Create Request page

This system makes the process easier by populating some information fields for you, such as your contact information, the building and room where you are located and your email and phone number.

You will be asked to enter such as the property or location where the work should be done, the type of work to be done, or when the work should be completed.
Creating a Request

1. Click the “Create Request” tab (if not already selected)

- Fields tagged with a small red square are required fields

- Many fields are already populated based on information associated with your account:
  - Property or Location
  - Floor, Space
  - Contact
- You can change these, if needed
2. Enter the details:

- Indicate the location of the request

To enter the affected location:
- Click “Select”
- Search for the property/location by name, address or description.

Your location is the default location displayed. If the service request involves another location, enter the affected location.

If you enter general addresses, such as 777 Glades Road, all buildings with that address will display.
• Select the region of the property/location.

Regions are FAU’s campuses. This information is linked to the University’s space file and is numerically coded.

Your default region is the campus where you are located. Most users have access to create service requests within that default region only.

See the legend here
Click “Find”

Properties fitting your search criteria will be displayed

Click on your selection to populate the property/location field
• Further define the location of the service request by selecting a floor from the “Floor” drop-down menu.

• Further define the location of the service request by selecting a space from the “Space” drop-down menu.
• Select the general type of work to be done from the "Type" drop-down menu

Here are the "Types"

Become familiar with these to accurately categorize your service request
• Further define the work to be done from the “Sub Type” drop-down menu

Each “Type” has its own list of “Sub Types”.

Become familiar with these to accurately categorize your service request
• Give a description of the service request. The more detailed you are, the better the chance that the work will be accurately performed.

The description you enter will become part of the permanent request history.

• Indicate who is making the request:

By default, the currently logged-in user's information is displayed.
To select a different user,

• Click the “Clear Contact Info” button to clear all of the requestor contact information fields

• Then enter new contact information by typing into the fields

• In the “Company” field, enter “FAU”
3. Review financial information

• Any accounts associated with the **main** requestor will be displayed in this area

• To add a funding source, click “Add Another Account Group”
• Notify others (who are not the **main** point of contact) that the request has been created by entering their email addresses in the “E-mail CC:” field

• Click “OK” to create the work request, once you have all of the information entered

The system will validate the information you entered and will display an error message if there are any conflicts

  **Follow the directives to eliminate errors**
The request is created and a confirmation page displays

The Request ID (Work Order number) is displayed as a link

- Click this link to open the Request Details page.

- To attach a file (photo, document, pdf, etc.) to the work order, click the “Browse” button to locate the file and then click the “Upload File” button.

All major file formats are supported.
• Once your request is created, the **main** point of contact for the request will receive an email confirmation from **FAMIS4-FAU**

• Click the link to review or update your request

This will take you to the login page
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?  
- Contact Work Control for your respective campus to enter your service request
  - Boca and Jupiter campuses call 7-2240
  - Broward campuses (Davie, Ft. Laud, SeaTech) call 6-1534
  - Harbor Branch campus call 6-2246