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 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.
Tracking a Request

- Select the My Requests tab

- Open requests are displayed

- Closed requests are displayed
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.
• 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