FOU FLORIDA ATLANTIC UNIVERSITY

Search ...

FACULTY & STAFF **EXPLORE FAU** ADMISSIONS CURRENT STUDENTS **ALUMNI & COMMUNITY** MyFAU Login Library sible Forms & Requests Making the Unseen V Blackboard Login AUDIO VISUAL sors CONTROLLER'S OFFICE **Computing Resources** HELP DESK sing and LEAVE REQUEST E) is Calendars SPACE UTILIZATION regaing the sensing and computing echnologies ACADEMIC CALENDAR WORK ORDER hat are being embedded rhroughout the world CALENDAR OF EVENTS Human Resources More \rightarrow Faculty Resources UNIVERSITY FACULTY SENATE Equal Opportunity Programs

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"

FLORIDA ATLANTIC UNIVERSITY BUILDINGS AND GROUNDS Home / Facilities Management / BG / Work Control / Introduction Work Control BUILDINGS AND GROUNDS CONTACT Service Units Maintenance University community members request / report work to be performed by doing one of the Custodial Services following: Landscape and Grounds Athletic Field Maintenance Work Order Request Events Setup / Moving Services By phone (for emergencies - Water Instrusion, Elevator stuck, etc.) **Recycling Services** (Boca / Jupiter Campuses call 7-2240) Vehicular Support Services Broward Campuses (Davie, Ft. Laud, SeaTech) call 6-1534 Work Control Harbor Branch Campus call 6-2246 Campuses The requestor must provide a description of the problem or the work to be performed, the location Broward Buildings and Grounds of work to be performed, and the name and phone number of the requestor and / or person to be Jupiter Buildings and Grounds contacted. In this manner, all work requests can get recorded and assigned to the appropriate HBOI Buildings and Grounds service group. Poquesting Work

FAU WEB SEARCH

GO

> FAU PEOPLE DIRECTORY > SITE INDEX > ALTERNATIVE VIEW

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?
<u>Contact the OIT Help Desk</u>
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.

Facilies Management Test Property / Floor Type/SubType Assigned To Status / Priority 5/20/2015 14 Requested By Property / Floor Type/SubType Assigned To Status / Priority 5/19/2015 12 Test. Facilities 011101 Too Cold Soott Open / Routine 5/19/2015 12 Test. Facilities CO-69 CAMPUS Building Maintenance Team Open / Routine 5/19/2015 12 Test. Facilities CO-69 CAMPUS Building Maintenance Team Open / Routine c/scoord Requests for Facilities Management Test (past 365 days) Team. Work Control OPERATIONS BUILDING TEST 5/22/2015 5/20/2015 17 Request ID Request ID General OPERATIONS BUILDING HVAC - Air Conditioning 5/21/2015 5/20/2015 17 Robinson, Iviliam UN-31 STUDENT UNION HVAC - Air Conditioning 5/21/2015 5/20/2015 17 Robinson, Iviliam UN-31 STUDENT UNION HVAC - Air Conditioning 5/21/2015 5/20/2015 17 Robinson, Iviliam UN-31 STUDENT UNION HVAC -	FLORIDA UNIV	ATLANTI	IC				O Logbook
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Tracking a Request

• Select the My Requests tab

 Open requests are displayed

 Closed requests are displayed

Create Request My Requests



	Closed Reque	sts for Facilties	s Management Test (past 3	65 days)		
	Date Reg 4/23/2015	Request ID 7	Requested By Team, Work Control	Property CO-69 CAMPUS OPERATIONS BUILDING	Request Type TEST TEST	Date Closed 5/22/2015
	5/20/2015	<u>17</u>	<u>Robinson, William</u>	UN-31 STUDENT UNION 01 103	HVAC - Air Conditioning Too Hot	5/21/2015
	4/23/2015	<u>6</u>	<u>Test, Facilties</u> <u>Management</u>	CO-69 CAMPUS OPERATIONS BUILDING	TEST TEST	4/23/2015
	4/10/2015	<u>5</u>	Team, Work Control	CO-69 CAMPUS OPERATIONS BUILDING	TEST TEST	4/10/2015
	4/10/2015	4	<u>Test, Facilties</u> <u>Management</u>	CO-69 CAMPUS OPERATIONS BUILDING	TEST TEST	4/10/2015
	4/10/2015	3	Test, Facilties Management	CO-69 CAMPUS OPERATIONS BUILDING	TEST TEST	4/10/2015
	4/10/2015	2	<u>Test, Facilties</u> <u>Management</u>	CO-69 CAMPUS OPERATIONS BUILDING General General	TEST TEST	4/10/2015
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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 Update

Update

Closed

5/19/2015 11:20 AM EDT

5/19/2015 2:43 PM EDT

5/21/2015 9:07 AM EDT

Click "Update" to save comments

Create Request My Requests Eacities Management Test						
REQUEST DETAIL S						
REQUEUT DE	11120					
GENERAL INF	ORMATION					
D 110	40					
Request ID:	12					
Requested By:	Facilties Mana	gement Test	Date:	5/19/2015 11:00 AM EDT	ſ	
Phone:	561.297.3000		Company:	FAU		
Fax:	n/a		E-mail:	dstoneson@accruent.com	n	
REQUEST DE	TAILS					
Property:	CO-69 CAMPL	IS OPERATIONS BUILDING	Space:	104B		
Floor:	01					
Туре:	Building Mainte	enance	Sub Type:	Ceiling Tiles		
Assigned To:	Team Work Co	ontrol - FAU	Complete By:	5/24/2015 11:00 AM EDT	г	
Priority:	Routine		Status:	Open		
Estimated Amo	ount: \$0.00		Not to Exceed Amt.:	\$0.00		
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REQUEST HIS	TORY					
		a .	.	o 4 · 17		
Type U	pdate Date	Comments	Stat	us Crew/Assigned To	Updated By	
initial 5/	19/2015 11:00 AM EDT	There is a ceiling leak in my (office. Ope	n Work Control Leam	Facilities Management	

UPDATE REQUEST		
General Comments:		
	 Click UPDATE to save:	PDATE
	Click of DATE to save.	FUATE

Open

Open

Closed

Work Control Team

Work Control Team

Work Control Team

Facilities Manageme

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Elizabeth Duart

what is the status on my work order?

Update

Testing

 View any attached files and billing information

FILE ATTACHMENTS:		

• Click "Sign Out" to exit



Forgotten your username or password?

- <u>Contact the OIT Help Desk</u>

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