Search and View a Service Request

This training guide will show you how to search and view a service request that you have already submitted for completion.

Before you begin . . .

Upon completion of this guide you will be able to:
• Sign in to FAMIS Self Service
• Search for service requests
• View status of service requests

Who has access?
Designated staff associates with responsibilities for requesting services from Facilities Management. Staff members must have security access as a Requestor to FAMIS Self Service.

When is this used/not used?
This is to be used for any non-Emergency requests for Facilities repairs or service.

What does it affect?
FAMIS Self Service is a streamlining of the process of reporting problems and needs with the physical plant of the University.

How to log in?
Contact the Help Desk for security access to FAMIS. http://nuportal.northwestern.edu See Page 2 in this document.

For Emergency Situations:
Non-Business Hours:
Call at 456 from any campus phone
Non-Campus phones: (847) 491-3456 (Evanston), (312) 503-3456 (Chicago)

During Business Hours:
Evanston Campus: 847-491-5201
Chicago Campus: 312-503-8000

Additional Resources
http://cafe.northwestern.edu/training/

Where to get help? For assistance, contact NUIT Support Center at 847-491-HELP (4357), or email consultant@northwestern.edu
Getting Started: Signing on to FAMIS

Go to Facilities in the left menu and click the FAMIS Self Service tab:
Getting Started: Select a Site

It is not necessary to select a campus site at this point.
Step 1: Display Service Requests

View all service requests that you have created and see the current status by selecting a time frame from the Search dropdown box.
Step 2: Display Service Requests

View all service requests that you have created and see the current status. The status column indicates where the service request is in the process of being converted to a work order and completed.

Status key

- **Requested**: requested by customer
- **Approved**: approved for completion (Housing only)
- **Scheduled**: assigned to shop for execution
- **Converted to Proj**: work order has been converted to a project
- **In Prog**: work in progress
- **Parts Hold**: work on hold due to parts order
- **DT Hold**: work on hold for appropriate scheduling
- **Complete**: work completed

Estimates have status of requested, in progress, completed, approved (by FM Supervisor), and accepted or rejected (by requesting customer).
Step 3: Display Service Requests- Advanced Search

Use the Advanced Search function, to search for a specific service request or grouping of requests. This search allows you to enter a specific service request number or choose filters to create a list of service requests.

![Advanced Search Interface]

- Click Advanced Search to use the Advanced Search function.
- Enter a specific service request number or choose filters to create a list of service requests.

[Image of Advanced Search interface with columns for Request Number, Phase, Work Order, Request Description, Status, Conv Project, Requestor, Alt Requestor, Maint Type, Site, Building, Date Entered, and buttons for Create Service Request and Billing.]
Step 4: Display Service Requests- Advanced Search

For an individual service request number, enter the number in the Request Number field and you will see the specifics for that one request.
Step 5: Display Service Requests- Advanced Search

For a search of multiple service requests, filter for specifics of requestor, funding type, status, request type, location or date. For example, if you wanted to find all service requests you made for the Rubloff Building, you would put your name in the Requestor Name field, and select the appropriate site and building, in the Location Information fields.

Remember: Enter Location in the following order: Site, Building, Floor, Room. However, you are not required to fill in all location fields; in fact, you may want to search for a building, not a specific floor or room.
**Step 6: Display Service Requests- Advanced Search**

Here is an example of an Advanced Search. You can see that it is specific to the Requestor and the building location.
**Finishing Up**

You can return to the beginning of the service request process to submit a request.

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**Create Service Request**

Click Create Service Request to start a new service request.