FMS 910 FAMIS How to Create a Service Request

This training guide will show you how to create a Service Request and submit it to Facilities Management for completion.

Before you begin . . .

Upon completion of this guide you will be able to:
- Recognize FAMIS navigational elements
- Enter all necessary information to request service from Facilities Management

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.

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.

When is this used/not used?
This is to be used for any non-Emergency requests for Facilities repairs or service. It should be used in lieu of other methods (e.g. phone calls or emails).

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

How to log in?
Contact the Help Desk for security access to FAMIS.

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 Tab at http://nuportal.northwestern.edu/nuportal/login.html
Getting Started: Select a Site

It is not necessary to select a campus site at this point.

Nice to Know Tip: You can select the Campus site, Building, Floor and Room here and return to the beginning of the service request or you can add them later in Step 4. It does not make a difference.
Getting Started: Display Service Requests

This page allows you to view created service requests. You can return to this page after you have created the service request.

Display Service Requests

Search

Search [Search] Advanced Search

Results

Click Create Service Request
**Step 1: Create Service Request: Confirm Requestor - Step 1 of 5**

Confirm your contact information and add in an Alternate Requestor, if appropriate. Your information should automatically fill in to the fields once you have been set-up as the Requestor for your department or area. An Alternate Requestor might be, for example, your back-up contact for the services or the actual person requesting the work who may need to be contacted about work being done.
Step 2: Create Service Request: Select Service - Step 2 of 5

Now you will begin to create your service request.

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Step 2: Create Service Request: Select Service - Step 2 of 5

Select the major category and sub category of service you are requesting by clicking on the link.

Nice to Know Tip: If you need to go back to change information or make a different selection, click the Back button or use the browser arrows to navigate to a prior screen.
Step 3: Create Service Request: Enter Service Details - Step 3 of 5

Enter chart string to be charged for service request. If the work is related to the building, the chart string will automatically be filled in and you do not need to do anything further. If the work is specific to a school or department, enter the chart string to be charged.
Step 3: Create Service Request: Enter Service Details - Step 3 of 5

Enter the specifics about the work requested and any special instructions. There are prompting questions which offer a guide for important information to include. If you have a specific start and completion dates, you may indicate them on this page. You can also note dates and time when work cannot be done. You should include as much detail as possible.

Description Tips: Answer the questions as applicable. Indicate if this is for more than one room or floor, or the exterior of a room or building. Indicate other contacts, if applicable. The more details the better!
Step 4: Create Service Request: Enter Location - Step 4 of 5

Enter the location by specifying the Campus site, Building, Floor and Room Number for the service request. Each navigation button will take you to a screen listing the options. Make selections to accurately choose the location of the service request work.

You must enter the location in the following order:

1. Campus Site
2. Building
3. Floor
4. Room

Location Tip: If service request is for an entire floor, more than one room, or the room location isn’t listed, return to Description box in Step 4 and indicate more specific location information.
Step 5: Create Service Request: Review - Step 5 of 5

Review all the information before submitting to Facilities Management.

Nice to Know Tip: If you have corrections, navigate backwards using the Back buttons or the browser arrows to make corrections.
Finishing Up: Work Request number

Your Service Request (SR) has now been created and assigned a unique SR number. Note the SR number and date for your records. (Press Print Screen for a copy.) Your request will be sent to Facilities Management for processing into a work order. Service Requests will be converted to a work order in one business day. To search and view your request, see the Training Guide FMS 900 How to Search and View a Service Request.

If you need to Request an Estimate or service related to a Special Event, follow the same process except in Step 2 choose Request an Estimate or Special Events.