FMS 920 How to Update a Work Order

This training guide will show you how to update general information and billing on work orders.

Before you begin . . .

Upon completion of this guide you will be able to:

- Sign in to FAMIS
- Enter all necessary information to update a work order

Who has access?
All FM Customer Service Staff.

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: Navigating to Work Order

Create QuickPick button for yourself! (right click in left margin, choose add a QuickPick button, choose Form, select Current Schedule application and label button, click Finish) See Navigation Basics Training Guide for detailed instructions.
Step 1: Open Work Order to be Updated

Reminder: If you want to filter and sort your workbenches, select Edit button, Duplicate the workbench and then select filters and sorts. See How to Create and Use Workbenches training guide.
**Step 2: Updating a Work Order**

Work orders are updated to make revisions or corrections to the General Information, Primary Labor, Dates, Location, Attributes, Tasks, and Billing areas of a Work Order.

**Checklist:**
- For **Type**, **Priority**, **Outage Class**, **Crew**, **Craft**, **Dates**, and **Location**, click the drop down button beside a field and select correct item.
- For **Billing**, click the button and change the Billing information.
- For **Tasks**, click the tab and correct the information in the Task List Box.
- For **Attributes**, click tab and correct information.

Click ![icon](image) to save the Work Order.

Click ![X icon](image) in upper right corner to close Work Order. You will return to the Current Schedule workbench.
HOT TIP! Check out the Facilities Workbench

The Facilities workbench helps you quickly look at service requests and work orders by building!