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FAMIS Work Request Instructions



After logging into FAMIS, the **Create Request** page will open (Figure 1.) To enter a request, follow the steps below. Your default **Property** will be the building you are located in as recorded in GEMS. If your GEMS location could not be matched to a current valid building in FAMIS, the default will be **USF Select a Property**. This will require you to **Select** a valid Property to begin the request.

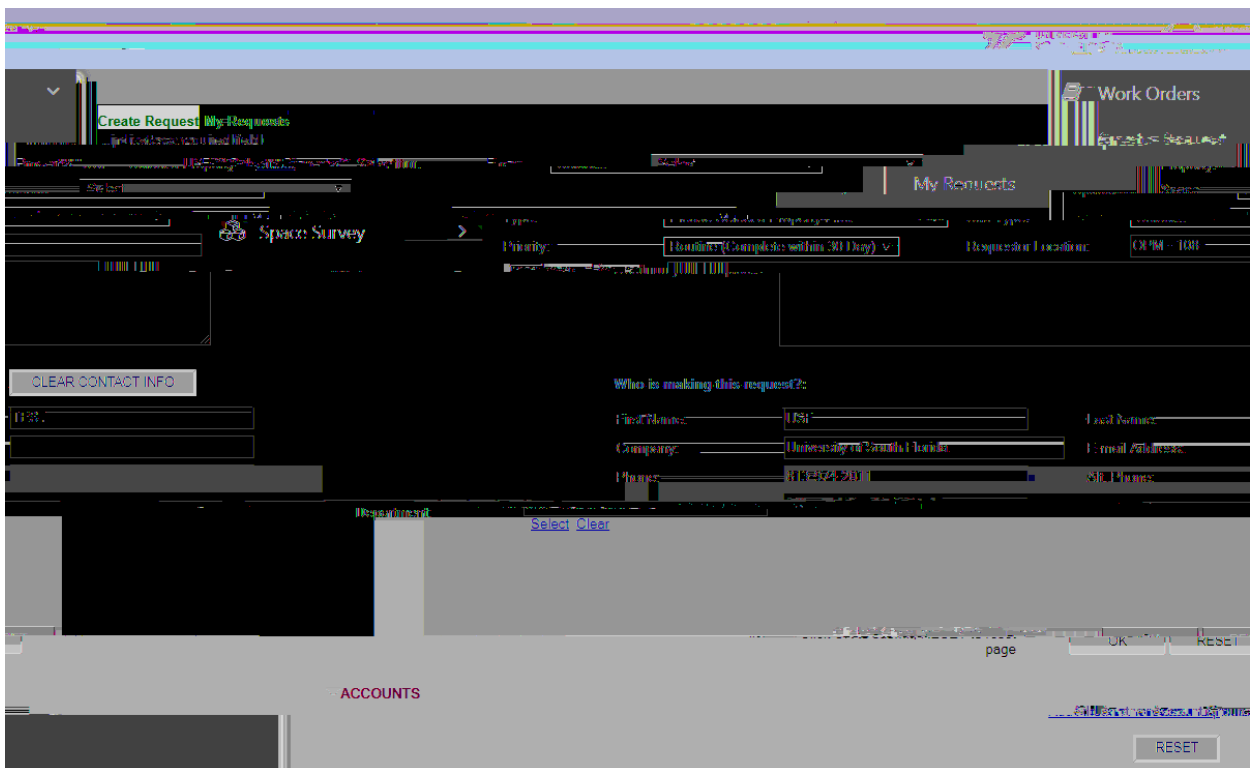


Figure1: Opening Page Default

III. Create Request

Note: See Appendix A for a Campus/Building List

Step 1

To submit a request for a building:

Select the **Property** (Building or Land Area), **Floor** (Building Floor Level) & **Space** (Room) where the issue is located, shown in the **green box** below. Clicking **Select** will display a pop-up box to enter a **Property** where the issue is located. An **External Id** (Building Abbreviation), **Address** or **Description** can also be used to find and make a selection. Selecting a **Region** (Campus/Group) will narrow the search to a campus or group.

Use **General** for **Floor** & **Space** when the location is unknown or when submitting requests for a campus land area. When **General** is used for **Floor**, always use **General** for **Space**.

Note: some properties have special location codes under **Space**. **General** is used for **Floor**. These are only used by USF Asset Management and should NOT be selected.

When you log into the system, you will be the requestor. The requestor's contact info and location is located in the areas shown below by the **red boxes**. The contact info can be edited as needed to provide the best contact information for communication. If changes are made, they will only be used for this request. **Requestor Location** identifies the requestor's location (building and room) where the requestor works. Please edit if incorrect and send any contact info or location change requests to FAMIS-Support@usf.edu

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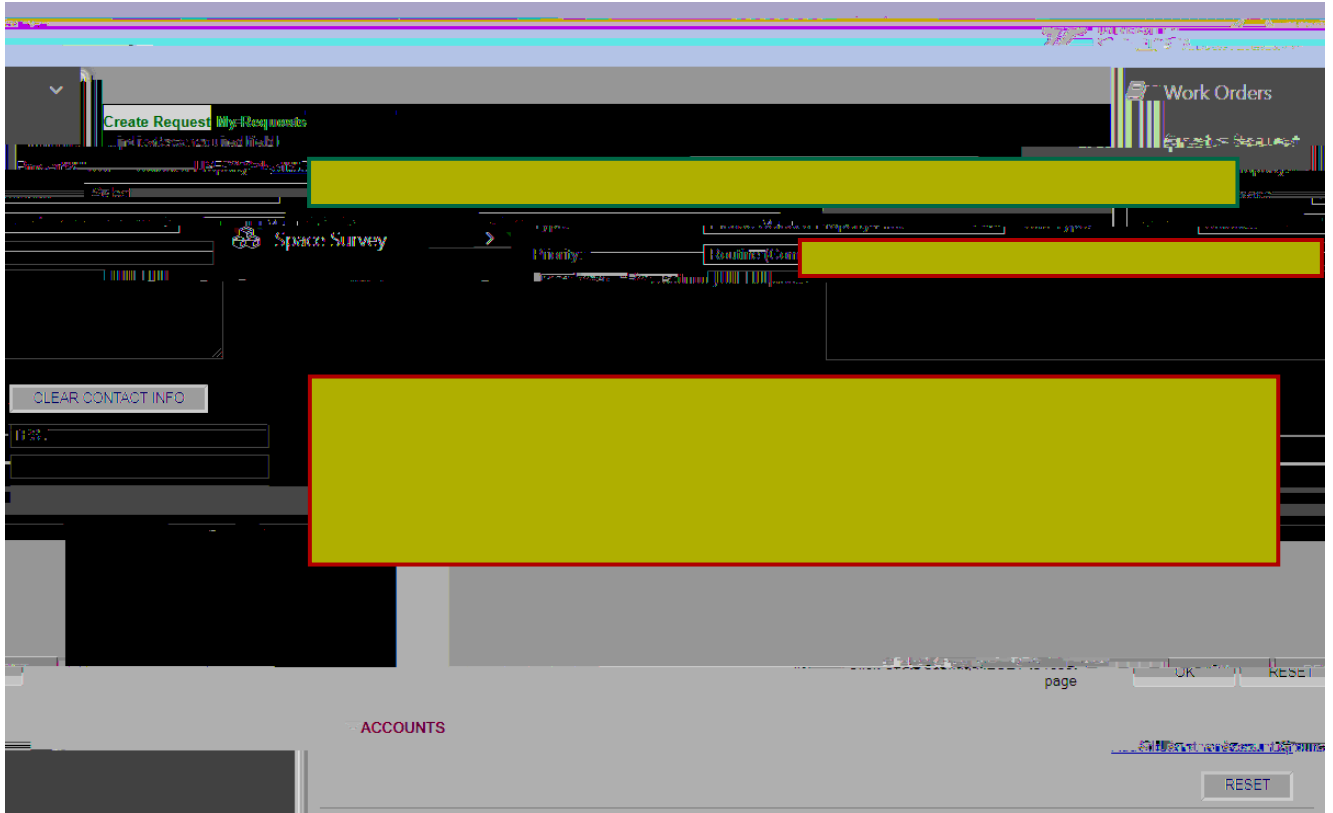


Figure2: Layout

To search for a building:

Select the campus (Figure 3) To do this, click into the Region field and select the campus the Property (Building) is located in from the list. Example: Select TAMPA to restrict the search to a Property on that campus.

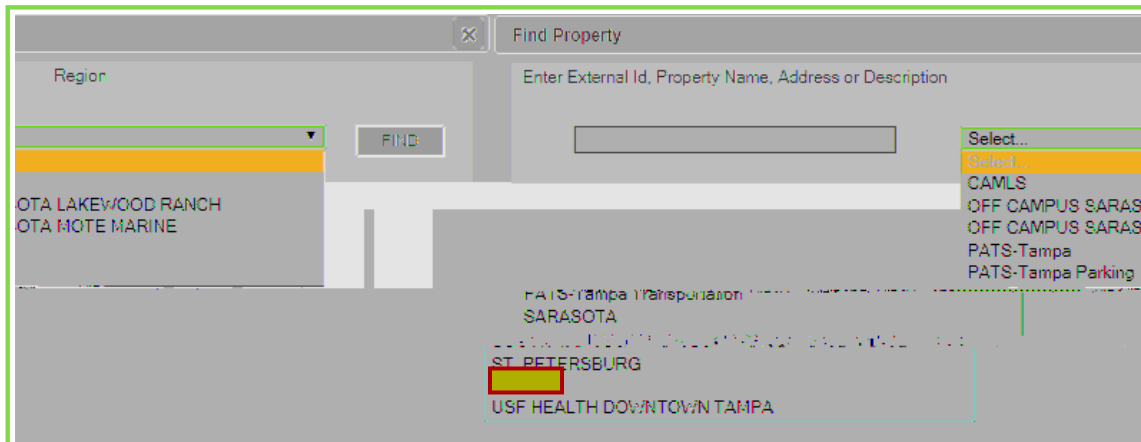


Figure3: Select a Region (Campus or Group) for the request

Enter the Property (Building) abbreviation, part of the Property name, or the address (Figure 4) Example: enter FPC into the External Id, Property Name, Address or Description field and click FIND This will display a list of properties (Building) on the

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Tampa Campus that have this in the name or abbreviation. After the list is displayed click on the **Property** name to select it for the request. (Using the building abbreviation is one of the best ways to find a building or land area.)



Figure4: Select a Property (Building or Land Area) for the request

To submit for an outdoor space or land area:

Select the **Region**(Campus/Group) the space/land area is located on. Then for **Property**, enter **USFTP**(for Tampa), **USFST**(for St. Pete) or **USFSAR**(for Sarasota-Manatee) into the **External Id**, **Property Name**, **Address** or **Description** field as appropriate for the campus the land area is located on and click **FIND** (For both **Floor** and **Space** select **General** when submitting for an outdoor space or land area).

To search for an outdoor space or land area:

Select the campus (Figure 5) To do this click into the **Region** field and select the campus the area is located on from the list. Example: select **TAMPA** to restrict the search to that campus.

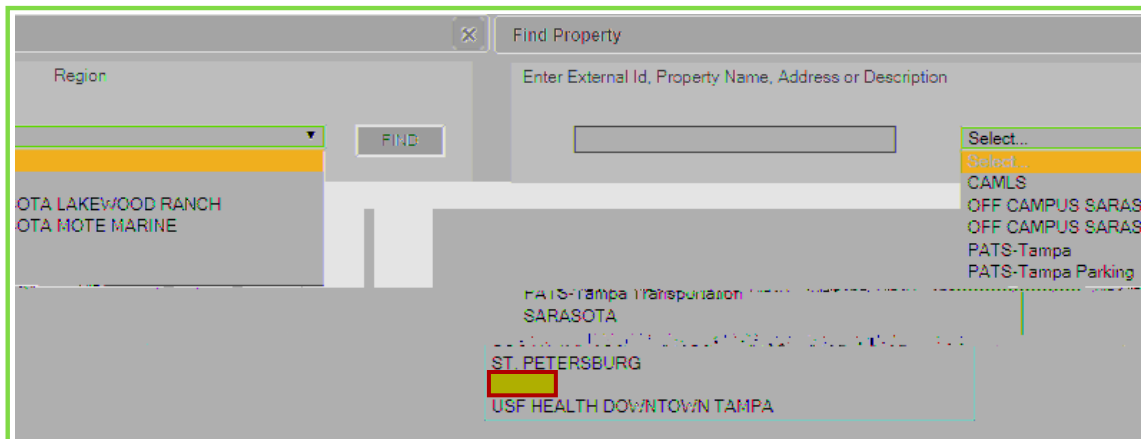


Figure5: Select a Region (Campus or Group) for the request

Enter **USFTP** to submit a request for a land area on the Tampa Campus into the **External Id**, **Property Name**, **Address** or **Description** field and click **FIND** (Figure 6) This will display a list of properties (Land Area) on the Tampa Campus that have this in the name or abbreviation. After the list is displayed, click on the **Property** name to select it for the request. (Use these location codes for issues located outside of a building and non-building related. Example: Sidewalk. Please attach a photo of the area showing the

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issue along with detailed comments in the Describe Your Request when submitting these requests.)

Note: See the Request Confirmation section for instructions to attach documents or photos.

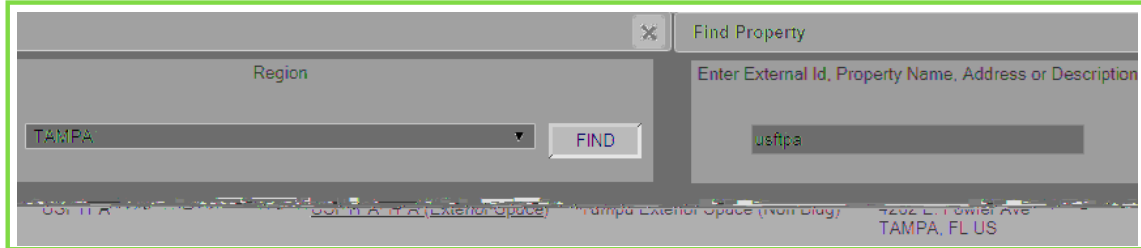
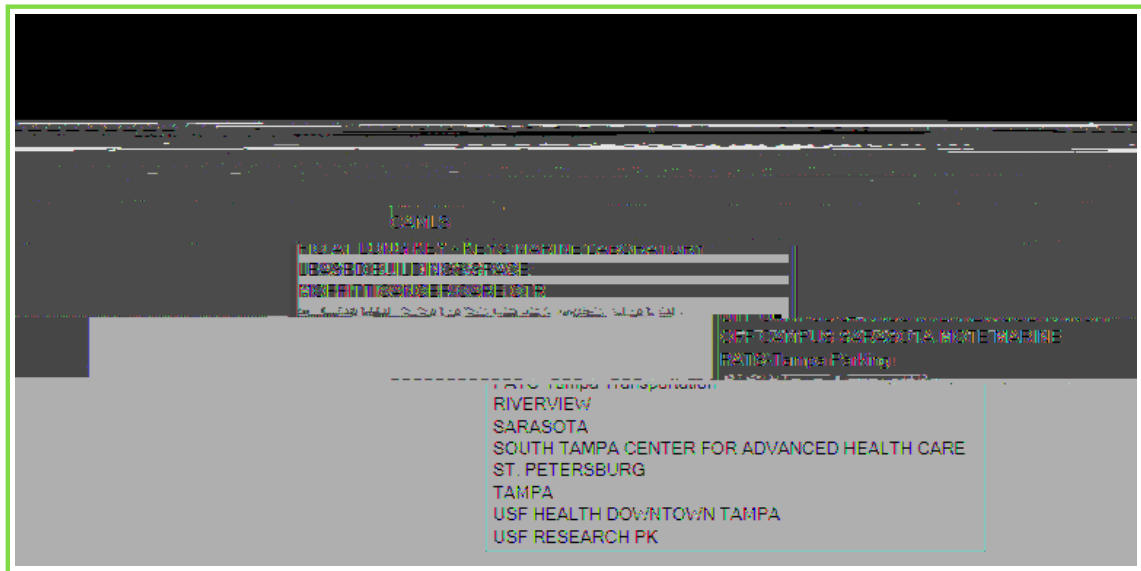


Figure6: Select a Property (Building or Land Area) for the request

Note: At the Tampa Campus, the parking lots and bus shelters/stops have been grouped into a Region named: PATSTampa Parking and PATSTampa Transportation, respectively.

To search for a parking lot on the Tampa Campus:

Select the campus (Figure 7) To do this click into the Region field and select the campus the Property (Land Area) is located on from the list. Example: select PATSTampa Parking to restrict the search to a parking lot on that campus. (After entering the Region, you can just click FIND to get a list of all parking lots)



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Tampa Campus that have this in the name or abbreviation. After the list is displayed click on the **Propertyname** to select it for the request.

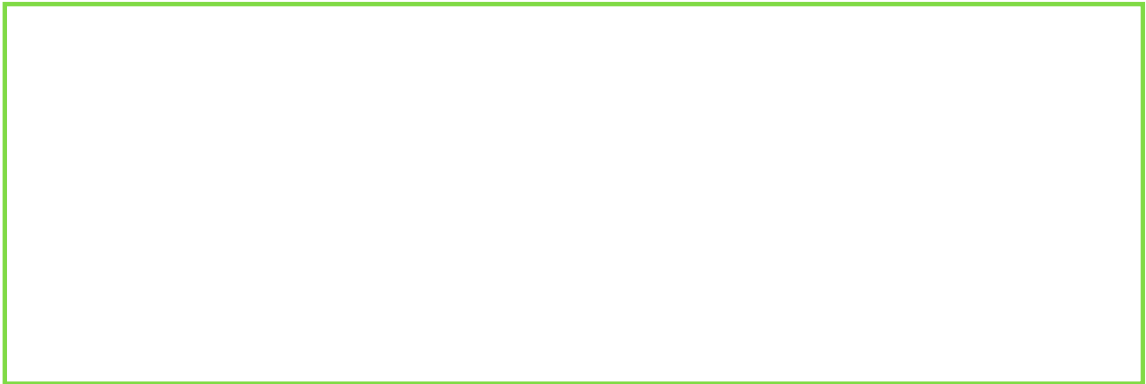


Figure8:

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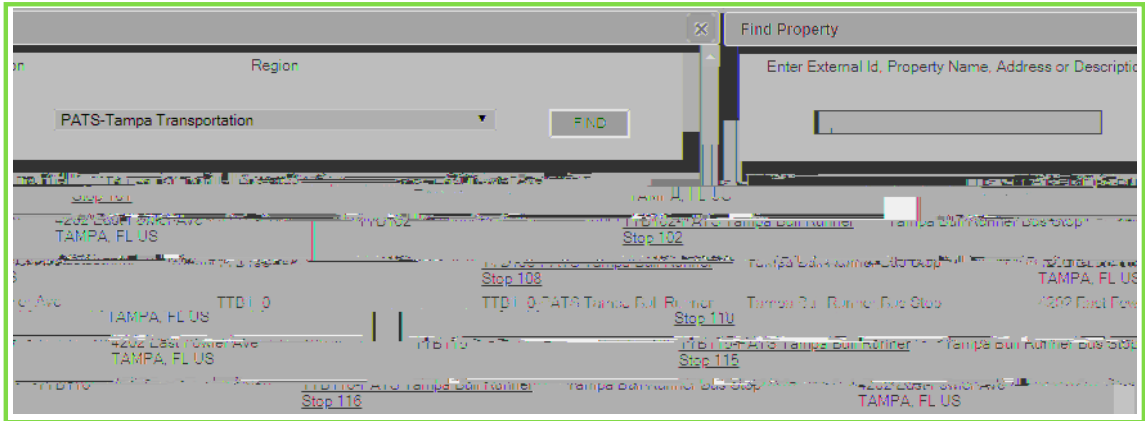


Figure10: Select a Property Structure or Item

Step 4

Describe Your Request by adding further detail, explaining exactly what needs to be done. If the Work Request is billable/paying, include the Accountable Officer or Designee name and email address & Phone No. If the request is for the Vehicle Shop, include the vehicle or cart number. *(Please always include a description for the request)*

Step 5 (Used only for billable/paying requests)

Pick **ACCOUNTS** expand the Account Group Section, then click **Add Another Account Group** and/or **Add New** to provide the funding source, this requires additional steps. *(See Adding Account Information pg. 13 for Steps 5A-5C to submit a request as paying.)*

Step 6

Pick **OK** to submit the Work Request. Pick **RESET** to clear entries & start over. *(A photo or attachment can be added after clicking OK Please proofread - some changes cannot be made after picking OK)*



Figure 11: Filled Out Work Request

V. Submitting Request

Pick **OK** to submit the Work Request. Pick **RESET** to clear entries & start over. .Tw 11. 5 0 Tdl (que)-4075 0

VI. Request Confirmation

Submitted Request Request ID

After the request is submitted, the system will display a **Request ID** as a clickable link. Click the link to view all the details of your request.

Adding an attachment to the Work Request

Pick **Choose File** in the pop-up box, locate and select the file to attach, then pick **Open**. The file name will be shown, pick **UPLOAD FILE** to include a photo/document etc. to the Work Request.

VIII. My Requests

Click on **My Requests** to check on the status of your requests. You will see a list of **Open** requests at the top and **Recently Closed** requests at the bottom. Click on any of the **Request ID** to see the details, any updates and current status.

IX. Request Details

Request Details – A

GENERAL INFORMATION This section displays who made the request and when.

REQUEST DETAILS This section displays additional details about the request, such as the location, work type, priority, who it is assigned to, and the current status.

REQUEST HISTORY Displays a history of the updates that have been made to the Work Request, and who made each update and when.

Work Order Status – B

Open- The request has been submitted by a Requestor and is awaiting review by the Crew/Service area.

Review- The request requires further review or evaluation of scope.

Assigned The Crew Manager has reviewed and assigned to a Crew Member.

In Progress The Crew Member has started the task.

Work Complete All tasks have been completed (Child WO has been completed).

Closed The Work Order is closed by the Manager upon review of completion.

On Hold (see comments) The Work Order is put on hold as requested by Requestor or

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The screenshot shows the 'Work Request Details' page in the FAMIS system. The top portion of the page is obscured by a black redaction box. Three callout boxes labeled 'A' are positioned on the left side of the page, pointing to the redacted area. A callout box labeled 'B' is located in the bottom right corner of the redacted area. Below the redaction, the following information is visible:

Status	Crew/Assigned To	Updated By	Type	Update Date	Comments
Open	TPA Service Ctr, .	USF TEST	Initial	1/23/2020 3:26 PM EST	Please install a 30"x60" whiteboard on

Accountable Officer: John Smith, Email: jsmith@usf.edu, Fnu

UPDATE REQUEST

General Comments:

Click UPDATE to save:

ATTACHMENTS:

ACCOUNTS

Figure 20: Work Request Details

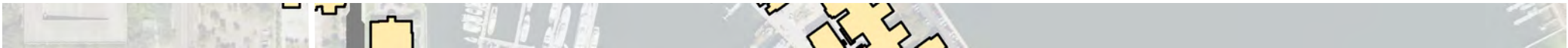
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SMA SMB
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 BULL RUN
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 TOWER RD
 EDWARDS DR
 VKA
 VKB
 VKC
 POINCIANNA DR
 VBK
 LANE RD
 DOWNNEY RD
 PARKVIEW DR
 UPPLANDS BLVD

University of South Florida:
 Sarasota-Manatee

