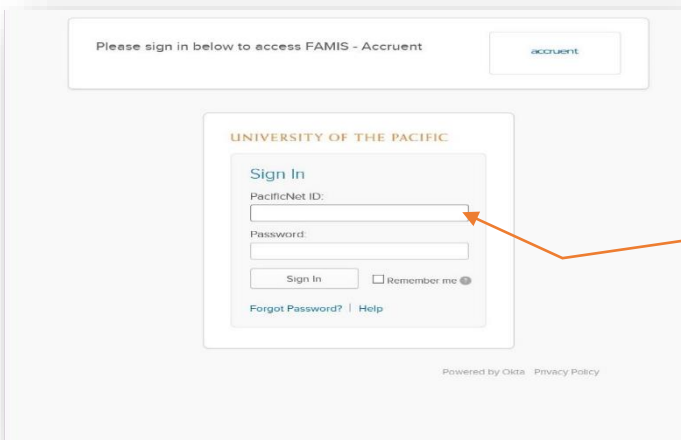


Famis User Work Request Instructions



Sign In Page

Go to [Famis Login](#). You will see the sign in page. Famis User will need to enter their Pacific Net I.D. **username** and **password**. If you are not able to sign in, please contact Physical Plant at 209.946.2541 or email famis.team@PACIFIC.EDU.

Create Request

Select the **Property, Floor & Space** where the issue is located.

Select the request **Type** that best describes the category of work. (Custodial, Plumbers, Electrical, HVAC, etc.)

Select the request **Sub Type** that best describes the activity. (no power, roof leak, clog toilet, etc.)

Describe Your Request by adding further detail, explaining exactly what needs to be done.

Who is making this request?
This section will default in your contact information.

Clicking the **reset** button will reset the page.

Account information is at the bottom of the screen.

Click OK to submit, RESET to reset page

OK RESET

▼ ACCOUNTS

Billing Type: Select...

Accounting Hold: No

Reason: []

Add Account Group

Accounts

Account String

Percentage

No Accounts are configured.

Add New

RESET

Click on **Add Account Group** to see the billing option.

Select actuals or no charge as the **Billing Type**. Famis team will make changes to the billing type, as necessary.

Always leave the **Accounting Hold** to a **No** and the 'Reason' can be left blank.

Click on the **Add New** on the right hand side of the screen and a screen to enter an index, account code and activity code will pop up.

Clicking the reset button will reset the account.

Add Account String

Index []
Account []
Activity []

ADD CANCEL

Enter your department **index code** and **activity code**. You can leave activity code blank, if needed. Please use **7731** as the **account code**.

Click **add** to add the account to the work request.

You will not be able to make changes so please proofread the request before clicking **ok** to submit. You can email any additional request or revision to famis.team@pacific.edu.



Space Sign Out

Work Orders

Create Request My Requests

LIN LOENG

Your Request has been recorded.

The Request ID is [27958](#)

Please write this number down for future reference. Thank you.

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

Create Request My Requests

LIN LOENG

1 Open Requests for LIN LOENG

Date	Request ID	Requested By	Property / Floor	Type/SubType	Assigned To	Status / Priority
11/20/2017 12:01 PM	27958	LOENG, LIN	Support Services General General	Electrical Lighting/Lights Out	Work Control Center Team	Open / Default

Check Request Status

- If you come back later to check the status of your request, click the **My Requests** tab. 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 of that request, including any updates that have been made and the current status.

Create Request My Requests

LIN LOENG

REQUEST DETAILS

GENERAL INFORMATION

Request ID:	27958	Date:	11/20/2017 12:01 PM PST
Requested By:	LIN LOENG	Company:	University of the Pacific
Phone:	2099462541	E-mail:	lloeng@pacific.edu
Fax:	n/a		
Department:	50000 - Support Services		

View Request Details

- The **GENERAL INFORMATION** section displays who made the request and when it was made.
- The **REQUEST DETAILS** section displays additional details about the request, such as the location, work type, priority, who it is assigned to, and the current status.
- The **REQUEST HISTORY** displays a history of the updates that have been made to the work order and who made each update and when.

REQUEST DETAILS

Property:	Support Services	Space:	General
Floor:	General	Sub Type:	Lighting/Lights Out
Type:	Electrical	Complete By:	n/a
Assigned To:	Work Control Center Team, . - University of the Pacific		
Priority:	Default	Status:	Open
Estimated Amount:	\$0.00	Not to Exceed Amt.:	\$0.00

Work Order Status

- **Open** - work order has been submitted by a requestor and is waiting for review by the work control center team.
- **Received** - Work order has been reviewed and received by the work control center team
- **Department Acknowledge** - the crew manager has reviewed and assigned to a crew member.
- **In Progress** - the crew member has started the task.
- **Work Complete** - all tasks are complete.
- **Closed** - the work order is closed upon completion of all of the tasks on the work order.
- **On Hold** - the work order is put on hold (waiting on parts, more information, or materials are on order etc.)
- **Canceled** - Work will not be performed (Requires requestor notification with explanation). The work may be a duplicate request.

REQUEST HISTORY

Type	Update Date	Comments	Status	Crew/Assigned To	Updated By
Initial	11/20/2017 12:01 PM PST	- one light out in the unisex restroom - one light out in the copy room - one light out above Tara desk	Open	Work Control Center Team, .	LIN LOENG

ACCOUNTS

Billing Type:

Accounting Hold: Reason:

Accounts [Add New](#)

Account String	Percentage
JELC-7731	<input type="text" value="100.0"/>

[Edit](#) | [Delete](#)