



*The*  
UNIVERSITY  
*of* VERMONT

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Physical Plant Department  
FAMIS Self Service

Submitting a Service Request



- **Entering a Service Request**

- Log in to FAMIS Self Service web site (<http://www.uvm.edu/fss>). You may refer to the manual on Logging In if you need help.
- There are two ways to initiate a Service Request, the easiest being to click the “**Service Requests**” button on the initial Self Service screen.

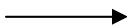
### Select a Site

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<a href="#">FAHC</a>	FAHC Site
<a href="#">FORT</a>	Fort Site
<a href="#">JERICOH</a>	Jericho Site
<a href="#">MAIN</a>	University of Vermont - Main
<a href="#">OTHER</a>	Other Sites
<a href="#">UNDERHILL</a>	Underhill Site
<a href="#">WEYBRIDGE</a>	Weybridge Site

<a href="#">Service Requests</a>	<a href="#">Equipment</a>	<a href="#">Department</a>	<a href="#">Occupants</a>
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- Click the **“Create Service Request”** button.

## Display Service Requests

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Search

Search   [Advanced Search](#)



## Results

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Request Number	Status	Phase	Requestor	Maint Type	Site	Building	Description	Date Entered
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- Your requestor information will appear on the form. Verify that the information is correct, but please do not change this information. Changing this information may result in a delay in processing your Service Request, as well as problems issuing future requests. If the information is incorrect, or you are logged in as another user and need your own user account, please contact Service Operations Support at [sos@uvm.edu](mailto:sos@uvm.edu). Click “**Next**”.

### Create Service Request: Confirm Requestor - Step 1 of 5

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Confirm Requestor

Select Service

Enter Service Details

Enter Location

Review

#### Requestor

Requestor *	<input type="text" value="BARROWS, JOANNE"/>
Phone	<input type="text" value="8026568663"/> *
Cell Phone	<input type="text"/>
Department	<input type="text" value="11510"/> *
Pager	<input type="text"/>
E-mail	<input type="text" value="jbarrows@uv"/>
Mail Code	<input type="text"/>

#### Alternate Requestor

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Name	<input type="text"/>
Phone	<input type="text"/>



- Select either “**FREQUENTLY REQUESTED SERVICES**” by clicking on the link, or “**New Web Request \*Create your own request\***”. Selecting “**FREQUENTLY REQUEST SERVICES**” will give you a list of the most common Service Requests, by trade. If you are unable to find what you are looking for, you may select “**New Web Request \*Create your own request\***”. If you know your request is not listed among the frequently requested services, you may begin by selecting “**New Web Request \*Create your own request\***”.

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

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Confirm  
Requestor

  
Select Service

  
Enter Service  
Details

  
Enter Location

  
Review

#### Available Services

- [FREQUENTLY REQUESTED SERVICES](#)
- [New Web Request \\*Create your own request\\*](#)

Cancel Back

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- Select the trade appropriate to the request. For example, a leaking sink would be under “**HEATING, VENTILATING, PLUMBING, A/C & REFRIGERATION SERVICES**”.

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

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Confirm  
Requestor

  
Select Service

  
Enter Service  
Details

  
Enter Location

  
Review

### Services within FREQUENTLY REQUESTED SERVICES

- [AUTOMOTIVE MAINTENANCE & REPAIR SERVICES](#)
- [CARPENTRY, PAINTING, ROOFING, LOCK & KEY SERVICES](#)
- [CUSTODIAL & HOUSEKEEPING SERVICES](#)
- [ELECTRICAL SERVICES](#)
- [GROUNDS & MOVING SERVICES](#)
- [HEATING, VENTILATING, PLUMBING, A/C & REFRIGERATION SERVICES](#)
- [MEDPLEX MAINTENANCE SERVICES](#)
- [RECYCLING SERVICES](#)
- [SAFETY - CO DETECTORS](#)
- [SURPLUS SERVICES](#)
- [New Web Request \\*Create your own request\\*](#)

Cancel

Back

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- Select the service that corresponds to your request.

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

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Confirm  
Requestor

  
Select Service

  
Enter Service  
Details

  
Enter Location

  
Review

### Services within: FREQUENTLY REQUESTED SERVICES - CARPENTRY, PAINTING, ROOFING, LOCK & KEY SERVICES

- [FIRE EXTINGUISHER OR FIRE EXTINGUISHER CABINET PROBLEM](#)
- [KEY REQUEST](#)
- [LOCK CHANGES](#)
- [ROOF LEAKS](#)
- [WINDOW REPAIR / REPLACEMENT](#)
- [New Web Request \\*Create your own request\\*](#)

Cancel

Back

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- Follow any special instructions outlined in the “**WORK TITLE**” and/or “**DESCRIPTION OF WORK**” fields.

**PLEASE NOTE:** When entering in the “**DESCRIPTION OF WORK**” field, you must enter a carriage return (press the Enter key on your keyboard) when you reach the end of the line. Do **NOT** allow the text to wrap around to the next line, as this will result in Physical Plant not receiving the entire description of the work. When you reach the end of the line, press Enter, and continue typing.

- Enter the earliest day the service you are requesting can be performed, in MM/DD/YYYY format, if necessary. You may leave this field blank if you wish.
- Enter the latest day the service you are requesting can be performed, in MM/DD/YYYY format, if necessary. You may leave this field blank if you wish.
- Enter any dates or times the location for which you are requesting work will not be available. This is a free form text field. You may leave this field blank if you wish. Click “**NEXT**”.



Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor

Select Service

Enter Service Details

Enter Location

Review

Work Description

Work Title WINDOW REPAIR / REPLACEMENT \*

Description of Work

IF CAUSING UNSAFE OR UNSECURE CONDITION, CALL 656-2560 IMMEDIATELY, OTHERWISE COMPLETE FORM DESCRIBING LOCATION AND PROBLEM:

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

Cancel Back Next

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- If you do not see a Frequently Requested Service that matches your request, you may choose “**New Web Request \*Create your own request**”

### Create Service Request: Enter Service Details - Step 3 of 5

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Confirm Requestor

  
Select Service

  
Enter Service  
Details

  
Enter Location

  
Review



### Account

Sel	OU-Department *	Fund~Source *	Function *	BU~Proj. ID~Proj. Act	Program *	Pct
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Work Description

Work Title  \*

Description of Work

**To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}**

Earliest Start Date  mm/dd/yyyy

Latest Completion Date  mm/dd/yyyy

Dates/Times Work Cannot be Done in Location  e.g. Mon & Fri 8am - 10am

Cancel	Back	Next
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- Enter the chart string for this request. A chart string is required, but does not necessarily mean your chart string will be charged. Requests are reviewed, and the proper chart string will be charged. If you are unsure which chart string to use, please use your own. You may click the “**OU~Dept**” button to select from a list. Be sure to put 100 in the “**PCT**” field, and the purpose number in the description.
- Enter a brief description of the request in the “**WORK TITLE**” field (not your Job Title), and a detailed description of the request in the “**DESCRIPTION OF WORK**” field.

**PLEASE NOTE:** When entering in the “**DESCRIPTION OF WORK**” field, you must enter a carriage return (press the Enter key on your keyboard) when you reach the end of the line. Do NOT allow the text to wrap around to the next line, as this will result in Physical Plant not receiving the entire description of the work. When you reach the end of the line, press Enter, and continue typing.

- Enter the earliest day the service you are requesting can be performed, in MM/DD/YYYY format, if necessary. You may leave this field blank if you wish.
- Enter the latest day the service you are requesting can be performed, in MM/DD/YYYY format, if necessary. You may leave this field blank if you wish.
- Enter any dates or times the location for which you are requesting work will not be available. This is a free form text field. You may leave this field blank if you wish. Click “**NEXT**”.



- Fill in the location information for your request. The only field required is site; however it is important to fill in as much information as you have available, as this greatly expedites processing of your Service Request. Please keep in mind that FAMIS requires the building number, and will not accept the building name. You can bring up a list of values for any of the fields by clicking the buttons beside the text fields.

### Create Service Request: Enter Location - Step 4 of 5

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Confirm  
Requestor

  
Select Service

  
Enter Service  
Details

  
Enter Location

  
Review

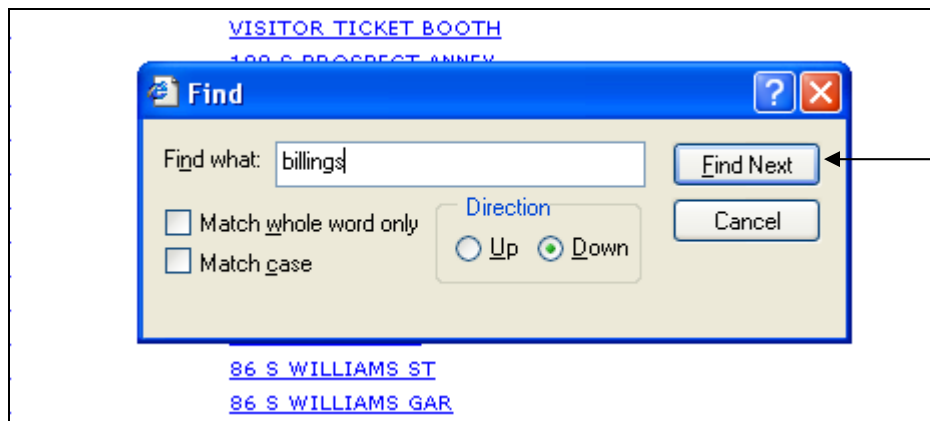
<input type="text" value="Site"/>	<input type="text"/>	*	<input type="text" value="Building"/>	<input type="text"/>
<input type="text" value="Floor"/>	<input type="text"/>		<input type="text" value="Room"/>	<input type="text"/>

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You will notice that the list of buildings is sorted by building number, and not building name. If you are unsure of your building number, use the Find feature on your web browser to locate it.

Enter the name, or partial name, of the building you are looking for in the Find box, and click “**Find Next**”.



Select the link for the appropriate building. The building field will be filled in for you automatically. Fill in your floor and room information, and click “**Next**”. Please keep in mind that even though your room might be 216, it could be listed on the first floor. It is a good idea to use the “**FLOOR**” and “**ROOM**” buttons that are available.

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- Please review the information provided in your Service Request to ensure it is correct. If it is not, use the back button on your browser to make corrections. When you are satisfied with your request, click **“Finish”**.

### Create Service Request: Review - Step 5 of 5



#### Requestor Information

Requester Name	<b>BARROWS, JOANNE</b>	Requestor Phone	<b>8026568663</b>
Requestor Dept	<b>11510</b>	Requestor Email	<b>jbarrows@uvm.edu</b>
Alt Requester Name		Alt Requestor Phone	

#### Service Description

Earliest Start Date		Latest Completion Date	
Blackout Dates and Times		Work Title	<b>WINDOW REPAIR / REPLACEMENT</b>
Description	<b>IF CAUSING UNSAFE OR UNSECURE CONDITION, CALL 656-2560</b> <b>IMMEDIATELY, OTHERWISE COMPLETE FORM DESCRIBING LOCATION AND PROBLEM:</b>		

#### Location

Site	<b>MAIN</b>	Building	
Floor		Room	



Cancel Finish

- You will receive a Service Request number. Please use this number when referencing any requests.

### Create Service Request

Your Facilities Work Request (SR052570) was submitted on 03/03/2007.

#### Requestor Information

Requester Name	<b>BARROWS, JOANNE</b>	Requester Phone	<b>8026568663</b>
Requester Dept	<b>11510</b>	Requester Email	<b>jbarrows@uvm.edu</b>
Alt Requester Name		Alt Requester Phone	

#### Service Description

Earliest Start Date	Latest Completion Date
Blackout Dates and Times	Work Title <b>WINDOW REPAIR / REPLACEMENT</b>
Description	<b>IF CAUSING UNSAFE OR UNSECURE CONDITION, CALL 656-2560</b> <b>IMMEDIATELY, OTHERWISE COMPLETE FORM DESCRIBING LOCATION AND PROBLEM:</b>

#### Location

Site	<b>MAIN</b>	Building
Floor		Room



[Go Back to Service Requests](#)

- The second method of entering a Service Request is much like the first. From the first screen, select a link to the site associated with your request.

### Select a Site

<a href="#">FAHC</a>	FAHC Site
<a href="#">FORT</a>	Fort Site
<a href="#">JERICHO</a>	Jericho Site
<a href="#">MAIN</a>	University of Vermont
<a href="#">OTHER</a>	Other Sites
<a href="#">UNDERHILL</a>	Underhill Site
<a href="#">WEYBRIDGE</a>	Weybridge Site

[Service Requests](#) [Equipment](#) [Department](#) [Occupants](#)

- Find and select the building associated with your request.

<a href="#">0004</a>	AGRI ENGINEERING
<a href="#">0010</a>	ALLEN HOUSE
<a href="#">0012</a>	IRA ALLEN CHAPEL
<a href="#">0013</a>	CAMP CTR THEATRE
<a href="#">0016</a>	PEIRCE-SPAULDING HOUSE
<a href="#">0018</a>	VISITOR TICKET BOOTH
<a href="#">0020</a>	109 S PROSPECT ANNEX
<a href="#">0024</a>	QUONSET STORAGE BLDG



[0028](#)

OUTING CLUB-MAIN CAMPUS

[0032](#)

TORREY HALL

- You will be presented with a list of floors, as well as some general building information and a photograph of the building you have selected. You may also click the “**Service Requests**” button at this point to initiate a service request. Otherwise, select the floor associated with your request.

## 284 EAST AVE



Site ID **MAIN**  
 Building ID **0001**

Address **284 EAST AVE**  
**BURLINGTON, VT.**  
**05405**

Contact **PHYSICAL PLANT**  
**656-2560**  
**sos@uvm.edu**

### Floors

[01](#) LEVEL ONE  
[02](#) LEVEL TWO  
[ROOF](#) ROOF

[Service Requests](#) | [Equipment](#) | [Department](#) | [Occupants](#)

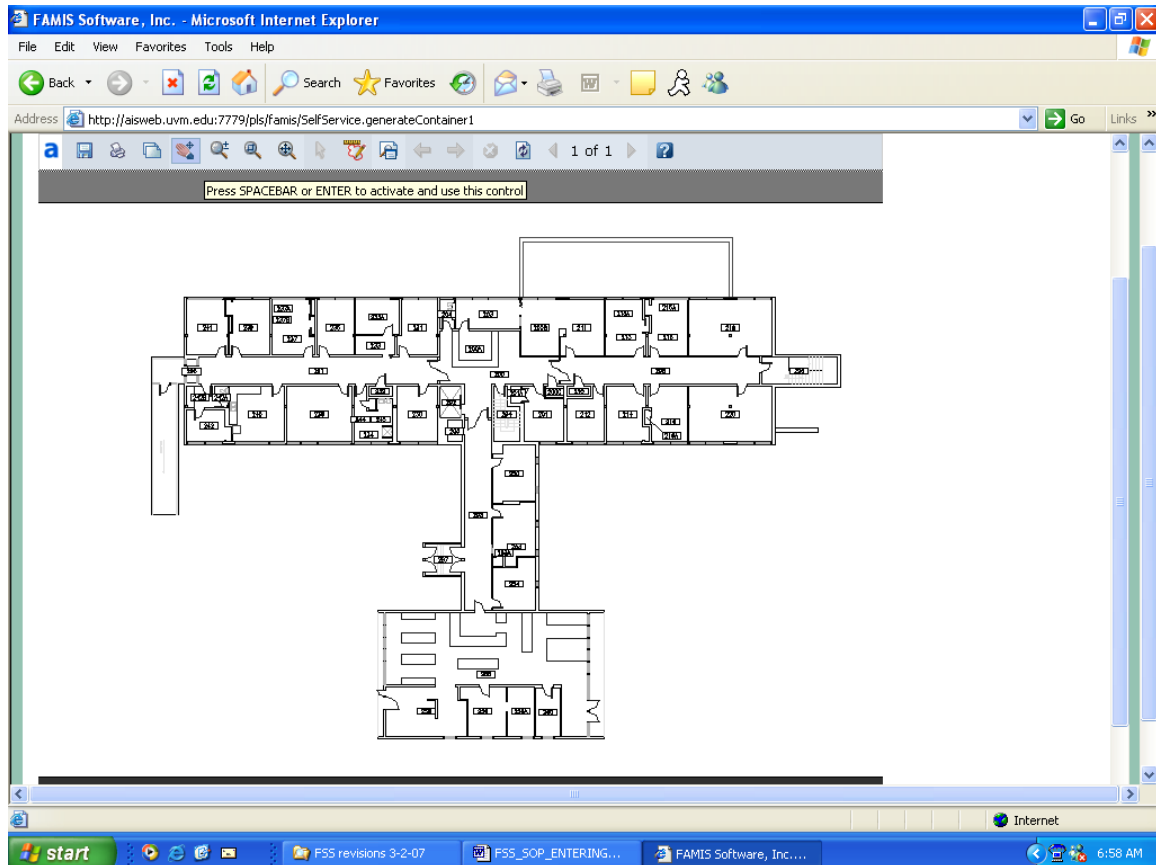


- You may be asked to download a small applet onto your computer. This is safe, and if you wish to view the floor plan for a building, you will need to download and install it. If you do not have administrative access to your computer, you will need to find someone in your department that does to install the applet.

Once the applet is installed, and provided that particular building has a floor plan available, you will see a floor plan of the building. You may use the toolbar to zoom in and out. Rolling your mouse over a particular room will give you the room number and instructions to continue. The applet default is to have you press CTRL on your keyboard and click the room number. If you wish to change this, right click on the plan and choose “**Options**”. Under Hyperlinks check the “**Single click to follow**” and click “**OK**”.



## The University of Vermont Physical Plant - FAMIS Self Service



- If you click the link to a room, you will be shown detailed information about the room. You may then enter a Service Request by clicking the “**Service Requests**” button, which will bring you to your selected location. You may then follow the instructions for the first method of entering a Service Request, except this time the room information will be filled in automatically.



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## Create Service Request: Review - Step 5 of 5

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Confirm  
Requestor

  
Select Service

  
Enter Service  
Details

  
Enter Location

  
Review

### Requestor Information

Requester Name **BARROWS,  
JOANNE**

Requestor Phone **8026568663**

Requestor Dept **11510**

Requestor Email **jbarrows@uvm.ed  
u**

Alt Requester Name

Alt Requestor Phone

### Service Description

Earliest Start Date

Latest Completion Date

Blackout Dates and Times

Work Title **ROOF LEAKS**

Description

**Water is pouring through roof.**

### Location

Site **MAIN**

Building **0004**

Floor

Room

---

Cancel

Finish