

FMC WORK REQUEST ENTRY FAMIS4

1. Go to the FMC web page at <http://www.uhcl.edu/fmc>
2. Click on the button “Submit Work Request”



| |
|---------------------------|
| Contacts |
| Building Maintenance |
| Custodial Services |
| General Services |
| Grounds Services |
| HVAC |
| Planning and Construction |
| Scheduling |

The primary mission of Facilities Management and Construction is to serve the needs of students, faculty and staff by maintaining and improving the physical environment and facilities of the University of Houston–Clear Lake.

FMC provides planning, design, construction, operations and maintenance for 10 buildings, 524 acres of grounds and utilities, including heating and cooling equipment. Over 80 FMC employees ensure that all of the campus facilities are both operationally and aesthetically at their best to help the university meet its educational mission.

Whether it is one of the more visible employees often seen mowing the lawn, mopping the floor or painting the walls, or one of several behind-the-scene employees that maintain building equipment, FMC employees are instrumental in creating a positive impression of UHCL to every customer, from the prospective student on campus for the first time to the faculty or staff member that has been here for decades.

We diligently strive to provide excellent customer service and ask you, our customer, to help us identify areas for improvement or suggest additional services you would like FMC to provide.

Contact

Facilities and Maintenance
Main Phone: 281-283-2250
Custodial Phone: 281-283-2250
Scheduling Phone: 281-283-2200
Email: facilities@uhcl.edu
scheduling@uhcl.edu

Central Services Building

[Submit a Work Request](#)

[FMC current and past projects](#)

[Instructions on How to Submit a Work Request](#)

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3. Enter your User Name and Password, and then click the “Sign In” button. If you want to change your password, and we recommend you do, click the Change user Information box before you click the “Sign In” button the first time. Your User Name is the same as your e-mail address, without the “@uhcl.edu”, or login to your computer. Your initial password is: 1234



Sign In

User Name

Password

SIGN IN

Welcome to our Facilities Maintenance Management Software.
For help or questions, please call x2250 or e-mail facilities@uhcl.edu.
Before first log in please be sure to change your password by checking the box in front of "Change User Information" below log in information.

4. Make sure you are on the tab that says "Create Request"
5. Your contact information should already be populated.
6. All items that have a red box by them must be filled out. Choose a Property (building), choose the Floor of the Building, then the Space (Room Number) from the drop down lists.
7. Then choose the work request Type and Sub Type, if applicable, from drop down lists.
8. Enter a full description of the problem or work to be done.
9. Click "OK" to submit your request

University of Houston Clear Lake

Sign Out
Logbook

Create Request My Requests Melissa Adkins at 11:53 AM

■ indicates a required field

Property: SSCB Space: 1109
Floor: 1

Type: Custodial Sub Type: Cleanup / Spills
Priority: Normal Room/Cube: 1109

Describe your Request: I spilled my coffee again right next to my desk

Who is making this request?:

First Name: Melissa Last Name: Adkins
Company: University of Houston-Clear Lake E-mail Address: adkins@uhcl.edu
Phone: 3270 Fax:

CLEAR CONTACT INFO

Click OK to submit, RESET to reset page OK RESET

Sign Out Help
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10. After it processes, you will get a page that tells you your request has been recorded and shows your request ID number. You might need this to check the status of your work request.

University of Houston Clear Lake

Sign Out
Logbook

Create Request My Requests Melissa Adkins at 1:20 PM

Your Request has been recorded.
The Request ID is [146](#)

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

Sign Out Help
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11. You will also receive a confirmation e-mail telling you we received your work request. This e-mail will also contain your request ID number.

To check the status of your work request

12. Follow steps 1 & 2 above to log back in.

13. After you log back in, click the tab that says “My Requests” and it shows you a list of requests you have entered. There the right hand column shows the status Open, closed, etc.

University of Houston Clear Lake

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Sign Out

Logbook

Create Request My Requests

Melissa Adkins at 1:27 PM

6 Open Requests for Melissa Adkins

| Date | Request ID | Requested By | Property / Floor | Type/SubType | Assigned To | Status / Priority |
|----------------------|---------------------|---------------------------------|------------------|-------------------------------|-------------|-------------------|
| 3/25/2014 1:20 PM | 146 | Adkins, Melissa | SSCB 1 1109 | Custodial Cleanup / Spills | Palomeque | Open / Normal |
| 2/5/2014 8:53 AM | 141 | Adkins, Melissa | SSCB 1 1100 | Doors/Locks Door Hardware | Groves | Open / Normal |
| 2/5/2014 8:51 AM | 140 | Adkins, Melissa | SSCB 1 1100 | Pest Control Other | Andersen | Open / Normal |
| 2/5/2014 8:50 AM | 139 | Adkins, Melissa | SSCB 1 1100 | Building Maintenance Other | Groves | Open / Normal |
| 2/4/2014 12:55 PM | 138 | Adkins, Melissa | SSCB 2 22MR | Building Maintenance Other | Groves | Open / Normal |
| 1/29/2014 2:19 PM | 106 | Adkins, Melissa | SSCB 3 3311 | Custodial Empty Trash | Palomeque | Open / High |

Closed Requests for Melissa Adkins (past 60 days)

No requests were found

Sign Out | Help

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14. Click on the Request ID number and you will get a summary page with the status and any notes we may have for you.

Create Request

My Requests

Melissa Adkins at 1:50 PM

REQUEST DETAILS

GENERAL INFORMATION

| | | | |
|----------------------|----------------|-----------------|--|
| Request ID: | 146 | Date: | 3/25/2014 1:20 PM CDT |
| Requested By: | Melissa Adkins | Company: | University of Houston-Clear Lake |
| Phone: | 3270 | E-mail: | adkins@uhcl.edu |
| Fax: | n/a | | |
| Room/Cube: | 1109 | | |

REQUEST DETAILS

| | | | |
|--------------------------|--|----------------------------|------------------|
| Property: | SSCB | Space: | 1109 |
| Floor: | 1 | Sub Type: | Cleanup / Spills |
| Type: | Custodial | Complete By: | n/a |
| Assigned To: | Palomeque Ana - University of Houston-Clear Lake | Status: | On Hold |
| Priority: | Normal | Not to Exceed Amt.: | \$0.00 |
| Estimated Amount: | \$0.00 | | |

REQUEST HISTORY

| Type | Update Date | Comments | Status | Assigned To | Updated By |
|---------|-----------------------|---|---------|---------------|----------------|
| Initial | 3/25/2014 1:20 PM CDT | I spilled my coffee again right next to my desk | Open | Ana Palomeque | Melissa Adkins |
| Update | 3/25/2014 1:48 PM CDT | Missy we will get to this next month | On Hold | Ana Palomeque | Lydia Sonier |
| Update | 3/25/2014 1:50 PM CDT | Status has been changed to On Hold I don't think it can wait till next month | On Hold | Ana Palomeque | Melissa Adkins |

UPDATE REQUEST

General Comments:

Click UPDATE to save:

UPDATE