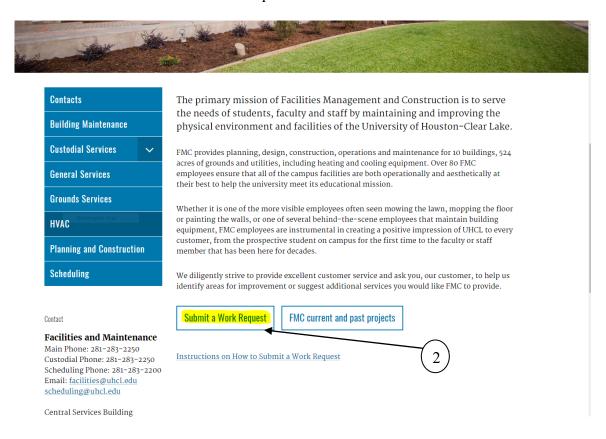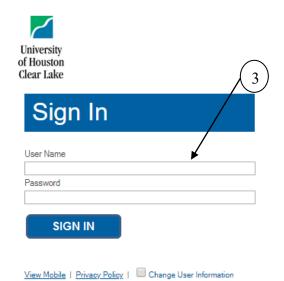FMC WORK REQUEST ENTRY
FAMIS4

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

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

University
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Clear Lake

③

Sign In

User Name

Password

SIGN IN

View Mobile | Privacy Policy | ☐ Change User Information

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.

famis 4

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

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University of Houston Clear Lake

Sign Out
▶ Logbook

Create Request | **My Requests**
▪ indicates a required field   Melissa Adkins at 11:53 AM

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

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.

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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.

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Sign Out

◐ Logbook

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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

14

Closed Requests for Melissa Adkins (past 60 days)

No requests were found

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. \| 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.

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| Create Request | My Requests | | Melissa Adkins at 1:50 PM |

REQUEST DETAILS

GENERAL INFORMATION

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

REQUEST DETAILS

Property:	SSCB	**Space:**	1109
Floor:	1		
Type:	Custodial	**Sub Type:**	Cleanup / Spills
Assigned To:	Palomeque Ana - University of Houston-Clear Lake	**Complete By:**	n/a
Priority:	Normal	**Status:**	On Hold
Estimated Amount:	$0.00	**Not to Exceed Amt.:**	$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: I don't think it can wait till next month

Click UPDATE to save: [UPDATE]