



## Self-Service Instructions

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Please note: FAMIS Self-Service is not intended for use in situations where patient safety or personal safety may be jeopardized. Whenever a situation threatens patient or personal safety, please phone in the emergent request to Facilities Management and Operations at x2125.

I. What is FAMIS Self-Service?

FAMIS Self-Service is a web-based program that allows you to submit Requests for common Facilities Management and Operations (FM&O) tasks.

FAMIS Self-Service FM&O requests currently include:

- Heating and Cooling Concerns
- Waste Removal – Shred, Recycle, Trash
- Regulated Medical Waste (RMW) Removal
- Electrical/Lighting Concerns
- Plumbing/Leaks
- Cleaning Requests/Spills
- Carpentry Requests
- Discretionary/ Minor Services (charges apply)
- General/Other (please provide detail)

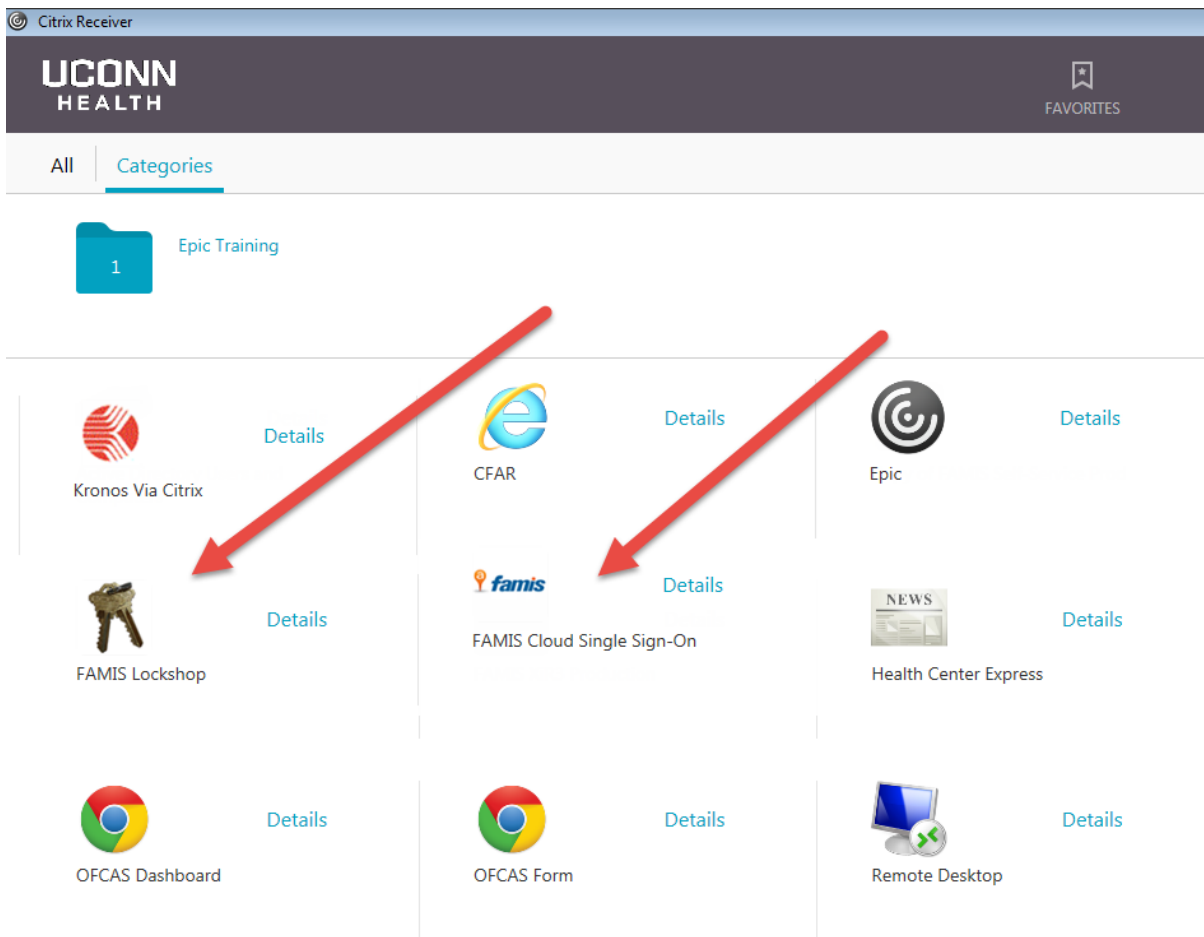
## II. How do I access FAMIS self-service?

FAMIS Self-Service (Facilities Management & Operations) can be accessed via the website URL:

<https://shib.uchc.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=Famis>

And via Citrix on most UCONN Health PC's.

Please note FAMIS Lockshop is a separate URL & icon.



III. What is my FAMIS Self-Service username and password?

**FAMIS Cloud Single Sign-On**

Requesters no longer need a separate username and password for FAMIS Cloud Single Sign-On. Log in using your UConn Health domain (network) username and password.

For FAMIS Lockshop requests, UCH will be migrating to the Cloud in the near future. In the interim, the Self Service remains the same, requiring the username and password as indicated below.

**FAMIS Lockshop:**

Your FAMIS Self-Service username is:

Your first and last name initials in upper case;  
followed by your state employee ID (omit any leading zeroes).

Example: if your name was John Smith and your state employee ID were 123456, your FAMIS Self-Service username would be:  
JS123456

Your FAMIS Self-Service password is:

Your first name initial followed by the first five characters of your last name.

Example: if your name was John Smith your FAMIS Self-Service password would be: JSmith

#### IV. How do I navigate in FAMIS self-service?

After a successful login, you will see the following screen (or similar.) Your information as the requestor will populate automatically. Please note FAMIS Cloud defaults to Building T, University Tower. Please select Building, Floor and Space (in this order), where the work is to be performed.

Please note a red block is a required field. Please use the provided dropdown List of Values (LOVs) as shown here.

Click on LOVs to Select

The screenshot displays the UCONN HEALTH FAMIS self-service interface. At the top left is the UCONN HEALTH logo. On the right, there are links for "Sign Out" and "Work Orders". The main form area includes a "Create Request" button and a "My Request" tab. A red square icon indicates a required field. The "Building:" field is highlighted in orange, and a dropdown menu is open, listing various buildings such as "T - University Tower", "17 - Maintenance Garage", "18 - Building 18", "19 - Firehouse Garage", "8 - Firehouse", "A - Academic", "AA - Academic Addition", "AV - Avon", "B - Center For Comparative Anatomy", "C - Clinic", "Campus Wide", "Circle Road", "CN - Canton", "Courtyard", "D - Administrative Services Building", "E - Academic Research Building", "East Road", "EH - East Hartford", "F - Canzonetti", "Garage 1 - Outpatient Pavilion", "Garage 2 - University Tower", "Garage 3 - Connecticut Tower", "H - Connecticut Tower (JDH)", "HD - 241 Main Street", "J - Warehouse", "K - Transgenic Animal Facility", "L - L Building", "Land - 16 Munson Rd", "Land - 195 Farmington Ave", and "Land - 263 Farmington Ave". The "Floor:" field is also highlighted in orange and has a dropdown menu with "General" selected. The "Sub Type:" field is a dropdown menu with "Select..." selected. The "Who is making this request" section includes fields for "First Name:", "Company:", and "Phone:". The "Last Name:" field contains "Smith", "E-mail Address:" contains "Smith@uchc.edu", and "Fax:" is empty. A "CLEAR CONTACT INFO" button is located above the "Last Name:" field. A "View Procedure" link is visible. At the bottom, there is a message "Click OK to submit, RESET to reset page" and two buttons: "OK" and "RESET".

▼ ACCOUNTS

Please select the request Type and Sub Type (required) and provide details in the Describe your Request field (optional.)

If you select Discretionary/Minor Services, you will be prompted to enter a FOAPAL. The Minor Service form must be completed and uploaded prior to submission.

If you select General/Other, please provide a detail description of work requested. FM&O will determine if charges apply and request additional information, as needed.

Click the Ok button.

■ indicates a required field

Building:	<input type="text" value="A - Academic"/>	Floor:	<input type="text" value="G"/>
Space:	<input type="text" value="AG006 - 310-OFFICE"/>		
Type:	<input type="text" value="Heating &amp; Cooling Concerns"/>	Sub Type:	<input type="text" value="Too Hot"/>

Describe your Request:  [View Procedure](#)

**Who is making this request?:**

First Name:	<input type="text" value="John"/>	Last Name:	<input type="text" value="Smith"/>
Company:	<input type="text" value="UConn Health"/>	E-mail Address:	<input type="text" value="smith@uchc.edu"/>
Phone:	<input type="text" value="8606796511"/>	Fax:	<input type="text"/>

Click OK to submit, RESET to reset page

You will receive a Request ID number and an email acknowledging your submission. You may attach documents, if necessary.



[Sign Out](#)

[Work Orders](#)

[Create Request](#) | [My Requests](#) | [Find Request](#)

Your Request has been recorded.

The Request ID is [3472](#)

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

If you would like to attach a file to this request, follow the instructions below:

Click Browse to select a file.  
Click Upload File to upload.

Select File:

V. Where can I get additional help?

Facilities Management & Operations  
[DL-FAMIS@uchc.edu](mailto:DL-FAMIS@uchc.edu), x2125

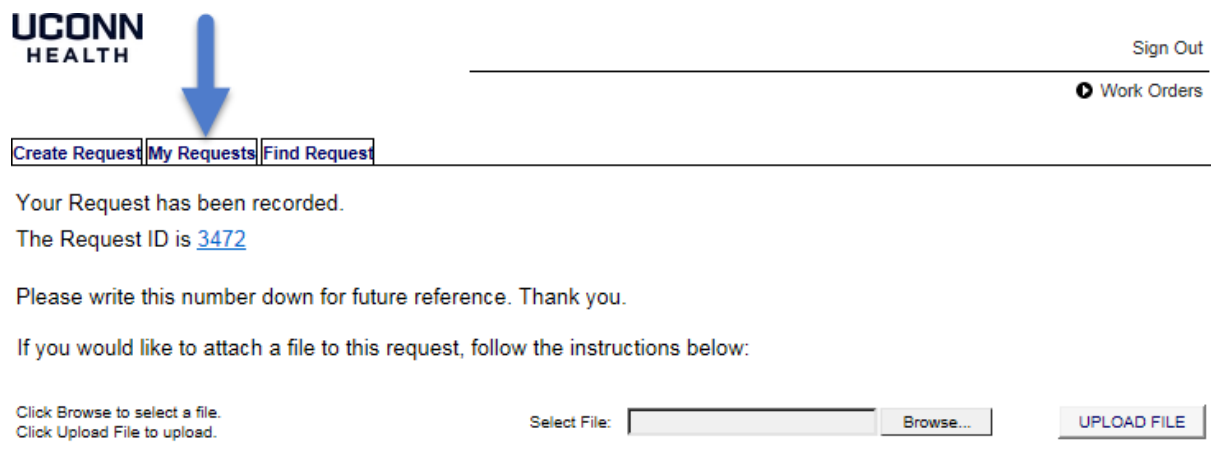
For Self-Service Username & Password issues:

Andy Leete x7342-FAMIS System Administrator, [leete@uchc.edu](mailto:leete@uchc.edu)

Julie Hermann x3632 Assistant Director, Business Services  
[hermann@uchc.edu](mailto:hermann@uchc.edu)

VI. How do I follow up on a Request?

You may look up your Requests by simply going to “My Requests” tab.



The screenshot shows the UConn Health portal interface. At the top left is the 'UConn HEALTH' logo. A blue arrow points down to the 'My Requests' tab in a navigation menu, which also includes 'Create Request' and 'Find Request'. In the top right corner, there are links for 'Sign Out' and 'Work Orders'. Below the navigation menu, a message states: 'Your Request has been recorded. The Request ID is [3472](#)'. This is followed by the instruction: 'Please write this number down for future reference. Thank you.' Below this, it says: 'If you would like to attach a file to this request, follow the instructions below:'. At the bottom, there is a file upload section with the text 'Click Browse to select a file. Click Upload File to upload.' and a form with a 'Select File:' label, a text input field, a 'Browse...' button, and an 'UPLOAD FILE' button.