UCONN
HEALTH

famis™ Self-Service Instructions

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)
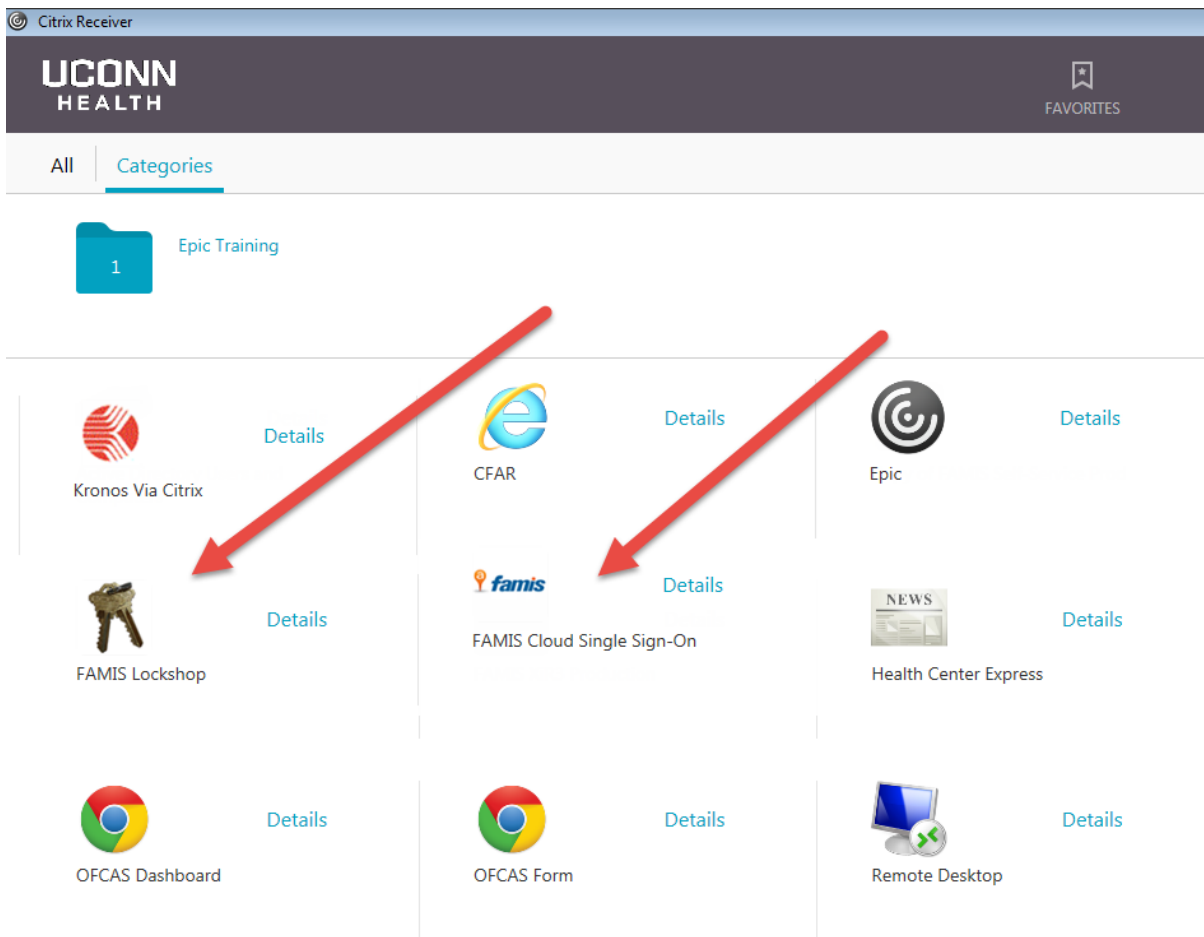General/Other (please provide detail)

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

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Sign Out

► Work Orders

Create Request | My Reque

■ indicates a required field

Building dropdown list
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
Land - 263 Farmington Ave

Building:

Space:

Floor: General

Type: Sub Type: Select...

Describe your Request: View Procedure

Who is making this reque   CLEAR CONTACT INFO

First Name: Last Name: Smtih

Company: E-mail Address: Smith@uchc.edu

Phone: Fax:

Click OK to submit, RESET to reset page   OK   RESET

▼ACCOUNTS

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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 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.

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

V.   Where can I get additional help?
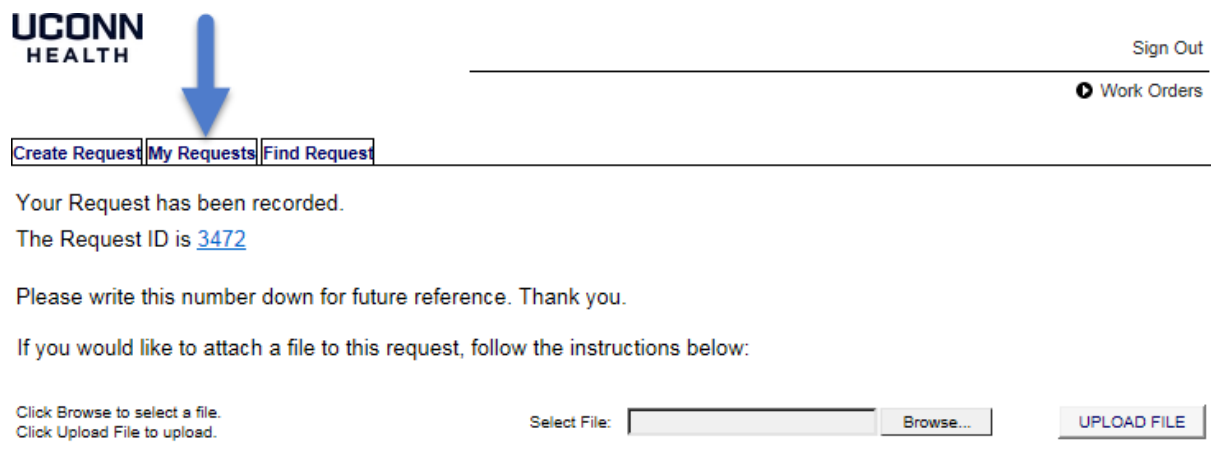
Facilities Management & Operations
DL-FAMIS@uchc.edu, *x2125*

For Self-Service Username & Password issues:

Andy Leete x7342-FAMIS System Administrator, leete@uchc.edu

Julie Hermann x3632 Assistant Director, Business Services
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.