



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 work requests for common Facilities Management and Operations (FM&O) tasks.

FAMIS Self-Service requests currently include:

Heating and Cooling Concerns (too hot, too cold, etc.)

Waste Removal – Shred, Recycle, Trash

Regulated Medical Waste (RMW) Removal

Electrical/Lighting Concerns (lights out, too dark, etc.)

Plumbing/Leaks

Cleaning Requests/Spills

Carpentry Requests

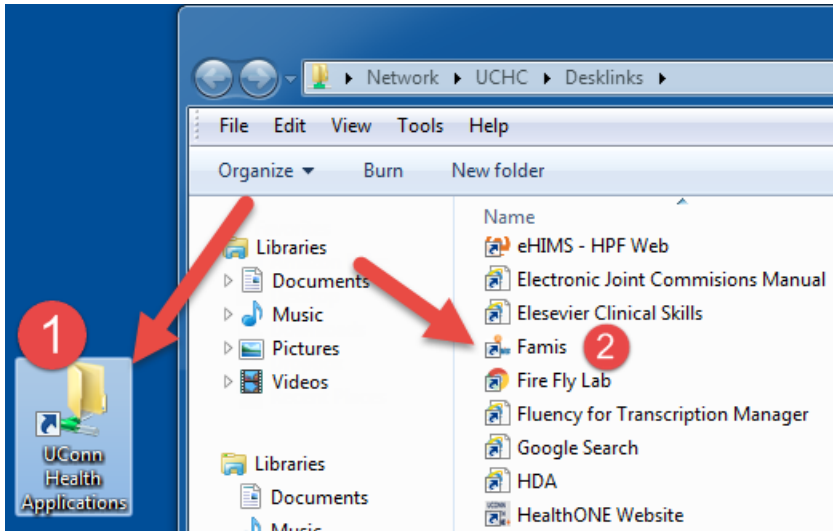
Minor Service Request (charges apply)

Locksmith Services (not for door keys at this time)

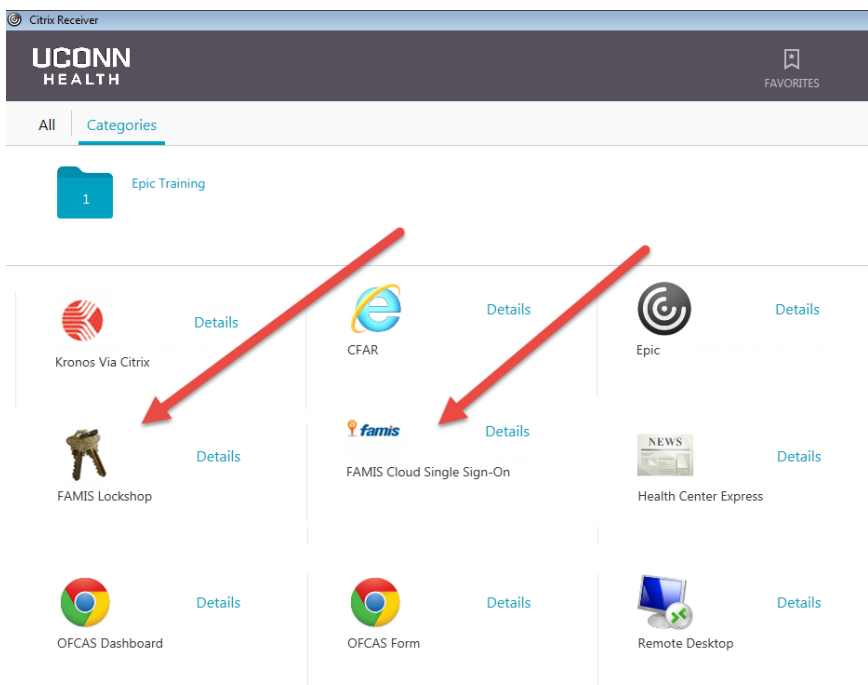
General / Other (please provide details)

II. How do I access Famis Cloud self-service?

Famis Self-Service can be accessed via the UConn Health Applications folder which is on most computer desktops



And via Citrix on most UCONN Health PC's.
Please note FAMIS Lockshop is a separate URL & icon.



III. What is my FAMIS Cloud 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 **door key requests**, UConn Health will be migrating to the Cloud in the near future. In the interim, the Door Key Self Service remains the same, requiring the username and password as indicated below.

FAMIS Lockshop for door keys:

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 requester will populate automatically. Please select the Building, Floor and Space (in this order), where the work is to be performed.

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

Click on LOVs to Select

UCONN HEALTH Sign Out

Work Orders

Create Request **My Request**

■ indicates a required field

Building:

Space:

Type: **Sub Type:**

Describe your Request:

Who is making this request:

First Name:

Company:

Phone:

Last Name:

E-mail Address:

Fax:

[View Procedure](#)

Click OK to submit, RESET to reset page

ACCOUNTS

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

If you select the Minor Service Request, you will be prompted to enter a FOAPAL. The Minor Service form must be completed 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.

Create Request | My Requests | Documents

■ indicates a required field

Property: Floor:

Space:

Type: Sub Type:

Describe your Request: [View Procedure](#)

Who is making this request?:

First Name: Last Name:

Company: E-mail Address:

Phone: Fax:

Department: [Select](#) [Clear](#)

Email CC:

Requested Completion Date:

Click OK to submit, RESET to reset page

You will receive a Request ID number and an email acknowledging your submission. You may also attach documents or images, 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?

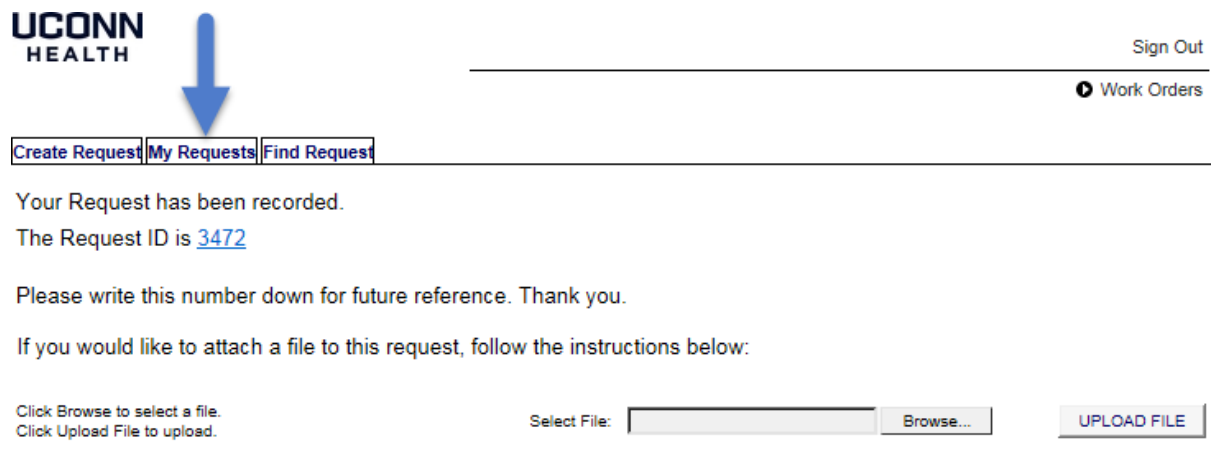
For instructions and Self-Service Username/Password issues:

Andy Leete x7342, Business System Analyst; 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 clicking the “My Requests” tab.



The screenshot shows the UCONN HEALTH web interface. At the top left is the UCONN HEALTH logo. A blue arrow points down to the 'My Requests' tab in a navigation bar, which also includes 'Create Request' and 'Find Request' tabs. In the top right corner, there are links for 'Sign Out' and 'Work Orders'. Below the navigation bar, a message states: 'Your Request has been recorded. The Request ID is [3472](#)'. Below this, it says 'Please write this number down for future reference. Thank you.' and '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 instructions: 'Click Browse to select a file. Click Upload File to upload.' and a form with a 'Select File:' label, a 'Browse...' button, and an 'UPLOAD FILE' button.