UCONN
HEALTH

famis™ 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, then choose option 0 for emergencies.**

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 – Please Note:
Serious leaks are considered an emergency, please call x2125

Cleaning Requests/Spills

Carpentry Requests

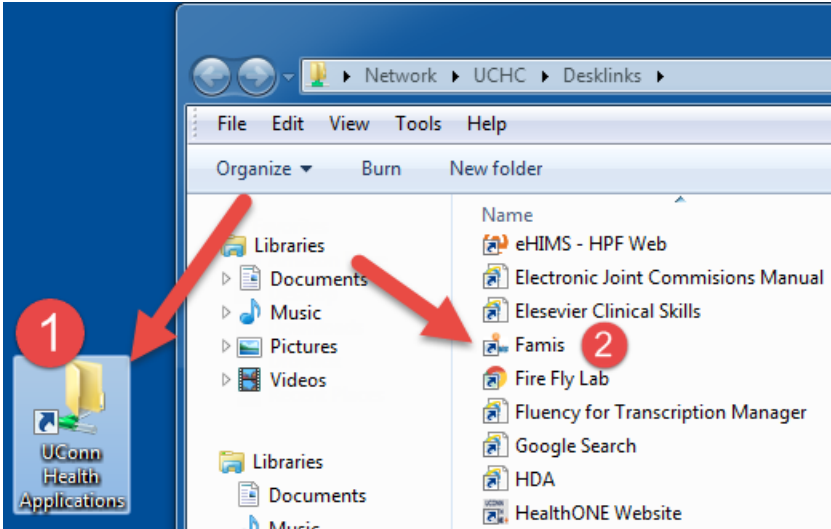Minor Service Request (charges apply)

Locksmith Services

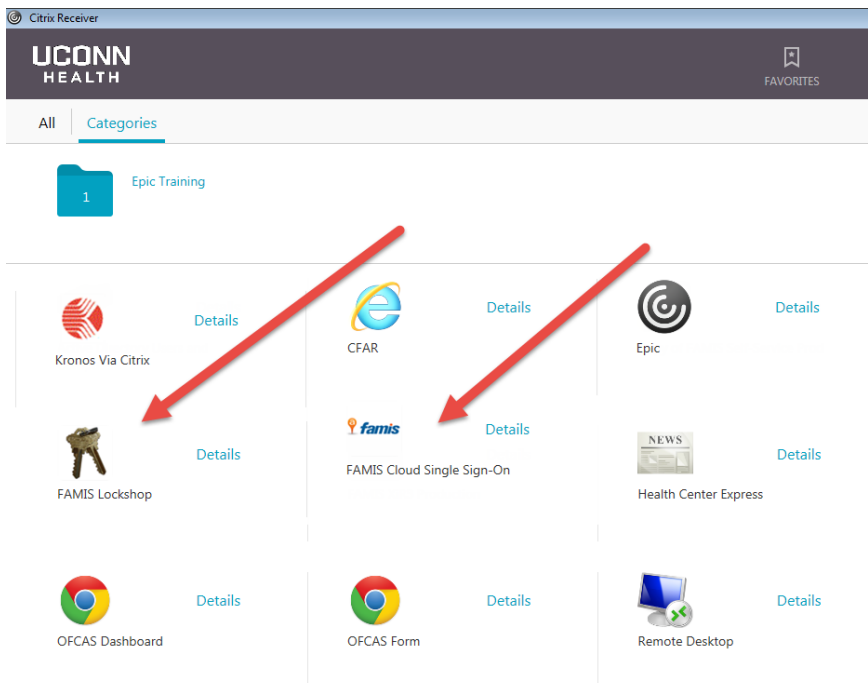Door Key Requests (effective July 2019)

General / Other Request Types

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?

UConn Health employees 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, if prompted.

Individuals that are not UConn Health employees such as UConn Storrs employees, contractors, vendors and affiliates will need to contact the FAMIS support staff for credentials.

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 to the right of any field indicates a required field. Click on the drop-down arrow for a list of values to choose from.

Select the request Type and Sub Type (required) and provide a brief set of details in the Describe your Request field.

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

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

Click the Ok button.

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

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.

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.   Select File: [   ]   Browse...   UPLOAD FILE
Click Upload File to upload.