



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

FAMIS Self-Service FM&O requests currently include:

Heating, Cooling & Off-Hours Concerns
Waste Removal – Shred, Recycle, Trash
Electrical/Lighting Concerns
Plumbing/Minor Leaks (major leaks should be phoned in, please)
Cleaning Requests/Spills
Carpentry Requests
Minor Service Request (charges apply)
Regulated Medical Waste (RMW) Removal
Door Key Requests
Locksmith Services (charges may apply)
General / Other
Corrective / Repair

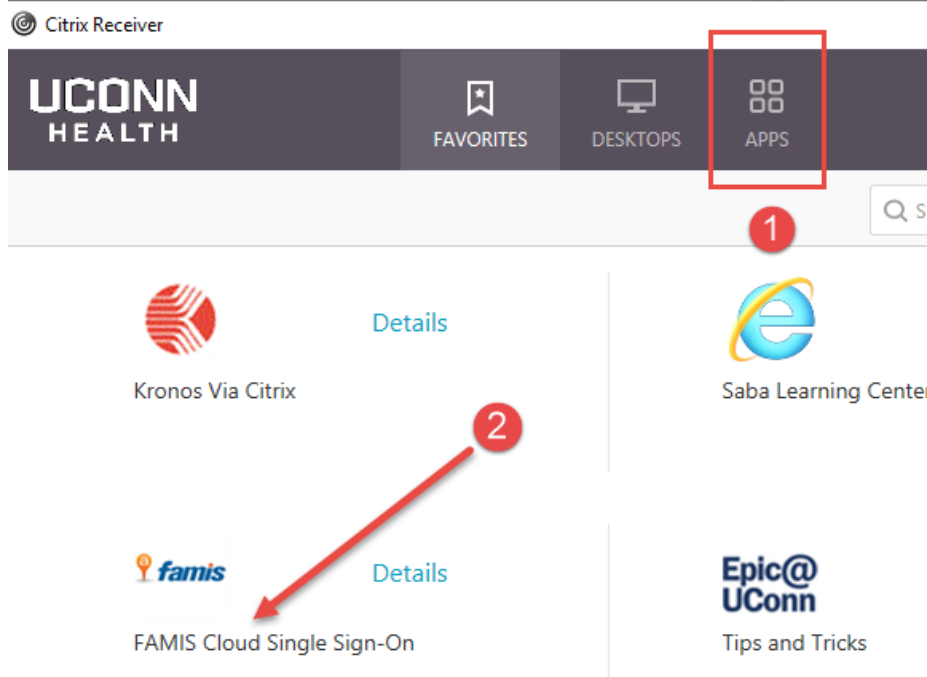
II. How do I access FAMIS self-service?

FAMIS Self-Service can be accessed via the website URL:

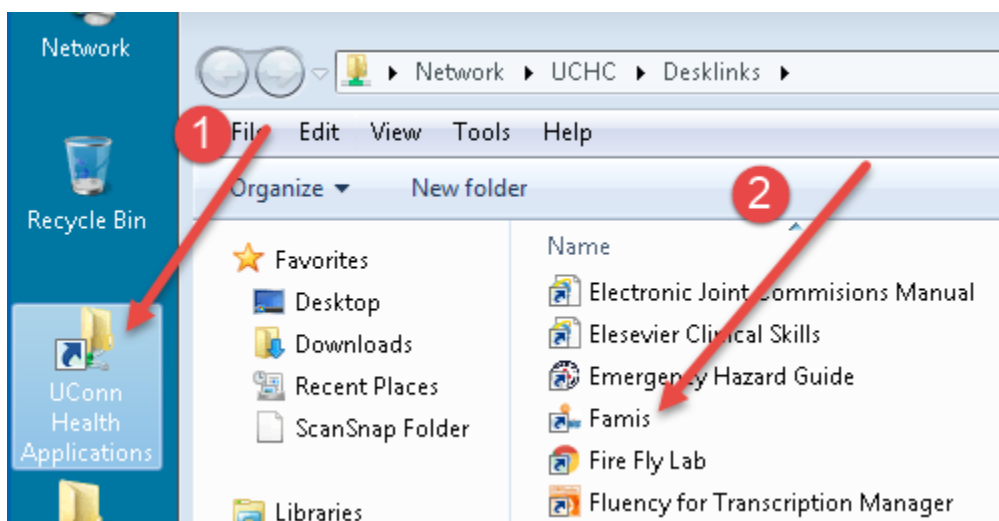
(copy and paste the link below into Internet Explorer or the Chrome browser)

<https://fs.uchc.edu/adfs/ls/idpinitiatedsignon?RelayState=RPID%3DFamis%26RelayState%3Dhttps%25A%25F%252Fuchc.famis.com>

And via Citrix on most UCONN Health PC's.



And in the UConn Health Applications folder which is on the desktop of most UCONN Health PC's:



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

FAMIS Cloud Single Sign-On

UConn Health employees no longer need a separate username and password for FAMIS Cloud Single Sign-On. If you logged in with your domain account, you can go directly to the Citrix link and double click on the icon. FAMIS Cloud will recognize you as the requester and you may begin submitting your work request.

Non-UConn Health employees, including Storrs employees, affiliates, residents, students and tenants will need to contact the FAMIS Support staff via email to DL-FAMIS (dl-famis@uchc.edu) to request credentials for access.

Note for Mac users – we have tested the most common browsers and found that Chrome and Mozilla Firefox are successful. We have been unable to successfully authenticate using the Safari browser.

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 note that the default location in FAMIS Cloud uses your Banner location. If you have not updated your location in Banner self-service, this location will be inaccurate. Please select Building, Floor and Space (in this order), where the work is to be performed.

Please note that a red block indicates 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:

Describe your Request:

Who is making this request

First Name:

Company:

Phone:

Last Name:

E-mail Address:

Fax:

CLEAR CONTACT INFO

View Procedure

Click OK to submit, RESET to reset page

OK RESET

ACCOUNTS

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

If you select the Minor Service Request type, you will be prompted to enter a FOAPAL. The Minor Service form must be completed and uploaded prior to submission. Instructions are provided on the request page.

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](#) [Find Request](#) [Run Report](#)

■ indicates a required field

Request Details:

Property: 1 Floor: 2

Space: 3

Type: 4 5 Sub Type: 5

Priority:

Describe your Request: 6

Who is making this request:

First Name: ■ Last Name: ■

Company: E-mail Address:

Phone: ■

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

Email CC:

You will receive a Request ID number and an email acknowledging your submission. You may attach documents at this time, if desired.

[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:

Browse...

UPLOAD FILE

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V. Where can I get additional help?

Facilities Management & Operations

DL-FAMIS@uchc.edu

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

Visit <https://uchc.famis.com> – then click here:

UConn HEALTH

Sign In

User Name

Password

SIGN IN

[View Mobile](#) | [Privacy Policy](#) | Change User Information

Welcome to the Famis Work Order System

All UConn Health employees must log in using the Single Sign-On function which is located at: [Link to Log into the FAMIS ADFS Single Sign-On](#)

Please click on the link above to log in. If you are a UConn Health employee and you receive an error attempting to use the single sign-on link, or if you are a non-employee and require access, please contact the Famis Help Desk staff by email to DL-FAMIS (dl-famis@uchc.edu)
Thank you.

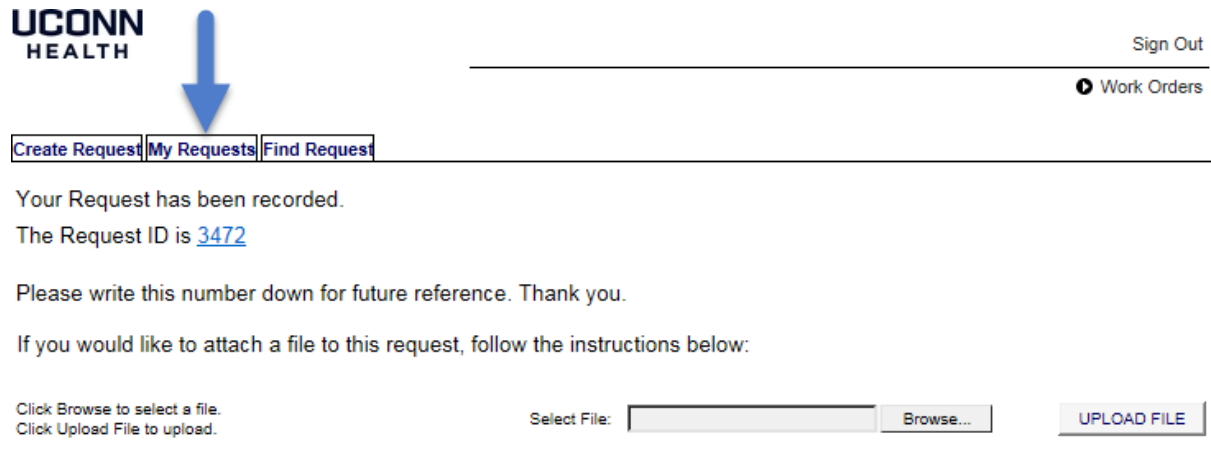
[Self-Service instructions can be found here.](#)



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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 the navigation menu, which is highlighted. Other tabs include '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](#)'. It then 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 of the message area, there are instructions: 'Click Browse to select a file. Click Upload File to upload.' and a file upload section with a 'Select File:' label, an empty text input field, a 'Browse...' button, and an 'UPLOAD FILE' button.

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