I. What is FAMIS Self-Service?

II. How do I access FAMIS self-service?

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

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

V. Where can I get additional help?

VI. How do I follow up on a service request?

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%253A%252F%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.

<table>
<thead>
<tr>
<th>Building</th>
<th>Floor</th>
<th>Sub Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>A - Academic</td>
<td>General</td>
<td>Select...</td>
</tr>
<tr>
<td>AA - Academic Addition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AV - Avion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B - Center For Comparative Anatomy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C - Clinic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Wide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circle Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CN - Canton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courtyard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D - Administrative Services Building</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E - Academic Research Building</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EH - East Hartford</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F - Carbone</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click on LOVs to Select
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.

You will receive a Request ID number and an email acknowledging your submission. You may attach documents at this time, if desired.
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:
VI. How do I follow up on a Request?

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

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.