

## Creating a Service Request

- 1) Login into FAMIS using your UNF username and password. Once logged in you should see the below:

The screenshot shows the 'Create Request' form in the FAMIS system. The form is titled 'Create Request' and 'My Requests'. It includes the following fields and sections:

- Property:** Select Property (dropdown menu)
- Space:** (dropdown menu)
- Type:** Select... (dropdown menu)
- Sub Type:** Select... (dropdown menu)
- Describe your Request:** Text area with a 'View Procedure' link.
- Who is making this request?:**
  - First Name: Self Serve
  - Company: UNF
  - E-mail Address: n01425749@unf.edu
  - Phone: 904-620-2483
  - Department: Select... (dropdown menu)
- Email CC:** Text area
- Requested Completion Date:** Date and time selector (9:00 AM)
- Buttons:** OK, RESET

- 2) Select the **Property (Building/Location), Floor and Space (Room/Suite number)** of the request.
- 3) Select the request **Type**. This describes the general category of work
- 4) Select the request **Sub Type**. This describes the activity.
- 5) Use **Describe your Request** to enter further detail about your needs
- 6) The **Who is making this request?** This field will default to your contact information. If you are entering this request on behalf of another person, edit the contact information as desired or enter that person's UNF email in the **Email CC** box and leave your contact information as the default.

**NOTE: First Name, Last Name, Email Address, Phone Number, and Department are all required fields and need to be filled out completely. Before submission your request should look as shown below:**

The screenshot shows the 'Create Request' form with the following completed fields:

- Property:** Physical Facilities
- Space:** 1300 - Circulation
- Type:** Pest Control
- Sub Type:** Inside
- Who is making this request?:**
  - First Name: Self Serve
  - Company: UNF
  - E-mail Address: n01425749@unf.edu
  - Phone: 904-620-2483
- Requested Completion Date:** 9:00 AM
- Buttons:** OK, RESET

Famis C

## Famis Cloud Reference Guide

- 4) Click on the **Request ID** of the request you want to check. For example, number 15977 as shown above.
- 5) When you click the Request ID, the system will display the **Request Details** page (as shown below).