Facilities Online Work Order Instructions

Welcome to FAMIS Self-Service! FAMIS is the facilities management software our department utilizes to process and schedule your facilities needs and track associated costs. As of the spring of 2017, all work order submissions will be required to be submitted through the online form. **EMERGENCIES** should continue to be called into the Facilities Department at 315-228-7130 or after hours and weekends to 315-228-7468. General inquiries can be emailed to bg@colgate.edu.
A Few Notes Before You Begin:

- You are not able to modify or delete service requests once they are submitted. If you need to make a change to a service request that you have already submitted, please call or email Facilities to make that change for you. DO NOT submit an additional work order.

- Please note that pest control services are on-campus every Wednesday.

**STUDENTS**

- Ethernet issues should be reported to ITS at itshelp@colgate.edu
- Cable issues should be reported directly to Time Warner Cable. Click here for instructions.
- Laundry service can be directly reported from your smart phone.
- Any furniture related requests should be sent to reslife@colgate.edu.
- Work orders for special events must be submitted by a faculty/staff member.

**EMPLOYEES**

- When submitting a work order for a special event, please follow these guidelines.
- Estimates require a budget code.
- Please be mindful that submitted service requests can be searched for and viewed by other employees.
Log in to FAMIS Self-Service by visiting workorders.colgate.edu. You can also access this form through the Facilities website or the Colgate Portal self-service links.

- Use your University credentials to log in to self-service.
Fill out your requestor information. You will only need to complete this information the first time you log in.
Select the building where the work is being requested, followed by the floor, and room. If the specific room is unknown or not listed, you may move forward without making this selection. Please be sure to include those details in the “Description of Work.”

1. Building

2. Floor

3. Room
Once the location has been selected, review the information for accuracy and click “Service Requests” to continue.
Click “Create Service Request” to submit a new request.

Note: If you have previously submitted a request for this location, they will be listed here.
You will be prompted to fill out your requestor information. Please fill this out as accurately and thoroughly as possible. In some cases, we may need to contact you for further information. You can fill out an “alternate requestor” if you are submitting the service request on behalf of another individual. Once you have completed this information accurately, you may select “next.”
Select if you are a student or an employee

* You may ignore this note when it appears
Select the category for the type of work order you are submitting

Employee Options

- As an employee, you will need to select from an additional group of categories. Please be advised that several departments have their own service request platform. If you do not fall into one of these departments, you should select, “Faculty/Staff Work Order Requests.”

- This is also where you can select to submit a service request for special events. If you are requesting set-up or clean-up for an event, you should select this option.
Select the category for the type of work order you are submitting

Employee Options

- Once you have selected the type of service you are requesting, you will be required to select from a sub-set of service categories

**BUILDING MAINTENANCE/REPAIR WORK ORDER**
Use this for repairs or maintenance to the building. For example, overflowing toilets. A budget code will not be required.

**PEST CONTROL REQUEST**
Use this to report pest activity. For example, bees, ants, or mice. A budget code will not be required.

**REQUEST FOR KEYS**
Use this to report request keys. For example, new employees or student lab keys. A budget code **will** be required.

**DEPARTMENT REQUESTED WORK ORDER (SPECIAL SERVICE)**
Use this to request a special department request. For example, furniture moves, wall hangings, painting, etc. A budget code **will** be required.

**REQUEST AN ESTIMATE**
Use this to request an estimate for work. For example, you would like to know how much it would cost to paint an office or build shelves, etc. A budget code **will** be required.
Select the category for the type of work order you are submitting

Student Options

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within CLICK HERE IF YOU ARE A STUDENT

- REPORT A PEST PROBLEM
- REPORT STUDENT DAMAGE
- REQUEST MAINTENANCE/REPAIR
- Note: new_req_pl in famis_ss_config is not in famis_pl_procedure, you will not be able to create New Web Requests.

- Once you select the appropriate category, you will be prompted to re-confirm that type of service request.
Fill out the work description. Once you have completed the work description click “next.”

Students
Fill out the work description. Once you have completed the work description click “next.”

Employees

- Depending on the type of request you have selected, you may be asked for a budget code. Please provide a department budget code when applicable. This includes requests for keys, special department requests, and special events.

Be sure to provide dates! Indicate the earliest date work can begin and the latest date in which it can be completed. Please provide at least 24-hour advance notice.
The cost center is your budget origin (5-digit code)
The account is your 3-digit expense line
The PCT is the percentage of the cost you want applied to the work order. This is typically 100% unless you wish to split the total cost between multiple budget codes. (see next page for example).
Cost Center Breakdown

• Dividing the total cost of the work order between several budget codes is easy. Simply list the budget codes you want charged, and determine the percentage of the total cost that each budget code should be charged. You can only divide the work order between up to three different budget codes.

• The example shown here demonstrates the total cost of a work order being split evenly between two budget codes.
After you have submitted your work plan you will be asked to re-confirm the location one final time. This is an important confirmation to make especially when submitting multiple work orders consecutively. Once you have confirmed, click “next.”
You will be given one more chance to review your service request. Once you are ready to submit, select “finish.”
You will receive your confirmation number. You will also receive an email notification each time there is a status update as it relates to your service request. It is important to retain this “SR” number for your records. If any additional follow-up is needed, Facilities will request that you provide us with this number. You may also receive more than one service request number for the same work order. If more than one trade is needed, a separate service request will be placed with the identical name.

![Create Service Request](image)

Your Facilities Work Request (SR219933) was submitted on 11/02/2016.

**Requestor Information**

<table>
<thead>
<tr>
<th>Requester Name</th>
<th>SAMPLE NAME</th>
<th>Requestor Phone</th>
<th>5555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requestor Dept</td>
<td>BG</td>
<td>Requestor Email</td>
<td><a href="mailto:SAMPLE@colgate.edu">SAMPLE@colgate.edu</a></td>
</tr>
<tr>
<td>Alt Requester Name</td>
<td></td>
<td>Alt Requestor Phone</td>
<td></td>
</tr>
</tbody>
</table>

**Service Description**

<table>
<thead>
<tr>
<th>Earliest Start Date</th>
<th>11/02/2016</th>
<th>Latest Completion Date</th>
<th>11/03/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackout Dates and Times</td>
<td></td>
<td>Work Title</td>
<td>DOOR WILL NOT CLOSE</td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td>The exterior door to the building is not closing properly</td>
<td></td>
</tr>
</tbody>
</table>

**Location**

<table>
<thead>
<tr>
<th>Site</th>
<th>COLGATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor</td>
<td>1</td>
</tr>
<tr>
<td>Building</td>
<td>LAWR</td>
</tr>
<tr>
<td>Room</td>
<td>ENTR</td>
</tr>
</tbody>
</table>

[Go Back to Service Requests]
For Employees Only:
How to search for an existing service request

To search for a history of your service requests, go back to the main page by clicking “Facilities Services” in the upper left hand corner.
For Employees Only:
How to search for an existing service request

Select the building that you want to search. Once you select the building you, can click “Service Requests” without selecting the floor and room. That will ensure you receive a full history report for that building.
For Employees Only:
How to search for an existing service request

Click “Advanced Search” to enter your search criteria.
For Employees Only:
How to search for an existing service request

Enter your search criteria, then click “Execute Query”.

![Display Service Requests form](image)
For Employees Only:
How to search for an existing service request

All service request history matching your search criteria will appear. You can click on the “Request Number” to review a complete description of the service request. This may be a helpful tool to check to see if others in your building have already reported a work order, for example, that a door will not secure or a toilet is overflowing.