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Making the Unseen Visible
Through Wireless Sensors

Florida Atlantic University's new Institute for Sensing and Embedded Network Systems Engineering (I-SENSE) is focused on creating the sensing and computing technologies that are being embedded throughout the world.

[Read More →](#)

You can access the FAMIS portal by going to the main FAU home web page, clicking on the "Faculty & Staff" tab, and under "Forms & Requests", clicking on "Work Order".



Work Control

Service Units

- Maintenance
- Custodial Services
- Landscape and Grounds
- Athletic Field Maintenance
- Events Setup / Moving Services
- Recycling Services
- Vehicular Support Services
- Work Control

Campuses

- Broward Buildings and Grounds
- Jupiter Buildings and Grounds
- HBOI Buildings and Grounds

Requesting Work

University community members request / report work to be performed by doing one of the following:

- **Work Order Request**

- By phone (for emergencies - Water Intrusion, Elevator stuck, etc.)
 - (Boca / Jupiter Campuses call 7-2240
 - Broward Campuses (Davie, Ft. Laud, SeaTech) call 6-1534
 - Harbor Branch Campus call 6-2246

The requestor must provide a description of the problem or the work to be performed, the location of work to be performed, and the name and phone number of the requestor and / or person to be contacted. In this manner, all work requests can get recorded and assigned to the appropriate service group.

You will be directed to the “Work Control” page

- Click on “Work Order Request”

The sign-in screen will display.

- Enter your username: email name or network ID
- Then, enter your password: network password
- Click “LOGIN”

FAU FAUNet ID Authentication

USERNAME:
FAU Net ID

PASSWORD:
FAU Net ID Password

LOGIN

Forgotten username or password?

Get Help
Accounts FAQ
New Features
System Status

FAU
the official mobile app

Forgotten your username or password?

- Contact the OIT Help Desk
- Need help navigating the system?
- Email famis_help@fau.edu

Forgotten username or password?

Get Help
Accounts FAQ
New Features
System Status

Once you've signed on, you'll see two tabs: Create Request and My Requests

This is the Create Request page

This system makes the process easier by populating some information fields for you, such as your contact information, the building and room where you are located and your email and phone number.

You will be asked to enter such as the property or location where the work should be done, the type of work to be done, or when the work should be completed.

FAU
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Sign Out
Logbook

Facilities Management Test

Create Request My Requests

Property: CO-69 CAMPUS OPERATIONS B... [Select](#) Floor: General

Space: General

Type: Building Access & Locks Sub Type: Select...

Describe your Request:

Who is making this request?:

CLEAR CONTACT INFO

First Name: Facilities Management Last Name: Test

Company: FAU E-mail Address: dstoneson@accruent.com

Phone: 561.297.3000 Fax:

Email CC:

Click OK to submit, RESET to reset page OK RESET

ACCOUNTS

[Add Another Account Group](#)

RESET

Sign Out Help

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Creating a Request

1. Click the “Create Request” tab (if not already selected)

- Fields tagged with a small red square are required fields

- Many fields are already populated based on information associated with your account:

- Property or Location
- Floor, Space
- Contact

- You can change these, if needed

Create Request My Requests

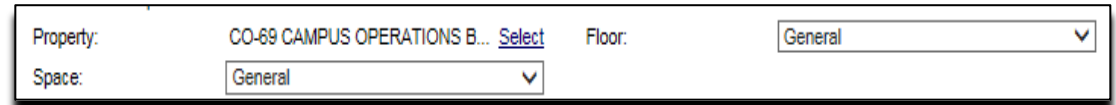
■ indicates a required field

Property:	CO-69 CAMPUS OPERATIONS B... Select	Floor:	General
Space:	General		
Type:	Building Access & Locks	Sub Type:	Select...

Property:	CO-69 CAMPUS OPERATIONS B... Select	Floor:	General
Space:	General		
Type:	Building Access & Locks	Sub Type:	Select...
Describe your Request:			
Who is making this request?:			
First Name:	Facilities Management	Last Name:	Test
Company:	FAU	E-mail Address:	dstoneson@accruent.com
Phone:	561.297.3000	Fax:	
		Email CC:	

2. Enter the details:

- Indicate the location of the request

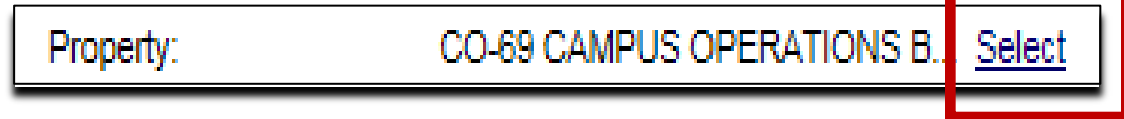


Property: CO-69 CAMPUS OPERATIONS B... [Select](#) Floor: General
Space: General

Your location is the default location displayed. If the service request involves another location, enter the affected location.

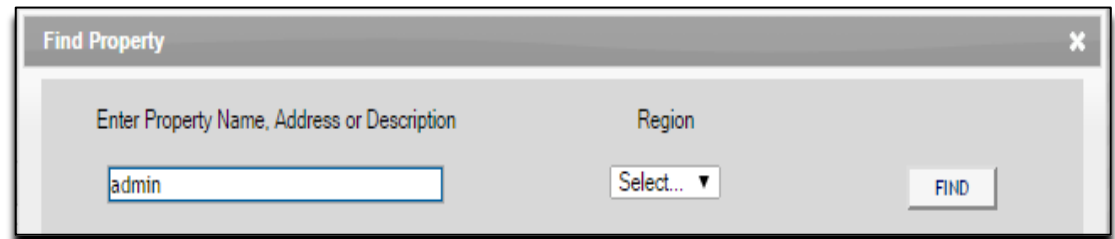
To enter the affected location:

- Click “Select”



Property: CO-69 CAMPUS OPERATIONS B... [Select](#)

- Search for the property/location by name, address or description.



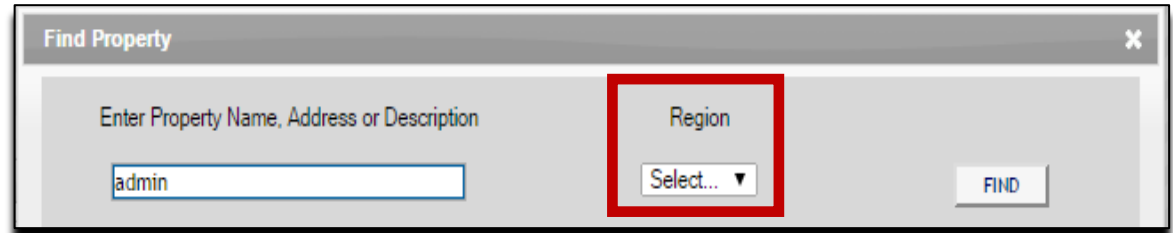
Find Property

Enter Property Name, Address or Description Region

admin Select... FIND

If you enter general addresses, such as 777 Glades Road, all buildings with that address will display

- Select the region of the property/location.



The screenshot shows a web application window titled "Find Property". It features a search bar with the placeholder text "Enter Property Name, Address or Description" and a text input field containing the word "admin". To the right of the search bar is a dropdown menu labeled "Region" with a "Select..." option and a downward arrow. This dropdown menu is highlighted with a red rectangular border. A "FIND" button is located to the right of the dropdown menu.

Regions are FAU's campuses. This information is linked to the University's space file and is numerically coded.

Your default region is the campus where you are located. Most users have access to create service requests within that default region only

See the legend here

BUILDING LISTS

[Building List for all campuses](#)

Building Lists by Campus:

- [Site 1 - FAU at Boca Raton](#)
- [Site 4 - Pine Jog Environmental Education Center](#)
- [Site 5 - FAU at Fort Lauderdale - Downtown](#)
- [Site 7 - FAU at Dania Beach](#)
- [Site 8 - FAU at Jupiter](#)
- [Site 9 - FAU at Davie II](#)
- [Site 10 - FAU at Davie](#)
- [Site 14 - Gumbo Limbo](#)
- [Site 16 - FAU at Westgate](#)
- [Site 18 - FAU at Harbor Branch](#)
- [Site 19 - FAU at Palm Healthcare](#)

Click "Find"

The screenshot shows a 'Find Property' dialog box with a search input field containing 'admin' and a 'Region' dropdown menu set to 'Select...'. The 'FIND' button is highlighted with a red rectangular box.

Properties fitting your search criteria will be displayed

The screenshot shows the 'Find Property' dialog box with search results displayed below the search fields. The results are as follows:

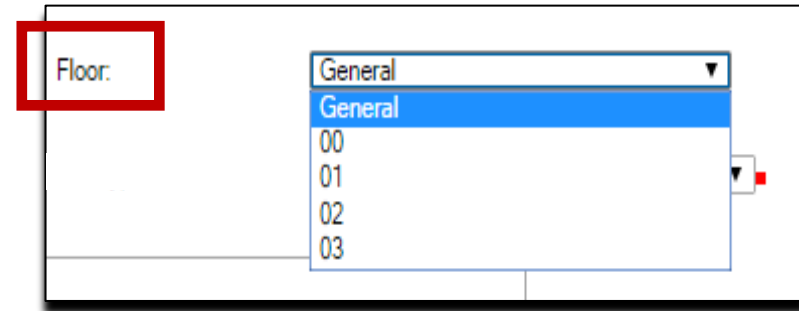
Property Name	Description	Address
AD-10 KENNETH R WILLIAMS ADMIN BLG	KENNETH R WILLIAMS ADMIN BLG	777 Glades Road Boca Raton, FL US
SA-56 STUDENT APARTMENT ADMINISTRATI	STUDENT APARTMENT ADMINISTRATI	777 Glades Road Boca Raton, FL US

Click on your selection to populate the property/location field

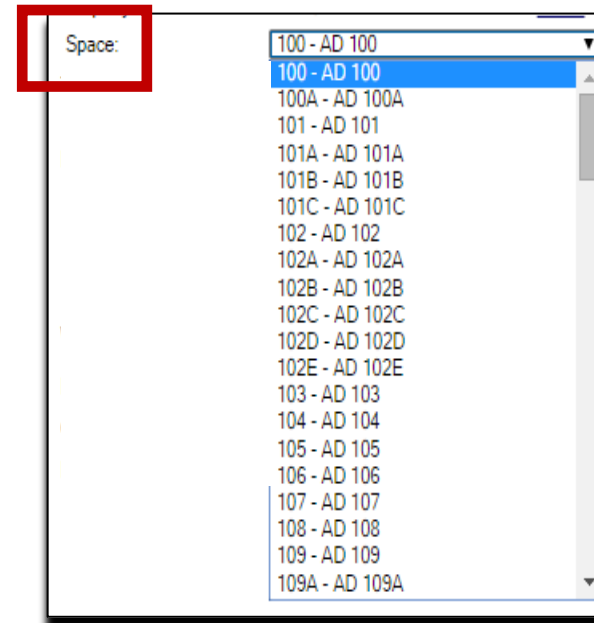
The screenshot shows the 'Find Property' dialog box with search results. A red arrow points to the first result, [AD-10 KENNETH R WILLIAMS ADMIN BLG](#).

Property Name	Description	Address
AD-10 KENNETH R WILLIAMS ADMIN BLG	KENNETH R WILLIAMS ADMIN BLG	777 Glades Road Boca Raton, FL US
SA-56 STUDENT APARTMENT ADMINISTRATI	STUDENT APARTMENT ADMINISTRATI	777 Glades Road Boca Raton, FL US

- Further define the location of the service request by selecting a floor from the “Floor” drop-down menu



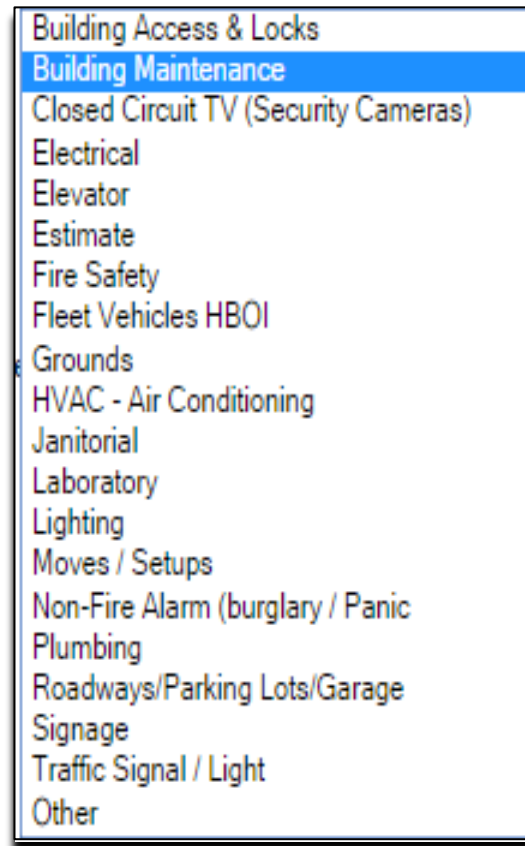
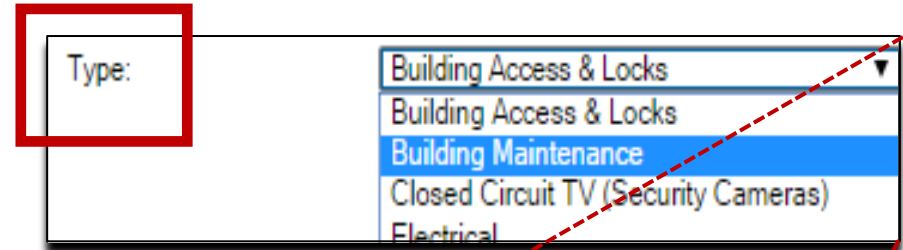
- Further define the location of the service request by selecting a space from the “Space” drop-down menu



- Select the general type of work to be done from the “Type” drop-down menu

Here are the
“Types”

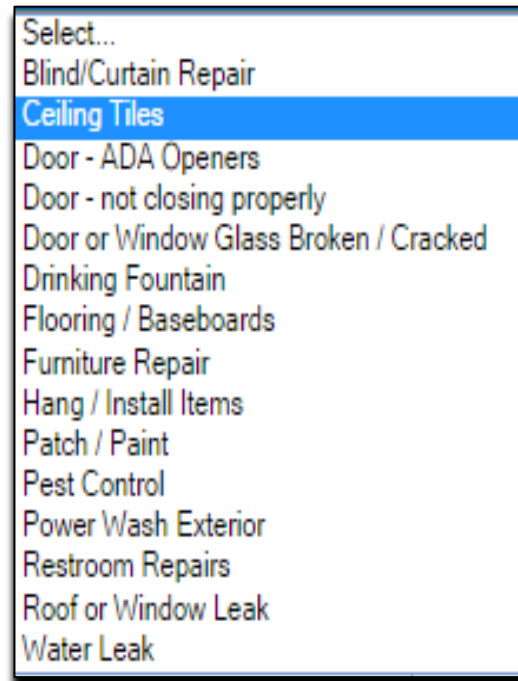
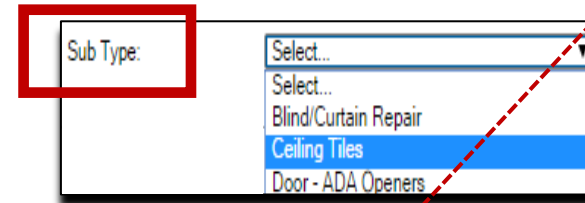
Become familiar with these
to accurately categorize your
service request



- Further define the work to be done from the “Sub Type” drop-down menu

Each “Type” has its own list of “Sub Types”.

Become familiar with these to accurately categorize your service request



- Give a description of the service request. The more detailed you are, the better the chance that the work will be accurately performed

FAU
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Sign Out
Logbook

Create Request My Requests Facilities Management Test

■ indicates a required field

Property: AD-10 KENNETH R WILLIAMS ... Select Floor: 01

Space: 100 - AD 100

Type: Building Maintenance Sub Type: Ceiling Tiles

Describe your Request: Discolored, damp ceiling tiles

The description you enter will become part of the permanent request history

- Indicate who is making the request:

By default, the currently logged-in user's information is displayed.

Who is making this request?: CLEAR CONTACT INFO

First Name: Facilities Management Last Name: Test

Company: FAU E-mail Address: dstoneson@accruent.com

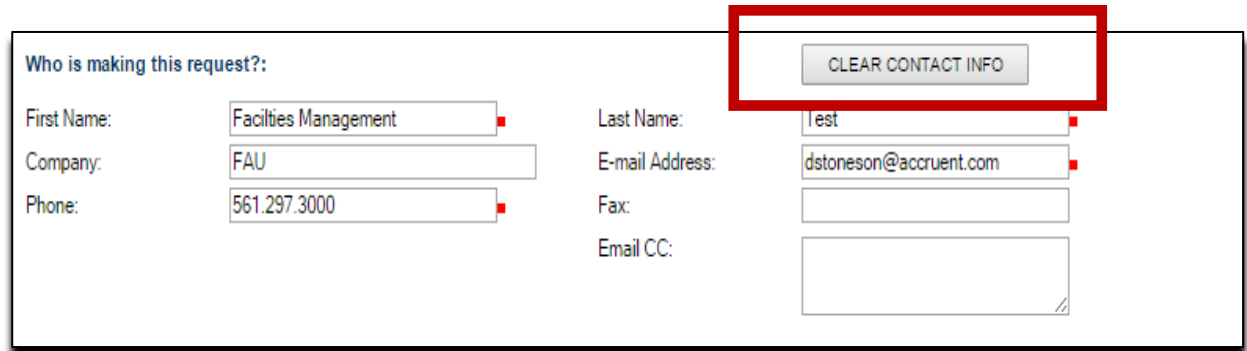
Phone: 561.297.3000 Fax:

Email CC:

You may, however, be entering this request on another user's behalf, or you may want someone else to be the main point of contact for this request

To select a different user,

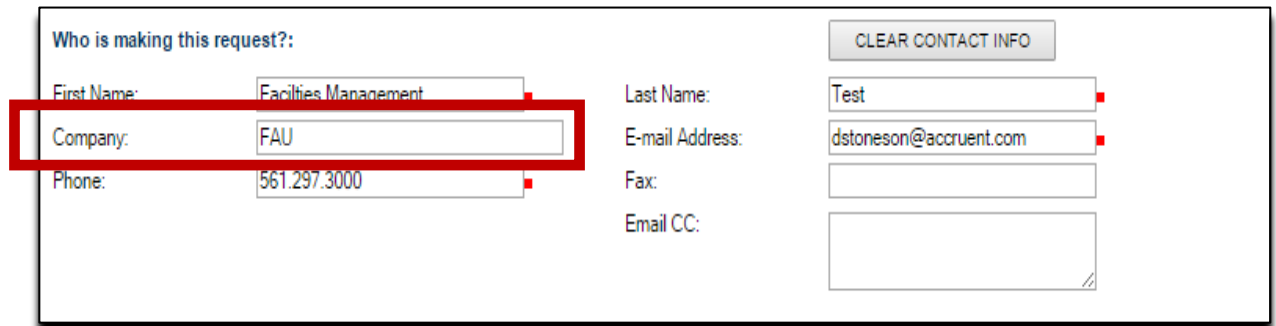
- Click the “Clear Contact Info” button to clear all of the requestor contact information fields
- Then enter new contact information by typing into the fields



The screenshot shows a form titled "Who is making this request?". It contains several input fields: First Name (Facilities Management), Last Name (Test), Company (FAU), E-mail Address (dstoneson@accruent.com), Phone (561.297.3000), Fax, and Email CC. A button labeled "CLEAR CONTACT INFO" is highlighted with a red box in the top right corner.

The requestor does not need to be a system user.

- In the “Company” field, enter “FAU”

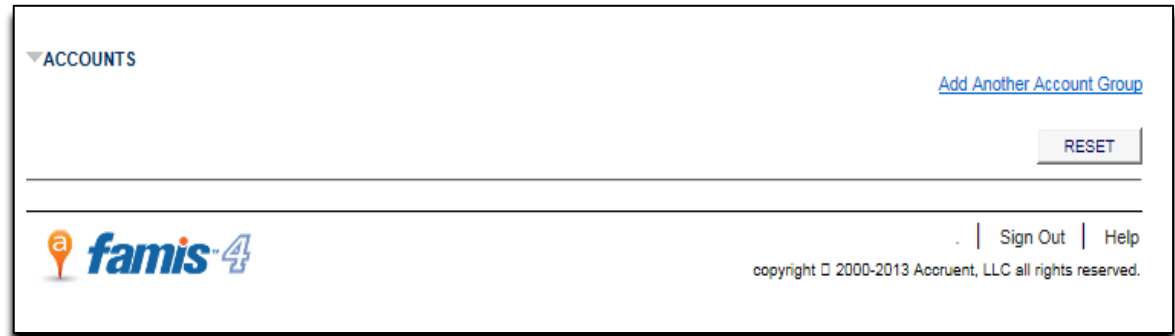


The screenshot shows the same form as above. The "Company" field, which contains the text "FAU", is highlighted with a red box. The "CLEAR CONTACT INFO" button is also visible in the top right corner.

Depending on the request (e.g. estimate) or the classification of the space of the service request, (E&G versus auxiliary), a funding source needs to be identified.


3. Review financial information

- Any accounts associated with the **main** requestor will be displayed in this area
- To add a funding source, click “Add Another Account Group”



▼ACCOUNTS [Add Another Account Group](#)

RESET


 Sign Out | Help

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▼ACCOUNTS [Add Another Account Group](#)

RESET



▼ACCOUNTS [Add Another Account Group](#)

RESET

- Notify others (who are not the **main** point of contact) that the request has been created by entering their email addresses in the “E-mail CC:” field

Who is making this request?:

CLEAR CONTACT INFO

First Name: Facilities Management

Last Name: Test

Company: FAU

E-mail Address: dstoneson@accruent.com

Phone: 561.297.3000

Fax:

Email CC:

Separate email address using a semi-colon (;)

- Click “OK” to create the work request, once you have all of the information entered

Who is making this request?:

CLEAR CONTACT INFO

First Name: Facilities Management

Last Name: Test

Company: FAU

E-mail Address:

Phone: 561.297.3000

Fax:

Email CC:

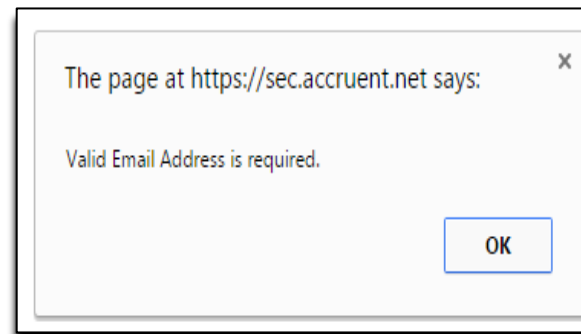
Click OK to submit, RESET to reset page

OK

RESET

The system will validate the information you entered and will display an error message if there are any conflicts

Follow the directives to eliminate errors



The request is created and a confirmation page displays

The Request ID
(Work Order number)
is displayed as a link

- Click this link to open the Request Details page.
- To attach a file (photo, document, pdf, etc.) to the work order, click the “Browse” button to locate the file and then click the “Upload File” button

Create Request | My Requests

Your Request has been recorded.


The Request ID is [15](#)

This request has been assigned to Work Control Team
To reassign this request, please click on the Request ID shown above.

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...

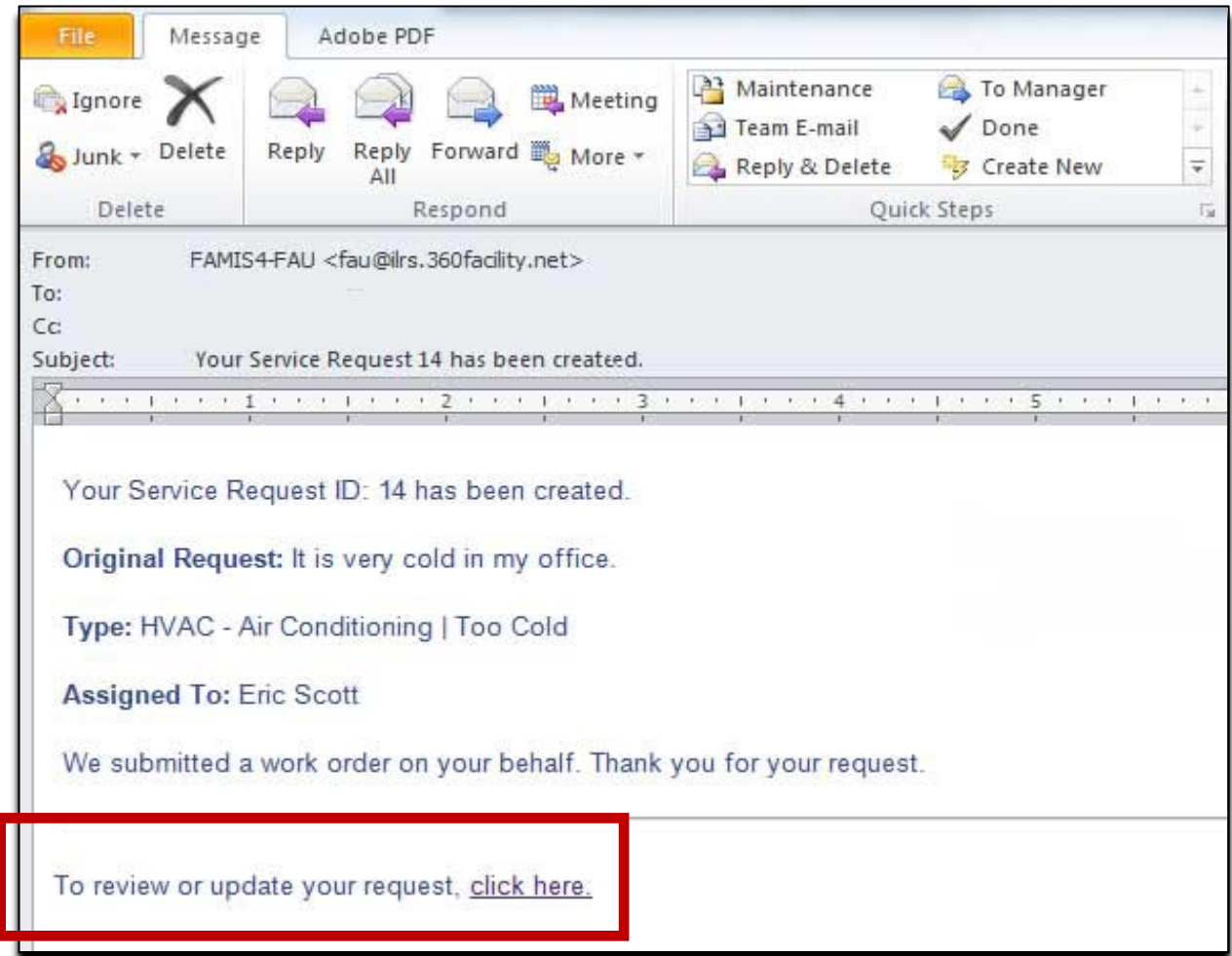
 | Sign Out | Help

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All major file formats are supported

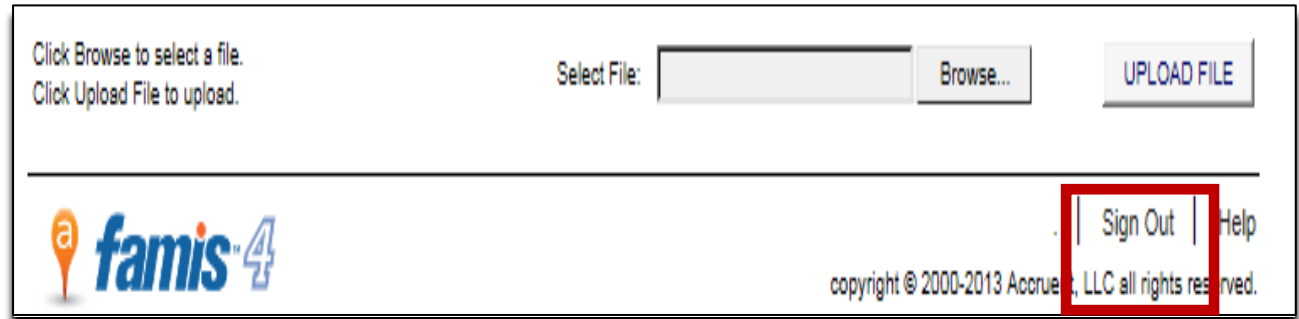
- Once your request is created, the **main** point of contact for the request will receive an email confirmation from **FAMIS4-FAU**

- Click the link to review or update your request



This will take you to the login page

Click “Sign Out”
to exit



Forgotten your username or password?

- Contact the OIT Help Desk

Need help navigating the system?

- Email famis_help@fau.edu

Emergency?

- Call 911

Non-emergency situation and experiencing internet connection issues or receiving system errors?

- Contact Work Control for your respective campus to enter your service request
 - Boca and Jupiter campuses call 7-2240
 - Broward campuses (Davie, Ft. Laud, SeaTech) call 6-1534
 - Harbor Branch campus call 6-2246