FAMIS Training
A Training Guide by Brooklyn Groves – Clerk 3

To start, go to the FAMIS website:

https://famisweb.wwu.edu/famis/SelfService.NewLogin

It is highly recommended to bookmark this website for easy access. Login into FAMIS with your Universal Login.

Once logged-in, click on “Service Requests.”

You can either create a new service request or you can search for past service requests in the search bar. Click on “Create Service Request.”

Fill out specified information on the next screen—mainly phone and cell phone number (if applicable). If you are filling this FAMIS request for another student, ask for their universal ID (for example, grovesb or grovesd3) and put that in “Requestor.” Then, ask for a contact number and put that under “phone.”
Click “Next” and then click “Maintenance Request and Construction Services” on the next screen.

You will then be instructed to “Click Here Again” and to “Click Just One More Time Here.”
The next screen is one of the most important. In the “Work Title” DELETE THE ASTERICK and **make sure to use the building code and room number (note: do not use periods) with a dash after it (ex. BW 631 – GARBAGE DISPOSAL DOES NOT WORK).** Be sure to put the start date as the day you are writing the request. End date is not necessary to fill out.

Example:
Click next and then click the buttons (“Site,” “Building,” “Floor,” and “Room”) to enter the exact location of where the maintenance needs to be done. There must be a room number for the job to be completed. Even if you do not know the room number, you can always look up the floor plans or pick a room you know is near the location you are making a service request for.

Once the location is entered and you’ve clicked next, it will bring you to the final review of the information before sending it off. If all of the information looks correct, click the “Finish” button to submit your FAMIS request. Once you hit “Finish” DO NOT PRESS IT AGAIN as it will create multiple service requests. It might take a while for the next page to load, so you’ll just have to wait it out for a while. Once it is done loading, you will see the completed request with a reference number.
An email will be sent to your account stating that a service request was submitted, and you’ll receive periodic emails on the status of your request. Once the service request is completed, another email will be sent asking for you to complete an optional survey. Also, note that you can cancel a service request at any time during the creating process by clicking “Cancel.”

If you have any questions, contact UR Facilities x3556, or via email. Hours of Operation: 8:00am – 4:30pm, Monday through Friday. Office located in EA 119.