Using Internet Explorer

Log into FAMIS at http://gypsywort.plu.edu/fprd/FAMIS.asp (Figure 1)

1. Enter User Name and Password (Windows E-pass & password) as shown in Figure 2
2. Select the Login Button, the Enter key is not recommended.

To Create a Service Request (SR)

1. Select the Service Request button under the Facilities Services Tab (Figure 3).

2. Click on the Create Service Request button – As seen in Figure 4
3. One of Five Steps - Based on your login information, your name will appear as default in the requestor fields. This is where you will confirm the requestor. If you think we will need to contact you via pager, enter that number in the field provided.

4. Use the Alternate Requestor fields if someone else has information pertaining to your request(s) and/or is acting as backup on your behalf.
1. Confirm Requestor Information and insert Alternate Requestor as desired then select next to proceed (Figure 5).

2. Select New Web Request to “create your own request” (Figure 6).
3. Enter the Service details for your request (Figure 7).
   - An account must be entered with a percentage (Pct) given – most cases it’s 100
   - Click on cost center to locate the appropriate number
Select next
4. Select location information (Figure 8) and click next.
Figure 8
5. Review your request and select Finish (Figure 9).
6. Congratulations! Your Service Request has been submitted.
   - You will receive a six digit Service Request Number that looks like this: SR000080 (Figure 10).
Where Did My Service Request Go?

- Your request has been received in our database and is in the queue to be reviewed, scheduled and processed.
Once the Facilities Management Office processes your request the SR number will become a Work Order (WO) number.

This WO number can be seen under the Status column viewed as seen in Figure 12.

To View Submitted Service Requests/Work Orders and Review Status

1. Click on Service Requests

2. In the search field select – All My Requests from the drop down menu (Figure 11).
   - There is a status column and your name will appear under the requestor list (Figure 12).
   - You may only see requests you submitted up through July 2010 when the migration took place
Please remember to logout when you are done using the program.
Questions?

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