

FAMIS CLOUD HOW-TO

You have to get into FAMIS CLOUD before you can do anything. Everyone on campus will be either “GUEST USERS” or “NAMED USERS”. It is not difficult just simply type in the following URL into the browser on your SHSU computer.

<https://sec.accruent.net/shsu>

OR ... You can go to the Facilities Management web site and access the new FAMIS work request by selecting “Work Request” menu selection. NOTE: For requestors on campus, you must be on a SHSU computer to sign into FAMIS CLOUD because we use your SHSU credentials to LOGIN to the system.

Once you are in the system you can

Create Request – submit a work request

The screenshot shows the 'Create Request' form in the FAMIS CLOUD system. The form is titled 'Create Request' and 'My Requests'. It includes a 'Sign Out' link and a 'Work Orders' link. The form fields are as follows:

- Building:** SS 2 - PLANT SHOPS, PROPER... (with a 'Select' dropdown arrow)
- Space:** 00163B (with a dropdown arrow)
- Type:** HEATING, VENTILATION, A/C, AND REI (with a dropdown arrow)
- Priority:** URGENT (with a dropdown arrow)
- Describe your Request:** TESTING (with a text area)
- Floor:** 01 (with a dropdown arrow)
- Sub Type:** TOO HOT (with a dropdown arrow)
- Who is making this request?:**
 - First Name:** TEST
 - Company:** SHSU
 - Phone:** 999-999-9999
 - Last Name:** TEST
 - E-mail Address:**
 - Fax:**
- ACCOUNTS** (with a dropdown arrow)

At the bottom, there are buttons for 'OK' and 'RESET', and a link to 'Click OK to submit, RESET to reset page'.

Numbered arrows indicate the following steps:

- 1) Select "Create Request"
- 2) Select the building, floor, and space.
- 3) Select the type and sub type.
- 4) Select the priority.
- 5) Enter detailed comments.
- 6) Make sure all the requester information is correct. If you are entering the request for someone else, or you want the technician to contact a different person, then change the contact information here.
- 7) Click "Accounts" to enter billing information. Note: Billing Type and FOP default to building accounts. Make any necessary changes.

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Billing Type: Reason:

Accounting Hold:

Accounts

Account String	Percentage	
140100-670000-70	100.0	Edit Delete

[Add New](#)

10 [RESET](#)


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9 [Edit Account String](#)

Fund	140100
Organization	670000
Account (Not Required)	
Program	70

[UPDATE](#) [CANCEL](#)

- 8) Click Edit to update the FOP.
- 9) Update the FOP and click Update.
- 10) Click OK to submit, RESET to reset page (middle of screen).
- 11) You will get a confirmation notice (see below).

 [Sign Out](#)

[Create Request](#) [My Requests](#) [TEST TEST](#)


Your Request has been recorded.
The Request ID is [250870](#)

Please write this number down for future reference. Thank you.

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My Requests – view requests I have submitted

- 12) Click My Requests

 [Sign Out](#)

[Create Request](#) [My Requests](#) [TEST TEST](#)

1 Open Requests for TEST TEST

Date	Request ID	Requested By	Building / Floor	Type/SubType	Assigned To	Status / Priority
12/2/2014 10:49 AM	250870	TEST TEST	SS 2 - PLANT SHOPS,PROPERTY,STORE 01 00163B	HEATING, VENTILATION, A/C, AND REFRIGERATION TOO HOT	Email Group	Open / URGENT

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[Closed Requests for TEST TEST \(past 60 days\)](#)
No requests were found

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- 13) Click the Request ID to view detailed information about this work request.

[Sign Out](#)[Work Orders](#)[Create Request](#) [My Requests](#)[TEST TEST](#)

REQUEST DETAILS

GENERAL INFORMATION

Request ID: 250870
Requested By: TEST TEST Date: 12/2/2014 10:49 AM CST
Phone: 999-999-9999 Company: SHSU
Fax: n/a E-mail: sheri@shsu.edu

REQUEST DETAILS

Building: [SS 2 - PLANT SHOPS, PROPERTY STORE](#) Space: 00163B
Floor: 01
Type: HEATING, VENTILATION, A/C, AND REFRIGERATION Sub Type: TOO HOT
Assigned To: Email Group Work Control - Accruent Complete By: n/a
Priority: URGENT Status: Open
Estimated Amount: \$0.00 Not to Exceed Amt.: \$0.00

REQUEST HISTORY

Type	Update Date	Comments	Status	Crew	Assigned To	Updated By
Initial	12/2/2014 10:49 AM CST	TESTING	Open		Work Control Email Group	TEST TEST

UPDATE REQUEST

General Comments:

Click UPDATE to save:

[ACCOUNTS](#)☒ Stage SHSU Logo[Sign Out](#) [Help](#)

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14) To update this work request with comments, enter the comment in General Comments

15) When you are complete click UPDATE.

Note: The comments you entered display in Request History (see below).

[Sign Out](#)[Work Orders](#)[Create Request](#) [My Requests](#)[TEST TEST](#)

REQUEST DETAILS

GENERAL INFORMATION

Request ID: 250870
Requested By: TEST TEST Date: 12/2/2014 10:49 AM CST
Phone: 999-999-9999 Company: SHSU
Fax: n/a E-mail: sheri@shsu.edu

REQUEST DETAILS

Building: [SS 2 - PLANT SHOPS, PROPERTY STORE](#) Space: 00163B
Floor: 01
Type: HEATING, VENTILATION, A/C, AND REFRIGERATION Sub Type: TOO HOT
Assigned To: Email Group Work Control - Accruent Complete By: n/a
Priority: URGENT Status: Open
Estimated Amount: \$0.00 Not to Exceed Amt.: \$0.00

REQUEST HISTORY

Type	Update Date	Comments	Status	Crew	Assigned To	Updated By
Initial	12/2/2014 10:49 AM CST	TESTING	Open		Work Control Email Group	TEST TEST
Update	12/2/2014 10:51 AM CST	disregard please	Open		Work Control Email Group	TEST TEST

UPDATE REQUEST

General Comments:

Click UPDATE to save:

[ACCOUNTS](#)☒ Stage SHSU Logo[Sign Out](#) [Help](#)

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ADD A FAMIS SERVICE REQUEST CHANNEL to MySAM

1. Log into MySam (<https://mysam.shsu.edu>)
2. Clicking Content Layout in the upper left hand side
3. Clicking the Tab they want to add it to
4. Clicking New Channel on the Column they want to ad it
5. Select Other and click go
6. Select FAMIS Self-Service and click Add Channel

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT WORK CONTROL AT EXT. 4-3663