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

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.

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).

My Requests – view requests I have submitted

12) Click My Requests

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

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

15

General Comments: disregard please

14

Click UPDATE to save: UPDATE

▶ ACCOUNTS

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).

REQUEST DETAILS

GENERAL INFORMATION

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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: UPDATE

▶ ACCOUNTS

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