

Facilities Online Work Order Instructions



Welcome to FAMIS Self-Service! FAMIS is the facilities management software our department utilizes to process and schedule your facilities needs and track associated costs. As of the spring of 2017, all work order submissions will be required to be submitted through the online form.

EMERGENCIES should continue to be called into the Facilities Department at 315-228-7130 or after hours and weekends to 315-228-7468. General inquiries can be emailed to bg@colgate.edu.

Facilities Department
13 Oak Drive • Hamilton, NY 13346-1398
(315) 228-7130
bg@colgate.edu

A Few Notes Before You Begin:

- You are not able to modify or delete service requests once they are submitted. If you need to make a change to a service request that you have already submitted, please call or email Facilities to make that change for you. DO NOT submit an additional work order.
- Please note that pest control services are on-campus every Wednesday.

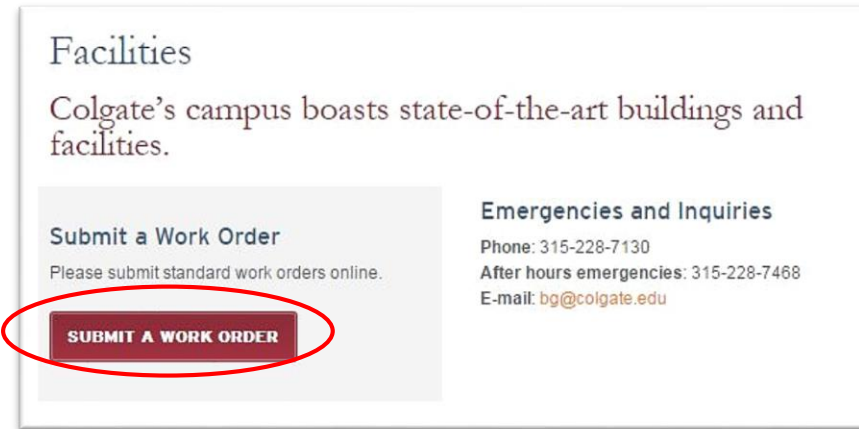
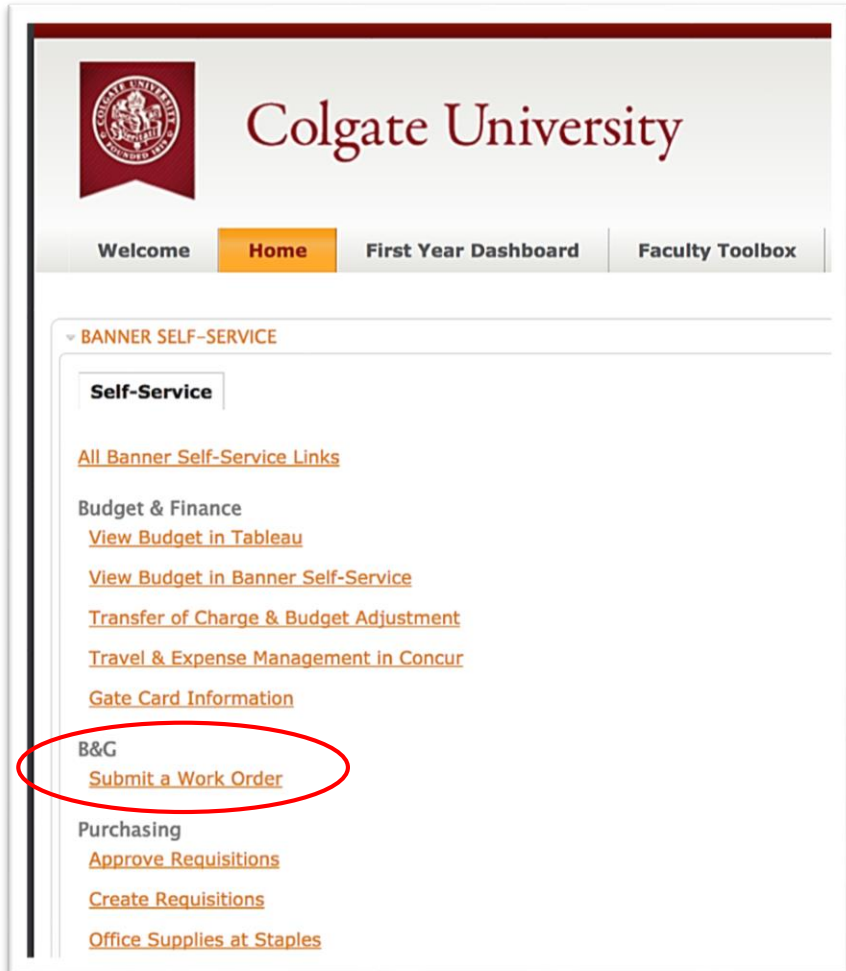
STUDENTS

- Ethernet issues should be reported to ITS at itshelp@colgate.edu
- Cable issues should be reported directly to Time Warner Cable. Click [here](#) for instructions.
- Laundry service can be directly reported from your [smart phone](#).
- Any furniture related requests should be sent to reslife@colgate.edu.
- Work orders for special events must be submitted by a faculty/staff member.

EMPLOYEES

- When submitting a work order for a special event, please follow these [guidelines](#).
- Estimates require a budget code.
- Please be mindful that submitted service requests can be searched for and viewed by other employees.

Log in to FAMIS Self-Service by visiting workorders.colgate.edu. You can also access this form through the Facilities [website](#) or the Colgate [Portal](#) self-service links.



- Use your University credentials to log in to self-service.



Fill out your requestor information. You will only need to complete this information the first time you log in.

Enter New Requestor Information

Requestor	<input type="text"/>	*	Phone	<input type="text"/>	*
Cell Phone	<input type="text"/>		Pager	<input type="text"/>	
Email	<input type="text"/>		Department	<input type="text"/>	*
Mail Code	<input type="text"/>				

* Indicates a required field.

Submit

Select the building where the work is being requested, followed by the floor, and room. If the specific room is unknown or not listed, you may move forward without making this selection. Please be sure to include those details in the “Description of Work.”

1. Building

COLGATE - Default site

7 O	SEVEN OAKS CLUB HOUSE
7 O GOLF	SEVEN OAKS GOLF COURSE
7 O MAINT	SEVEN OAKS MAINTENANCE
7 O PRO	SEVEN OAKS PRO SHOP
ALUM	ALUMNI HALL
AN KE	KERR STADIUM
ANDR	ANDREWS HALL
ART	SCHUPF STUDIO ARTS CENTER
ATH FI	ATHLETIC FIELDS
BAR	BARGE CANAL COMPANY
BASEC	BASECAMP
BEATTIE	BEATTIE RESERVE
BEW APT	BEWKES APARTMENTS
BEW CONF	BEWKES CONFERENCE
BEW COTT	BEWKES COTTAGE
BKSTORE	BOOKSTORE
BO HS	BOAT HOUSE
BO LA	BOWLING LANES
BRIG	BRIGHAM

2. Floor

ANDREWS HALL

No Image available

Site ID COLGATE

Building ID ANDR

Address

Contact

Floors

[1](#) FIRST FLOOR

[2](#) SECOND FLOOR

[3](#) THIRD FLOOR

[4](#) FOURTH FLOOR

[A](#) ATTIC

[B](#) BASEMENT

[R](#) ROOF

Service Requests

Department

3. Room

ANDREWS HALL - SECOND FLOOR

Site COLGATE

Default site

Building ANDR

ANDREWS HALL

Floor 2

SECOND FLOOR

Rooms

[201](#) RESIDENCE

[202](#) RESIDENCE

[202A](#) LOUNGE

[203](#) RESIDENCE

[204](#) RESIDENCE

[205](#) RESIDENCE

[206](#) RESIDENCE

[206A](#) CUSTODIAL CLOSET

[207](#) RESIDENCE

[208](#) RESIDENCE

[HALL](#) HALL

[MNS RM](#) MENS BATHROOM

[STAIRS](#) STAIRS

[WMS RM](#) WOMENS BATHROOM

Service Requests

Department

Once the location has been selected, review the information for accuracy and click “Service Requests” to continue.

410 - SOAN OFFICE

Site	COLGATE	Default site
Building	ALUM	ALUMNI HALL
Floor	4	FOURTH FLOOR
Room	410	SOAN OFFICE

General Information

Assigned To	
Square Feet	121

[Service Requests](#) [Department](#)

Click “Create Service Request” to submit a new request.

Note: If you have previously submitted a request for this location, they will be listed here.

The screenshot shows a web application interface for managing service requests. At the top, there is a blue header bar. Below it, the section is titled "Display Service Requests". Under this title, there is a "Search" section with a search input field, a "Go" button, and a link to "Advanced Search". Below the search section, there is a "Results" section. The results are displayed in a table with the following columns: Request Number, Phase, Work Order, Request Description, Status, Conv Project, Requestor, Alt Requestor, Maint Type, Site, Building, and Date Entered. The table contains two rows of data, both of which are empty. At the bottom right of the interface, there is a button labeled "Create Service Request" which is circled in red, and a button labeled "Billing" next to it.

Request Number	Phase	Work Order	Request Description	Status	Conv Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered

Create Service Request | Billing

You will be prompted to fill out your requestor information. Please fill this out as accurately and thoroughly as possible. In some cases, we may need to contact you for further information. You can fill out an “alternate requestor” if you are submitting the service request on behalf of another individual. Once you have completed this information accurately, you may select “next.”

Create Service Request: Confirm Requestor - Step 1 of 5

Confirm Requestor

Select Service

Enter Service Details

Enter Location

Review

Requestor

Requestor

Doe J

*

Phone

5555

*

Cell Phone

Department

B&G

*

Pager

E-mail

Sample@colgate.edu

Mail Code

Alternate Requestor

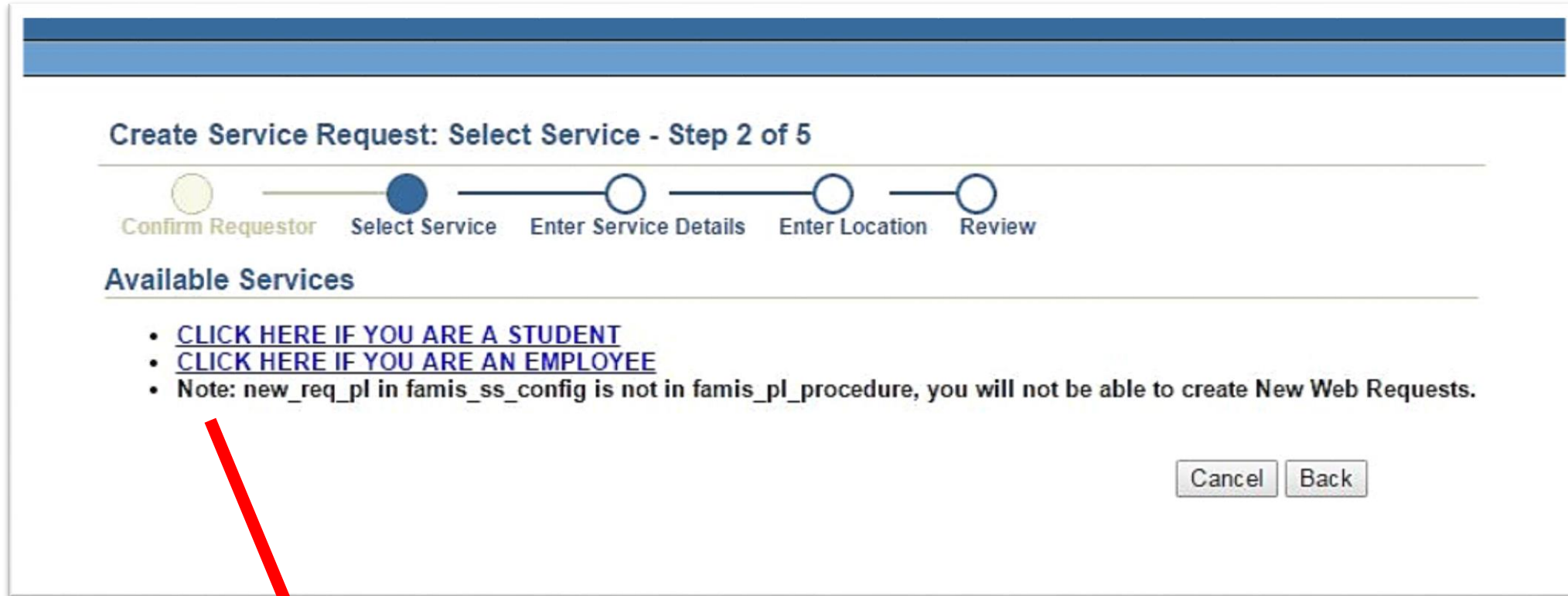
Name

Phone

Cancel

Next

Select if you are a student or an employee



Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Available Services

- [CLICK HERE IF YOU ARE A STUDENT](#)
- [CLICK HERE IF YOU ARE AN EMPLOYEE](#)
- Note: new_req_pl in famis_ss_config is not in famis_pl_procedure, you will not be able to create New Web Requests.

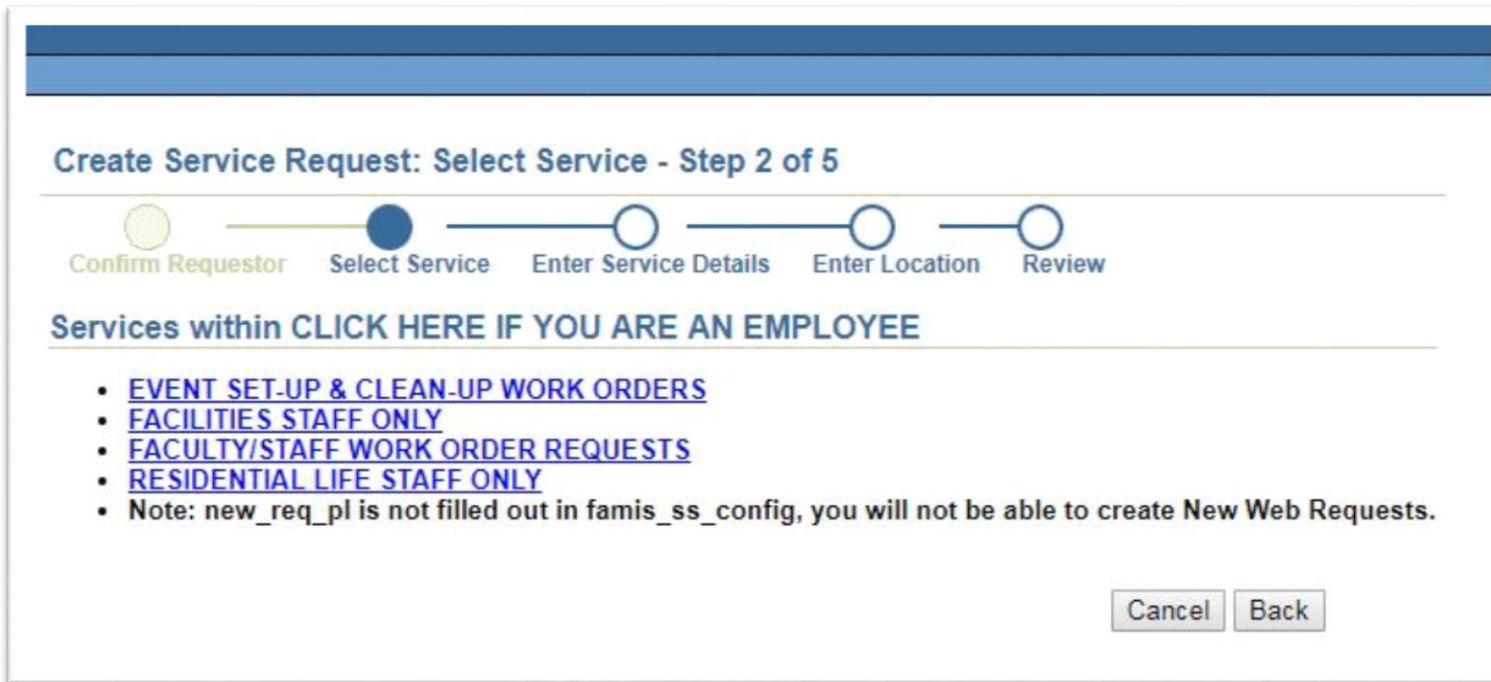
Cancel Back

** You may ignore this note when it appears*

Select the category for the type of work order you are submitting

Employee Options

- As an employee, you will need to select from an additional group of categories. Please be advised that several departments have their own service request platform. If you do not fall into one of these departments, you should select, “Faculty/Staff Work Order Requests.”
- This is also where you can select to submit a service request for special events. If you are requesting set-up or clean-up for an event, you should select this option.



The screenshot shows a web form titled "Create Service Request: Select Service - Step 2 of 5". At the top, there is a progress bar with five steps: "Confirm Requestor" (yellow circle), "Select Service" (blue circle), "Enter Service Details" (white circle), "Enter Location" (white circle), and "Review" (white circle). Below the progress bar, the text "Services within CLICK HERE IF YOU ARE AN EMPLOYEE" is displayed. Underneath, there is a list of service categories with blue underlined links: "EVENT SET-UP & CLEAN-UP WORK ORDERS", "FACILITIES STAFF ONLY", "FACULTY/STAFF WORK ORDER REQUESTS", and "RESIDENTIAL LIFE STAFF ONLY". A note follows: "Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests." At the bottom right, there are two buttons: "Cancel" and "Back".

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within [CLICK HERE IF YOU ARE AN EMPLOYEE](#)

- [EVENT SET-UP & CLEAN-UP WORK ORDERS](#)
- [FACILITIES STAFF ONLY](#)
- [FACULTY/STAFF WORK ORDER REQUESTS](#)
- [RESIDENTIAL LIFE STAFF ONLY](#)

Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests.

Cancel Back

Select the category for the type of work order you are submitting

Employee Options

- Once you have selected the type of service you are requesting, you will be required to select from a sub-set of service categories

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within: [CLICK HERE IF YOU ARE AN EMPLOYEE - FACULTY/STAFF WORK ORDER REQUESTS](#)

- [BUILDING MAINTENANCE/REPAIR](#)
- [DEPARTMENT REQUESTED WORK ORDER \(SPECIAL SERVICE\)](#)
- [REPORT A PEST PROBLEM](#)
- [REPORT STUDENT DAMAGE](#)
- [REQUEST AN ESTIMATE](#)
- [REQUEST FOR KEYS](#)

Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests.

Cancel Back

REQUEST AN ESTIMATE

Use this to request an estimate for work. For example, you would like to know how much it would cost to paint an office or build shelves, etc. A budget code *will* be required.

BUILDING MAINTENANCE/REPAIR WORK ORDER

Use this for repairs or maintenance to the building. For example, overflowing toilets. A budget code will not be required.

PEST CONTROL REQUEST

Use this to report pest activity. For example, bees, ants, or mice. A budget code will not be required.

REQUEST FOR KEYS

Use this to report request keys. For example, new employees or student lab keys. A budget code *will* be required.

DEPARTMENT REQUESTED WORK ORDER (SPECIAL SERVICE)

Use this to request a special department request. For example, furniture moves, wall hangings, painting, etc. A budget code *will* be required.

Select the category for the type of work order you are submitting

Student Options

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within [CLICK HERE IF YOU ARE A STUDENT](#)

- [REPORT A PEST PROBLEM](#)
- [REPORT STUDENT DAMAGE](#)
- [REQUEST MAINTENANCE/REPAIR](#)
- Note: new_req_pl in famis_ss_config is not in famis_pl_procedure, you will not be able to create New Web Requests.

Cancel Back

- Once you select the appropriate category, you will be prompted to re-confirm that type of service request.

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within: [CLICK HERE IF YOU ARE A STUDENT - REQUEST MAINTENANCE/REPAIR](#)

- [REQUEST MAINTENANCE/REPAIR](#)
- Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests.

Cancel Back

Fill out the work description. Once you have completed the work description click “next.”

Students

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor

Select Service

Enter Service Details

Enter Location

Review

Work Description

Work Title

STUDENT REQUESTED MAINTENANCE/REPAIR*

Description of Work

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date

mm/dd/yyyy

Latest Completion Date

mm/dd/yyyy

Dates/Times Work Cannot be Done in Location

e.g. Mon & Fri 8am - 10am

Cancel

Back

Next

Fill out the work description. Once you have completed the work description click “next.”

Employees

- Depending on the type of request you have selected, you may be asked for a budget code. Please provide a department budget code when applicable. This includes requests for keys, special department requests, and special events.

Be sure to provide dates! Indicate the earliest date work can begin and the latest date in which it can be completed. Please provide at least 24-hour advance notice.

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

Sel	Cost Center *	Account *	Pct
<input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location

Cancel Back Next

Cost Center Breakdown

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

Sel	Cost Center *	Account *	Pct
<input checked="" type="radio"/>	99999	999	100
<input type="radio"/>			
<input type="radio"/>			

Work Description

Work Title SPECIAL SERVICE WORK ORDER *

Description of Work
Use this to request a special department request. For example, furniture moves, wall hangings, painting, etc.
To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date 11/10/2016 mm/dd/yyyy

Latest Completion Date 11/18/2016 mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

Cancel Back Next

- The cost center is your budget origin (5-digit code)
- The account is your 3-digit expense line
- The PCT is the percentage of the cost you want applied to the work order. This is typically 100% unless you wish to split the total cost between multiple budget codes. (see next page for example).

Cost Center Breakdown

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor

Select Service

Enter Service Details

Enter Location

Review

Account

Sel	Cost Center *	Account *	Pct
<input checked="" type="radio"/>	99999	999	50
<input type="radio"/>	77777	777	50
<input type="radio"/>			

Work Description

Work Title

SPECIAL SERVICE WORK ORDER *

Description of Work

Use this to request a special department request. For example, furniture moves, wall hangings, painting, etc.
To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date

11/10/2016 mm/dd/yyyy

Latest Completion Date

11/18/2016 mm/dd/yyyy

Dates/Times Work Cannot be Done in Location

e.g. Mon & Fri 8am - 10am

Cancel

Back

Next

- Dividing the total cost of the work order between several budget codes is easy. Simply list the budget codes you want charged, and determine the percentage of the total cost that each budget code should be charged. You can only divide the work order between up to three different budget codes.
- The example shown here demonstrates the total cost of a work order being split evenly between two budget codes.

After you have submitted your work plan you will be asked to re-confirm the location one final time. This is an important confirmation to make especially when submitting multiple work orders consecutively. Once you have confirmed, click “next.”

The screenshot shows a web form titled "Create Service Request: Enter Location - Step 4 of 5". At the top, there is a progress bar with five steps: "Confirm Requestor", "Select Service", "Enter Service Details", "Enter Location", and "Review". The "Enter Location" step is currently active, indicated by a blue circle, while the others are greyed out. Below the progress bar, there are four input fields arranged in a 2x2 grid. The first row contains "Site" with the value "COLGATE" and a required field asterisk, and "Building" with the value "ALUM". The second row contains "Floor" with the value "4" and "Room" with the value "410". At the bottom of the form, there are three buttons: "Cancel", "Back", and "Next".

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Site COLGATE* Building ALUM

Floor 4 Room 410

Cancel Back Next

You will be given one more chance to review your service request. Once you are ready to submit, select “finish.”

Create Service Request: Review - Step 5 of 5

Confirm RequestorSelect ServiceEnter Service DetailsEnter LocationReview

Requestor Information

Requester NameSAMPLE NAMERequester Phone5555

Requestor DeptB&GRequestor EmailSAMPLE@colgate.edu

Alt Requester NameAlt Requester Phone

Service Description

Earliest Start Date10/25/2016Latest Completion Date10/30/2016

Blackout Dates and TimesWork TitleDOOR DIFFICULT TO OPEN AND CLOSE

DescriptionThe exterior entrance door to the building is difficult to open and close.

Location

SiteCOLGATEBuildingALUM

FloorRoom

Cancel

Finish

You will receive your confirmation number. You will also receive an email notification each time there is a status update as it relates to your service request. It is important to retain this “SR” number for your records. If any additional follow-up is needed, Facilities will request that you provide us with this number. You may also receive more than one service request number for the same work order. If more than one trade is needed, a separate service request will be placed with the identical name.

Create Service Request

Your Facilities Work Request (SR219933) was submitted on 11/02/2016.

Requestor Information

Requester Name	SAMPLE NAME	Requestor Phone	5555
Requestor Dept	BG	Requestor Email	SAMPLE@colgate.edu
Alt Requester Name		Alt Requestor Phone	

Service Description

Earliest Start Date	11/02/2016	Latest Completion Date	11/03/2016
Blackout Dates and Times		Work Title	DOOR WILL NOT CLOSE
Description	The exterior door to the building is not closing properly		

Location

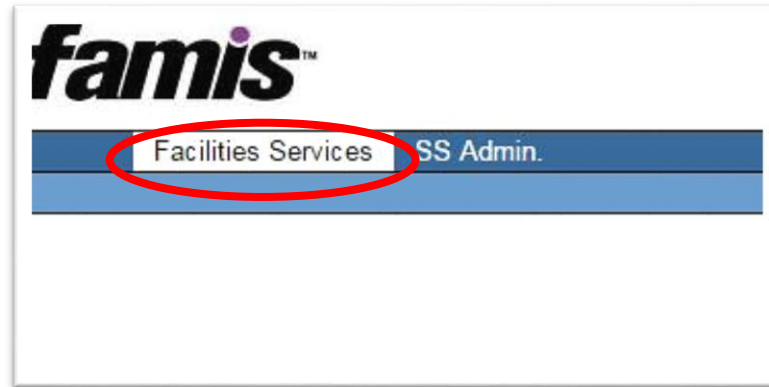
Site	COLGATE	Building	LAWR
Floor	1	Room	ENTR

Go Back to Service Requests

For Employees Only:

How to search for an existing service request

To search for a history of your service requests, go back to the main page by clicking “Facilities Services” in the upper left hand corner.



For Employees Only:

How to search for an existing service request

Select the building that you want to search. Once you select the building you, can click “Service Requests” without selecting the floor and room. That will ensure you receive a full history report for that building.

COLGATE - Default site	
7 O	SEVEN OAKS CLUB HOUSE
7 O GOLF	SEVEN OAKS GOLF COURSE
7 O MAINT	SEVEN OAKS MAINTENANCE
7 O PRO	SEVEN OAKS PRO SHOP
ALUM	ALUMNI HALL
AN KE	KERR STADIUM
ANDR	ANDREWS HALL
ART	SCHUPF STUDIO ARTS CENTER
ATH FI	ATHLETIC FIELDS
BAR	BARGE CANAL COMPANY
BASEC	BASECAMP
BEATTIE	BEATTIE RESERVE
BEW APT	BEWKES APARTMENTS
BEW CONF	BEWKES CONFERENCE
BEW COTT	BEWKES COTTAGE
BKSTORE	BOOKSTORE
BO HS	BOAT HOUSE
BO LA	BOWLING LANES
BRIG	BRIGHAM

BROAD ST 66	
No Image available	Site ID COLGATE
	Building ID BRO 66
	Address
	Contact
	Floors
	1 FIRST FLOOR
	2 SECOND FLOOR
	3 THIRD FLOOR
	B BASEMENT FLOOR
	R ROOF
Service Requests	Department

For Employees Only:

How to search for an existing service request

Click “Advanced Search” to enter your search criteria.

Display Service Requests

Search

Search [Advanced Search](#)

Results

Request Number	Phase	Work Order	Request Description	Status	Conv	Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered

For Employees Only:

How to search for an existing service request

Enter your search criteria, then click “Execute Query”.

Display Service Requests

Advanced Search

Request Number

Request Number

Criteria

Requestor Name (For wildcard searches use % (e.g., %SMITH)).

Funding Type ☒ Customer-Funded ☒ Facilities-Funded (Please select at least one.)

Status ☒ Open ☒ Closed (Please select at least one.)

Request Type ☒ Web Requests ☒ Projects ☒ Service Request ☒ PMs (Please select at least one.)

Location Information

Site

Building

Floor

Room

Date Entered From To mm/dd/yyyy

For Employees Only:

How to search for an existing service request

All service request history matching your search criteria will appear. You can click on the “Request Number” to review a complete description of the service request. This may be a helpful tool to check to see if others in your building have already reported a work order, for example, that a door will not secure or a toilet is overflowing.

Display Service Requests

Search

Search [Advanced Search](#)

Results

Request Number	Phase	Work Order	Request Description	Status	Conv Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered
SR219937			CUSTODIAL REPORTED STUDENT DAMAGE	REQUESTED		MKANE		WEB REQ	COLGATE	ANDR - ANDREWS HALL	11/03/2016
SR219930			SPECIAL SERVICE WORK ORDER	REQUESTED		SAMPLE NAME		WEB REQ	COLGATE	ANDR - ANDREWS HALL	11/02/2016