



TEXAS

The University of Texas at Austin
Facilities Services

FAMIS ADMIN BASICS: PART 1

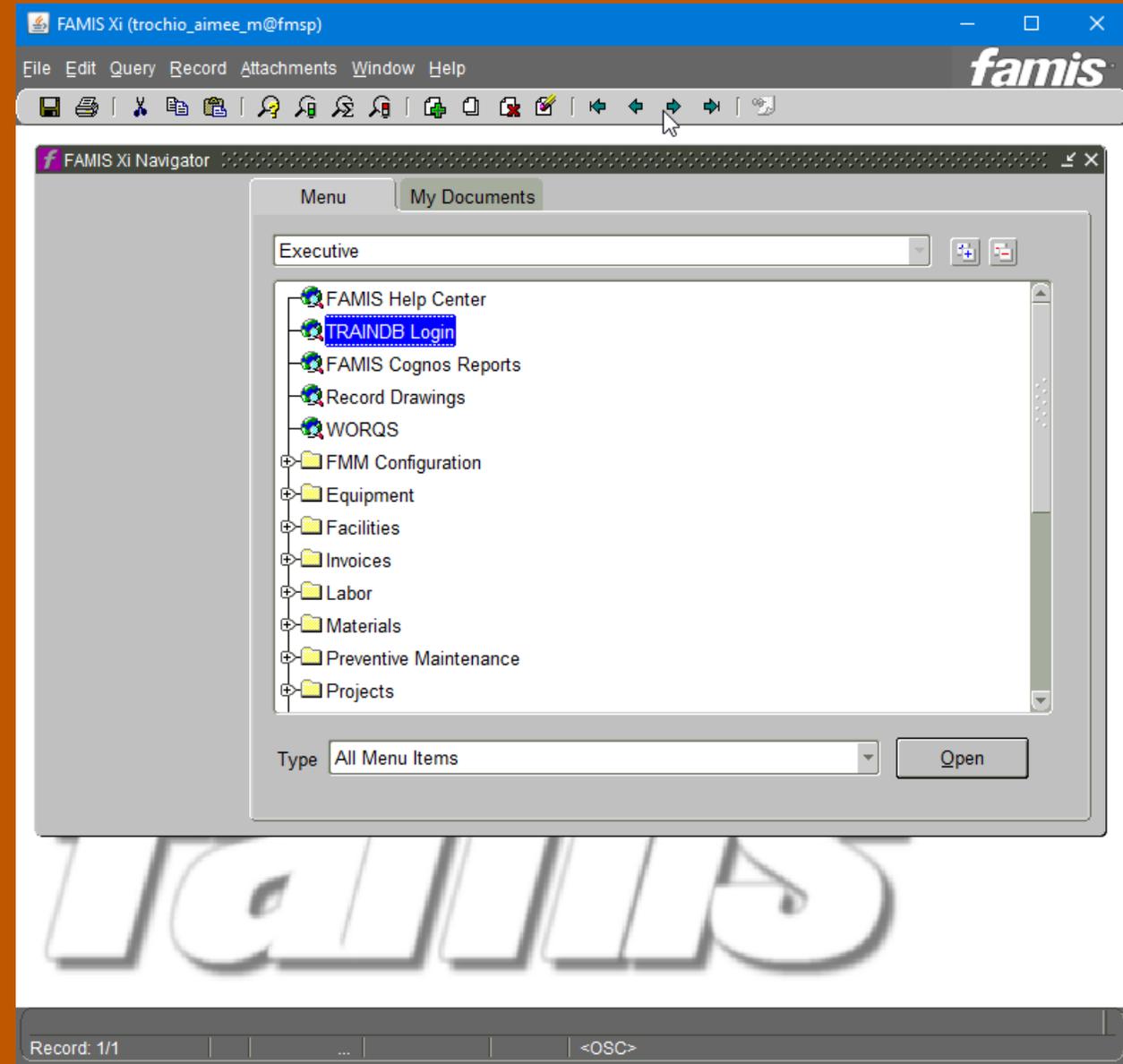
TRAINER: MARK SMYTH

The University of Texas at Austin

DURATION: Approx. 90 minutes

CREATED: March 2020

LAST EDITED: May 28, 2020





Course Objectives

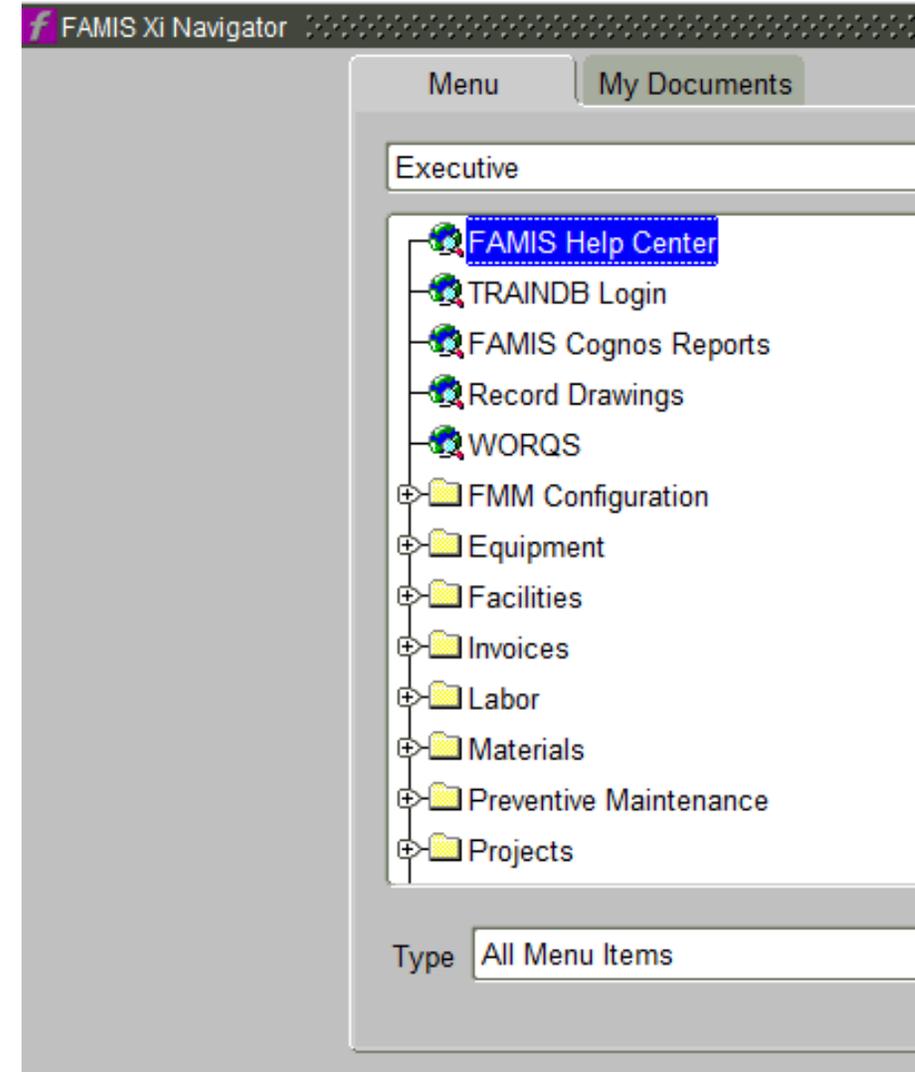
At the end of the course you will be able to:

- Recall the main steps in the work order process, and how using FAMIS drives that process
- Access FAMIS and the FAMIS TrainDB
- Navigate FAMIS and identify items on the FAMIS interface
- Perform a query in FAMIS using wild cards
- Find FAMIS resources and get help

Course Overview

This course is designed to provide basic training and resources for all Facilities Services employees who use FAMIS in administrative roles, including:

- crew supervisors and assistant supervisors
- crew leaders
- planner/schedulers
- administrative assistants

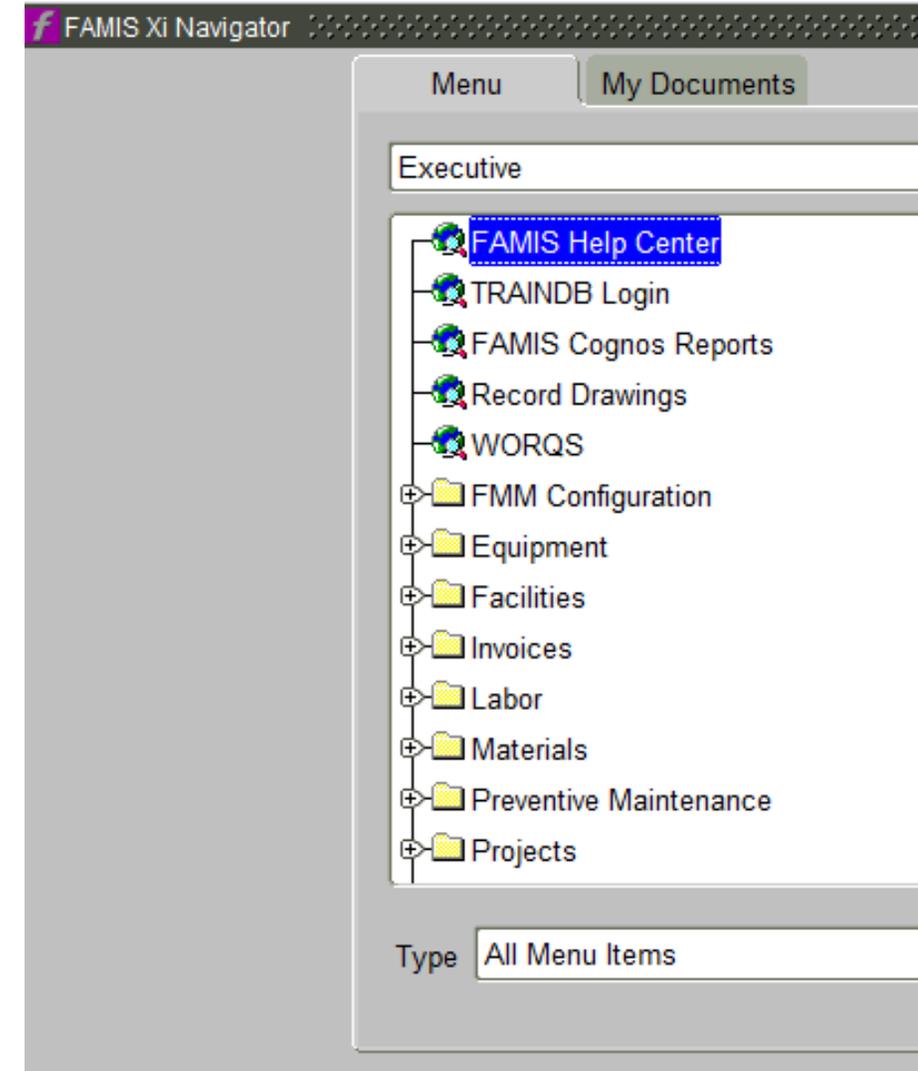




Course Agenda

1. FAMIS and the Work Order Process

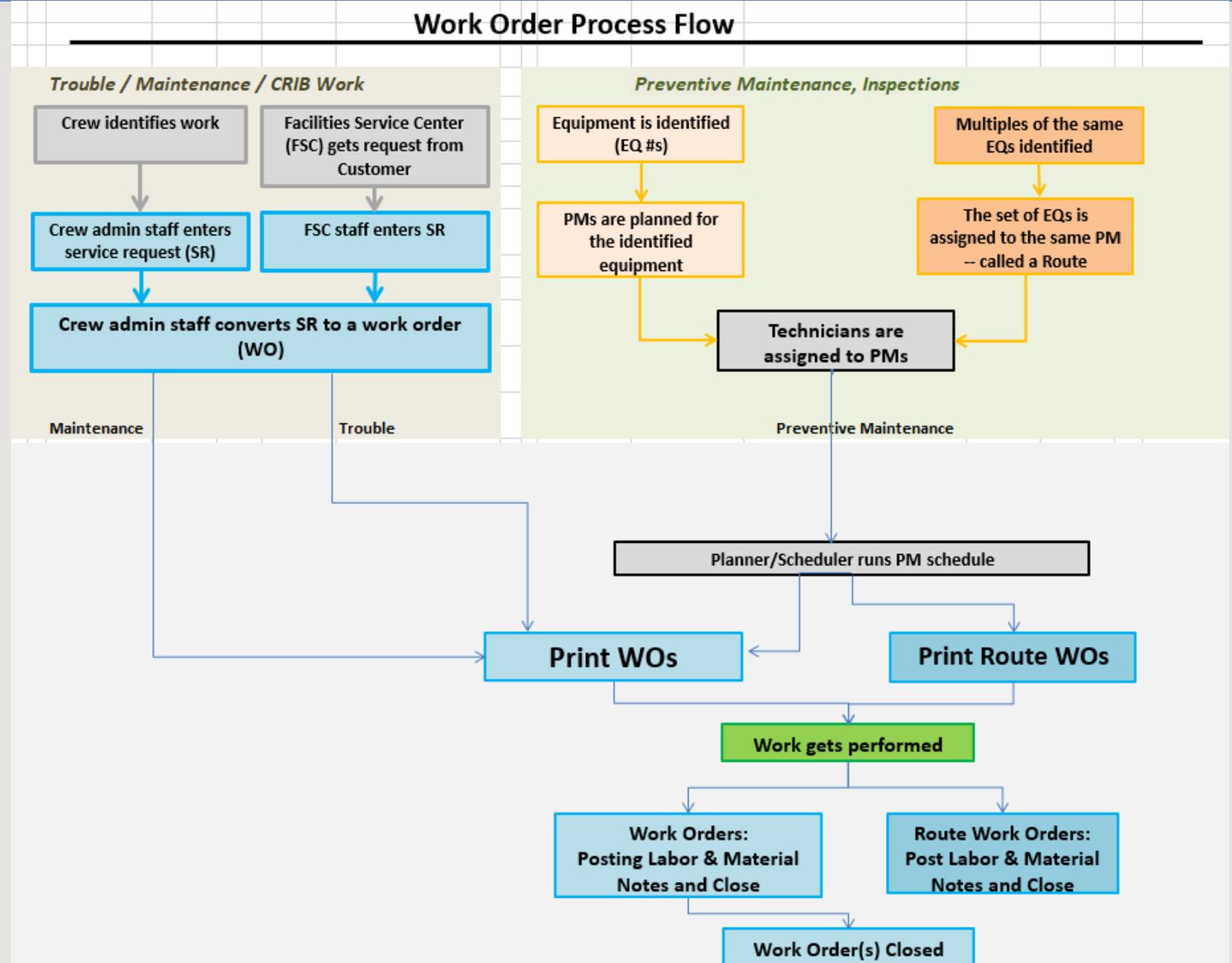
2. Getting Started with FAMIS
 - a. Access FAMIS and TRAINDB
 - b. Navigate FAMIS
 - c. Add Quickpick Buttons
 - d. Use Queries
 - e. Log Out of FAMIS
 - f. Resources and help





FAMIS AND THE WORK ORDER PROCESS

Work Order Process: Overview

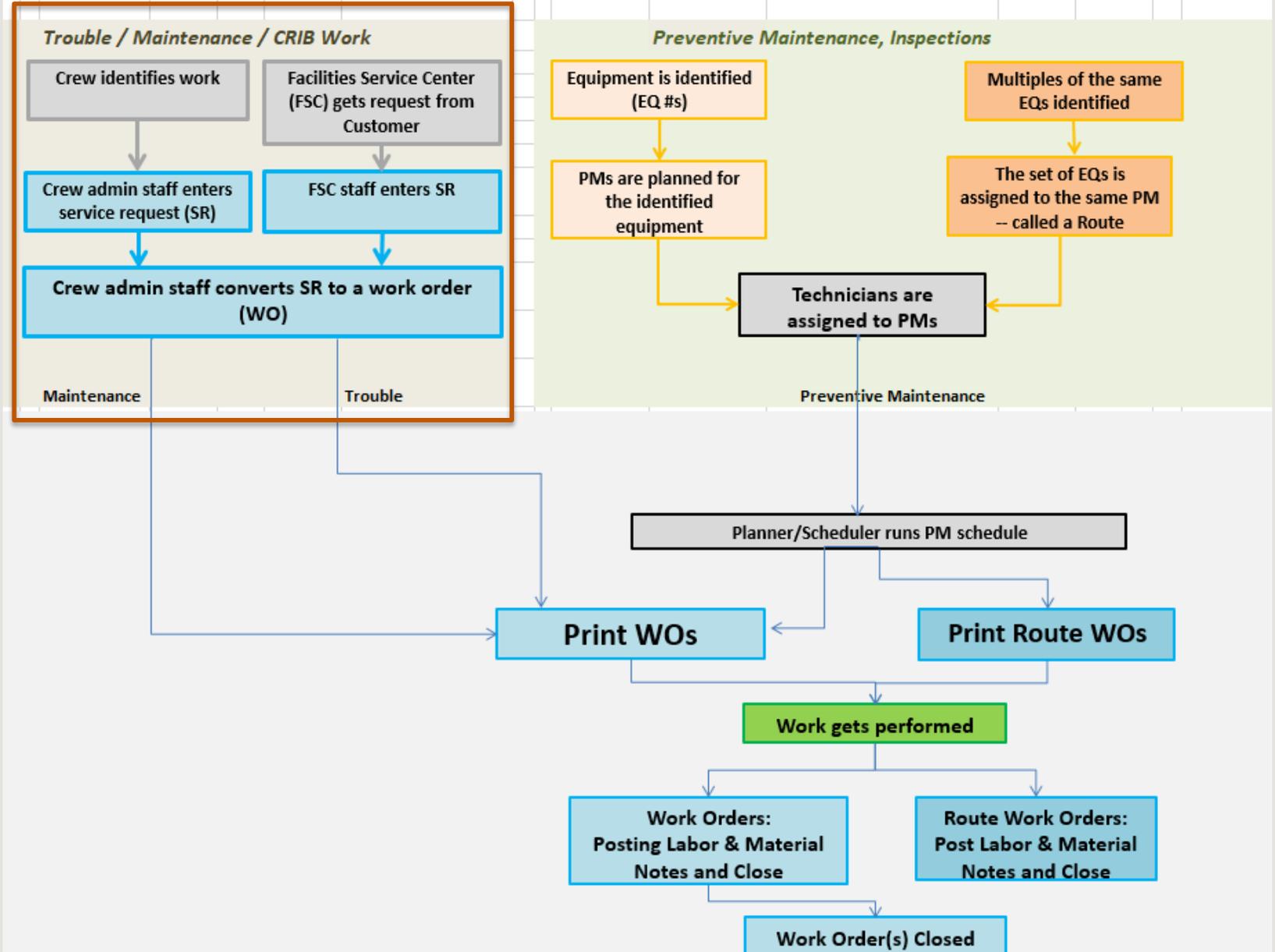


Work Order Process:

Work comes in from different teams:

1. PM's
2. Facilities Service Center (FSC)
3. Our crew technicians
4. PMCS projects

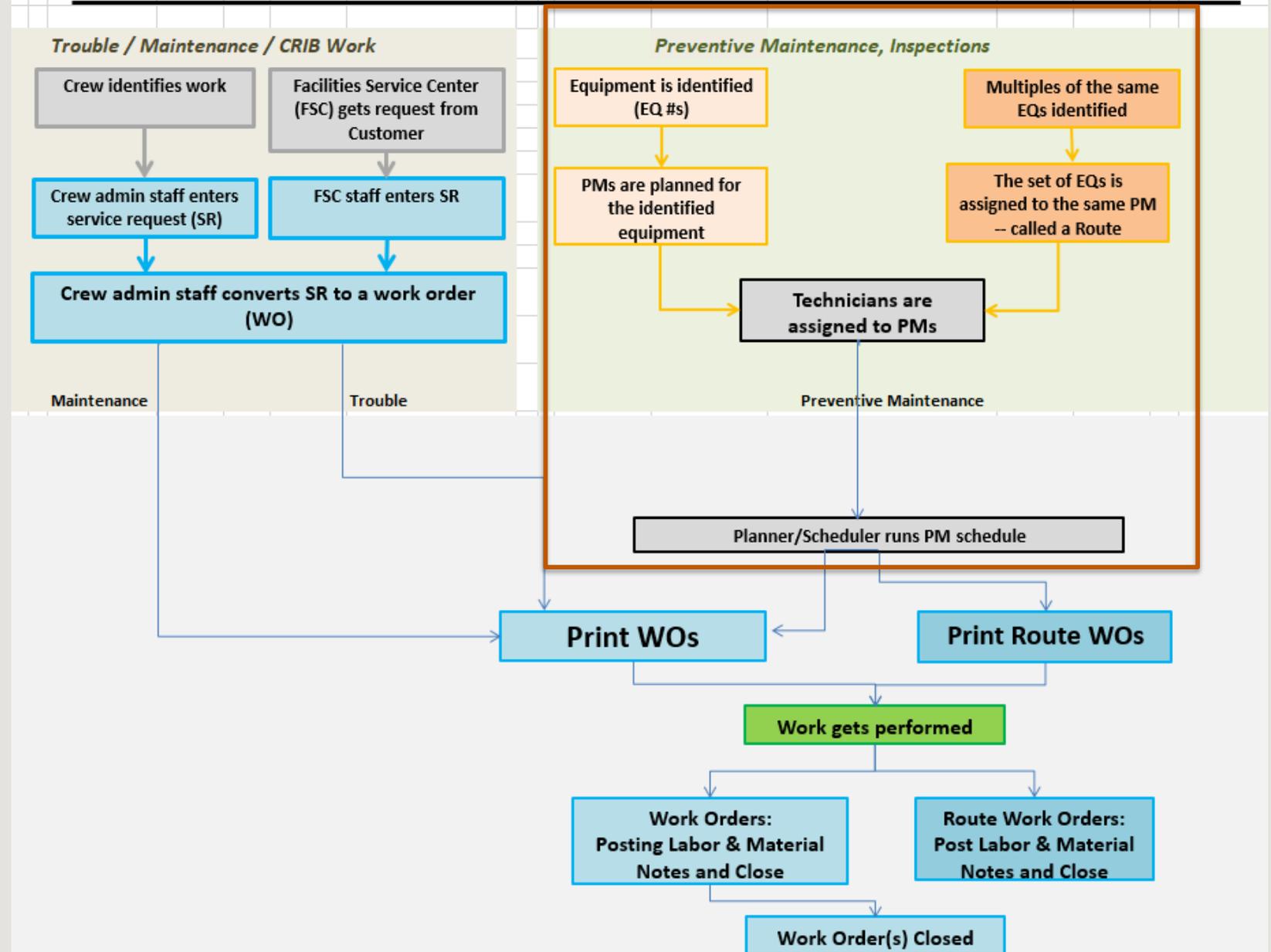
Work Order Process Flow



Work Order Process:

Preventive maintenance (PM) work orders are generated by the Planner/Schedulers.

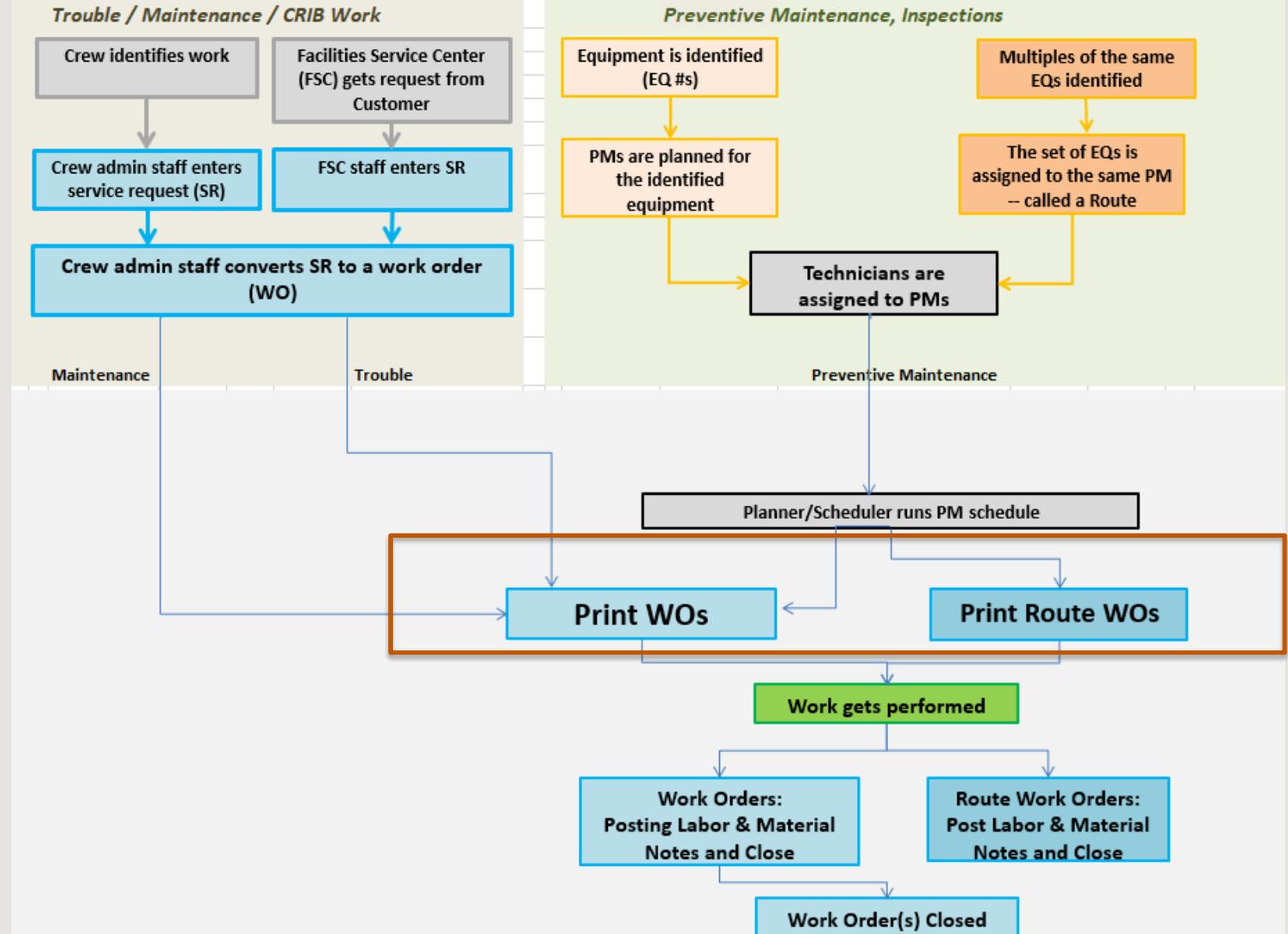
Work Order Process Flow





Work Order Process: Printing and handing out work orders

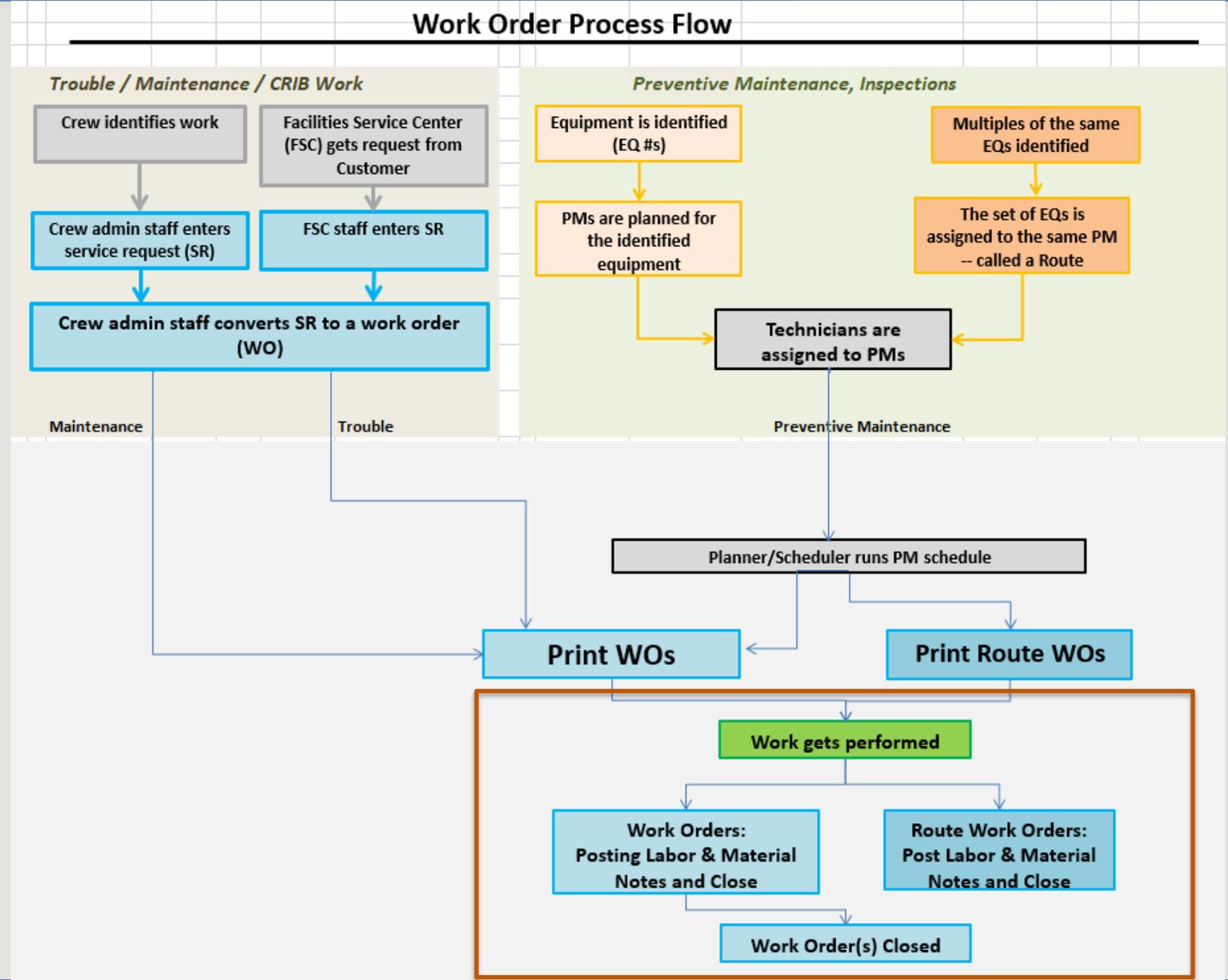
Work Order Process Flow



Work Order Process:

As work gets performed by technicians, update work orders daily, especially labor entry.

Close work orders promptly.





GETTING STARTED WITH FAMIS: ACCESS FAMIS AND FAMIS TRAINING DB

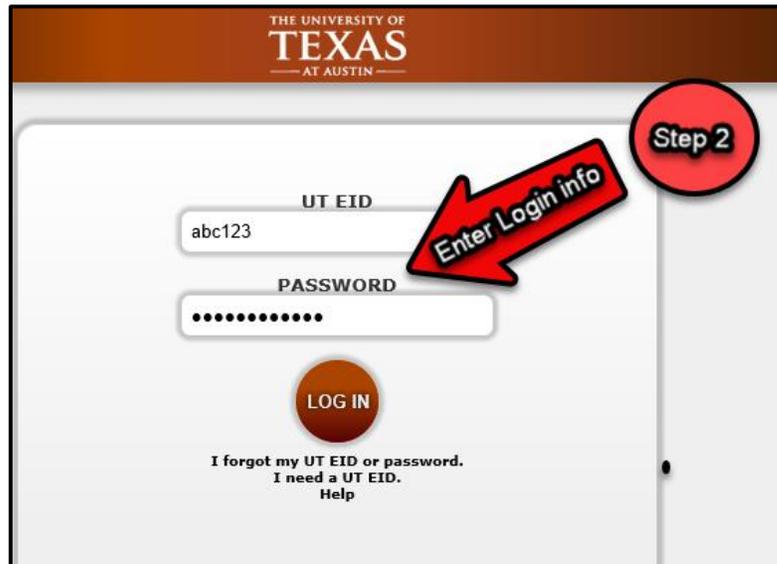
Accessing FAMIS

Step 1:
Use Internet Explorer.

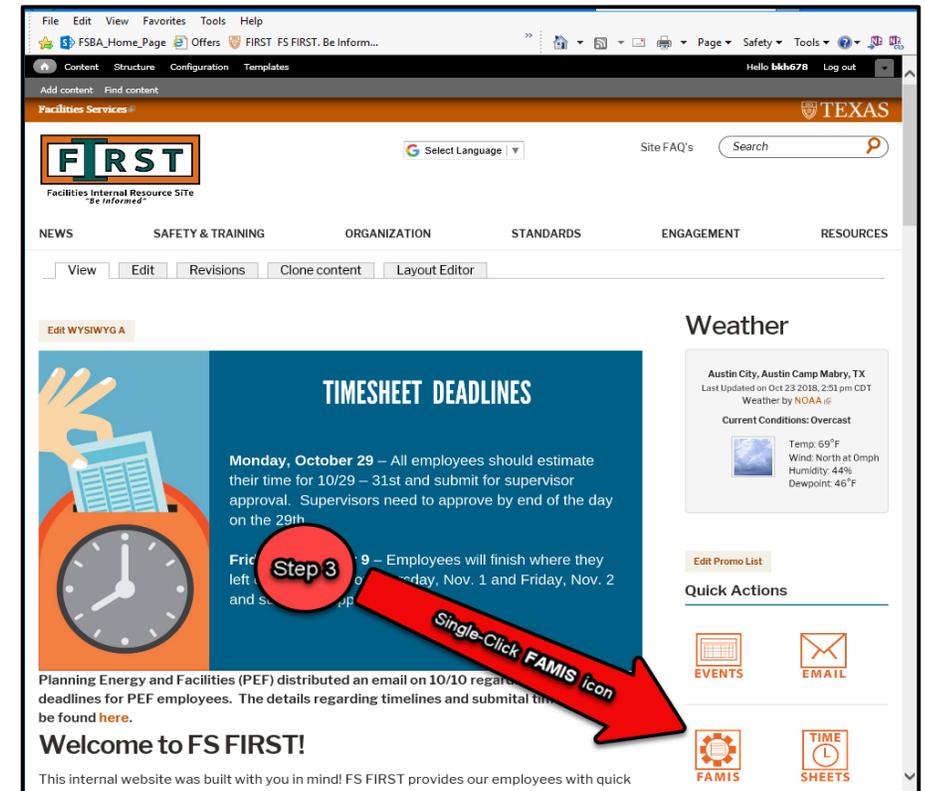
On your desktop, double-click
the FS First icon:



Step 2:
Enter your
UT EID and
password



Step 3: Click FAMIS icon



Accessing FAMIS

Dashboard / WORQS Home

FAMIS

Created by Valerie J Iannuccilli, last modified by Brian Keith Hennington on Nov 13, 2019

FAMIS Wiki

For Assistance Contact Us at worqs@austin.utexas.edu or at 512-232-5020

Login & Authorization for FAMIS

What you can do in FAMIS is determined by your assigned user role. We follow the principle of least privilege in granting FAMIS roles, which means that users are given the lowest level of access required to perform their essential job functions. The [FAMIS Role Authorization form](#) must be approved and signed by the authorizing director or assistant/associate director and emailed to worqs@austin.utexas.edu.

FAMIS Documentation

FAMIS, Facilities Services' work order and project management system, is extensively integrated with the university's mainframe applications. This comprehensive program has allowed us to improve our business processes, resulting in work orders and capital projects completed correctly, more efficiently and with higher customer satisfaction.

Desk Instructions (DIs)

Step-by-step, screen-by-screen guides show how to perform common tasks in FAMIS. We have recently begun compiling and publishing departmental DIs in addition to the generic FAMIS DIs. All DI documents are in PDF format and can be viewed through a web browser or downloaded to your computer.

Configuration Tables

Most FAMIS forms use lookup tables for the List of Values (LOV) buttons in FAMIS. This section provides details on frequently used picklists.

Additional Resources

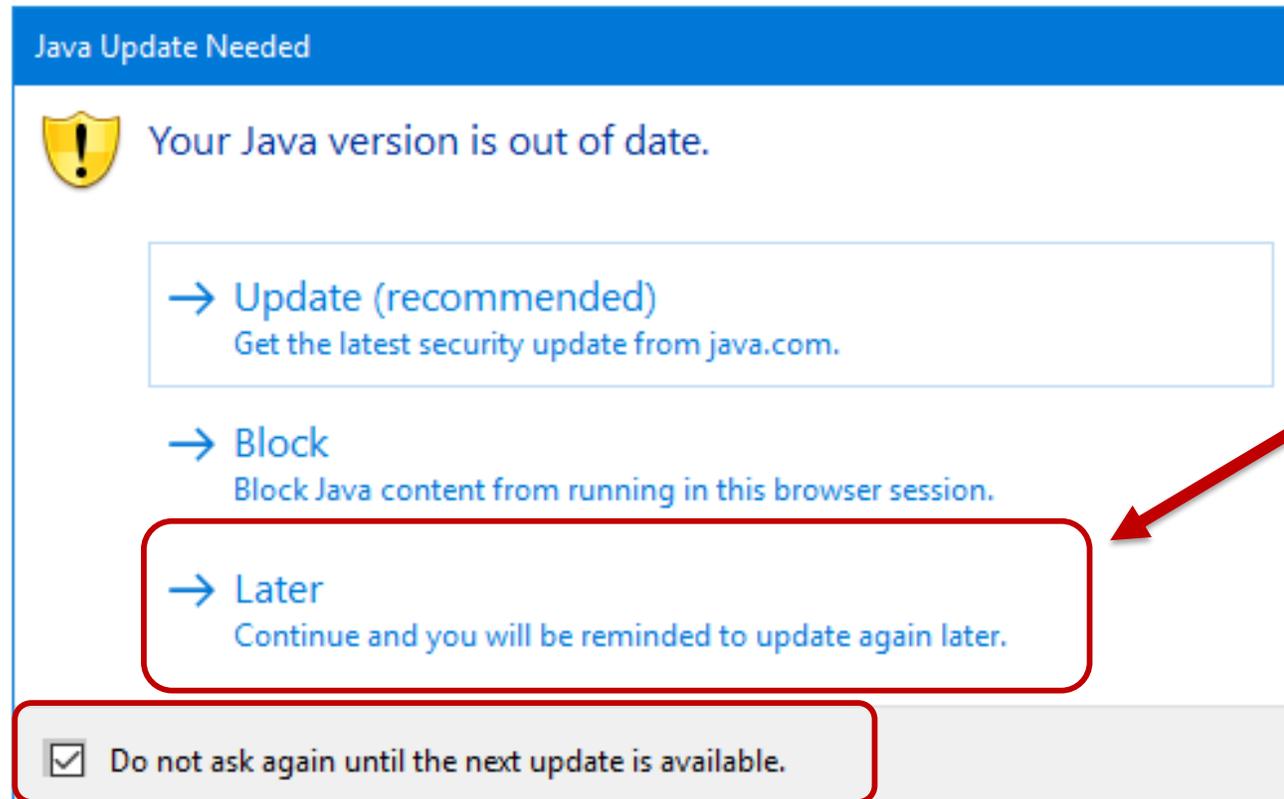
Quick Links

- **FAMIS**
- TRAIN
- WORQS
- WORQS Software Updates
- TABLEAU
- Space Updates
- VFA
- Cognos
- Campus Floor Plans
- Document Viewer

Step 4: Click FAMIS under Quick Links.

(You can also create a bookmark in your Internet Explorer browser to go straight to FAMIS.)

Accessing FAMIS



If you are told your Java version is out of date, continue by clicking the Later option.

Always choose LATER or CONTINUE.

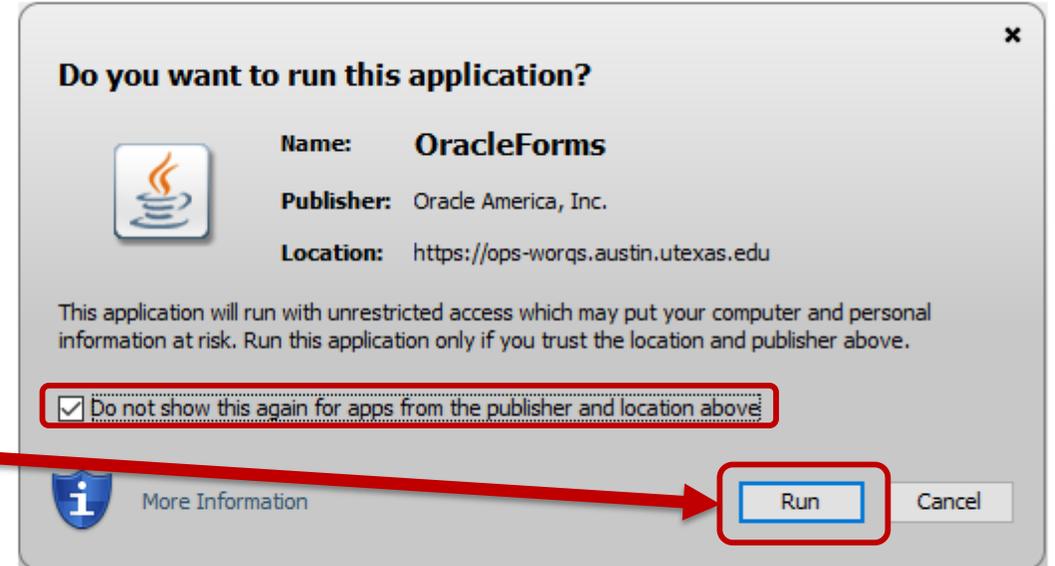
Also, check the "Do not ask again" selection box.



Accessing FAMIS

Click Run when asked to confirm that you want to run Java.

You may see more than one warning / confirmation pop-up. Click Run on all.



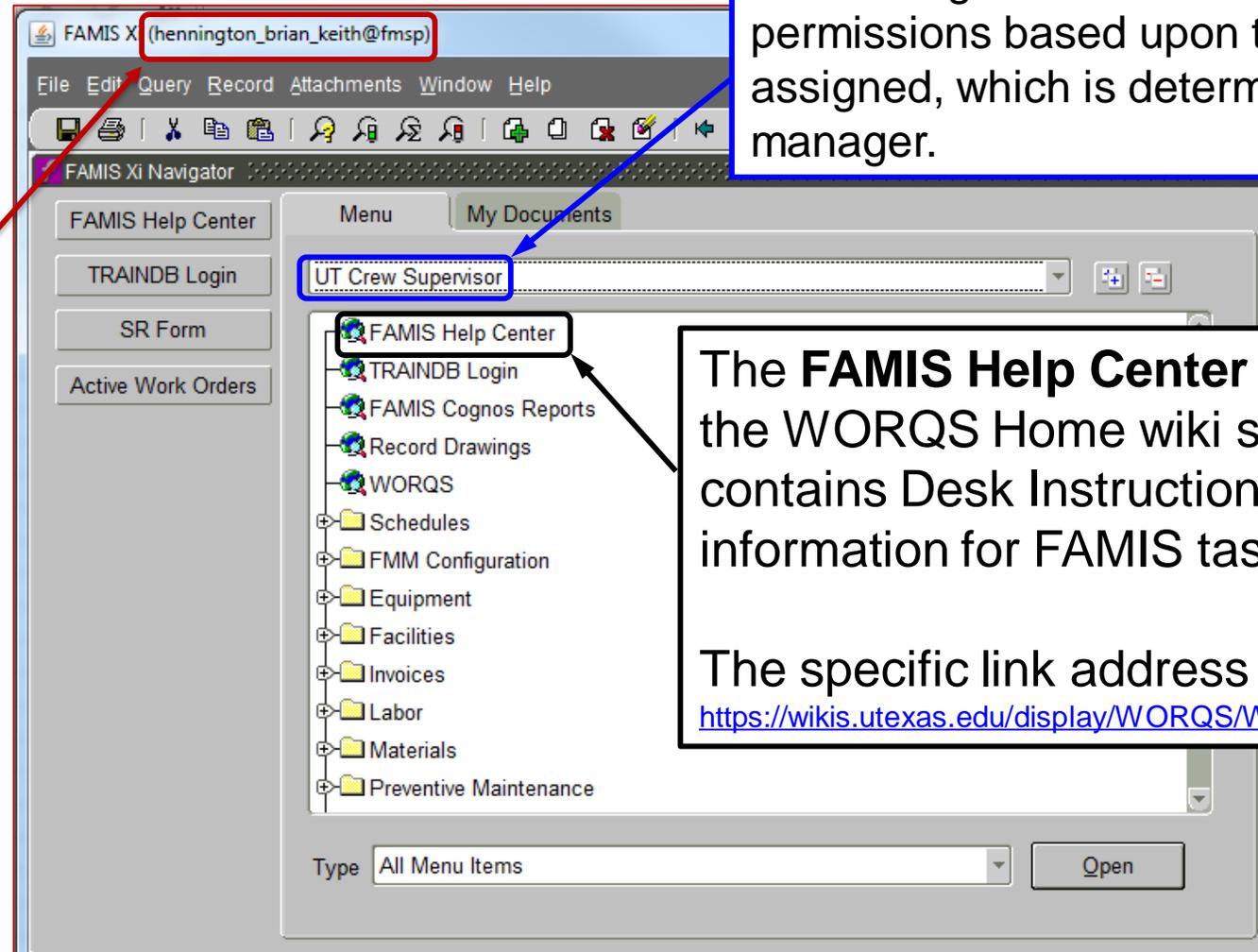
Main Screen of FAMIS

You'll know you're logged into the FAMIS production environment because:

Your user name and domain is located on the **FAMIS Xi** Title bar.

In this screen shot:
user name (Oracle ID) is **hennington_brian_keith**

domain is **fmsp**, which is the production environment.

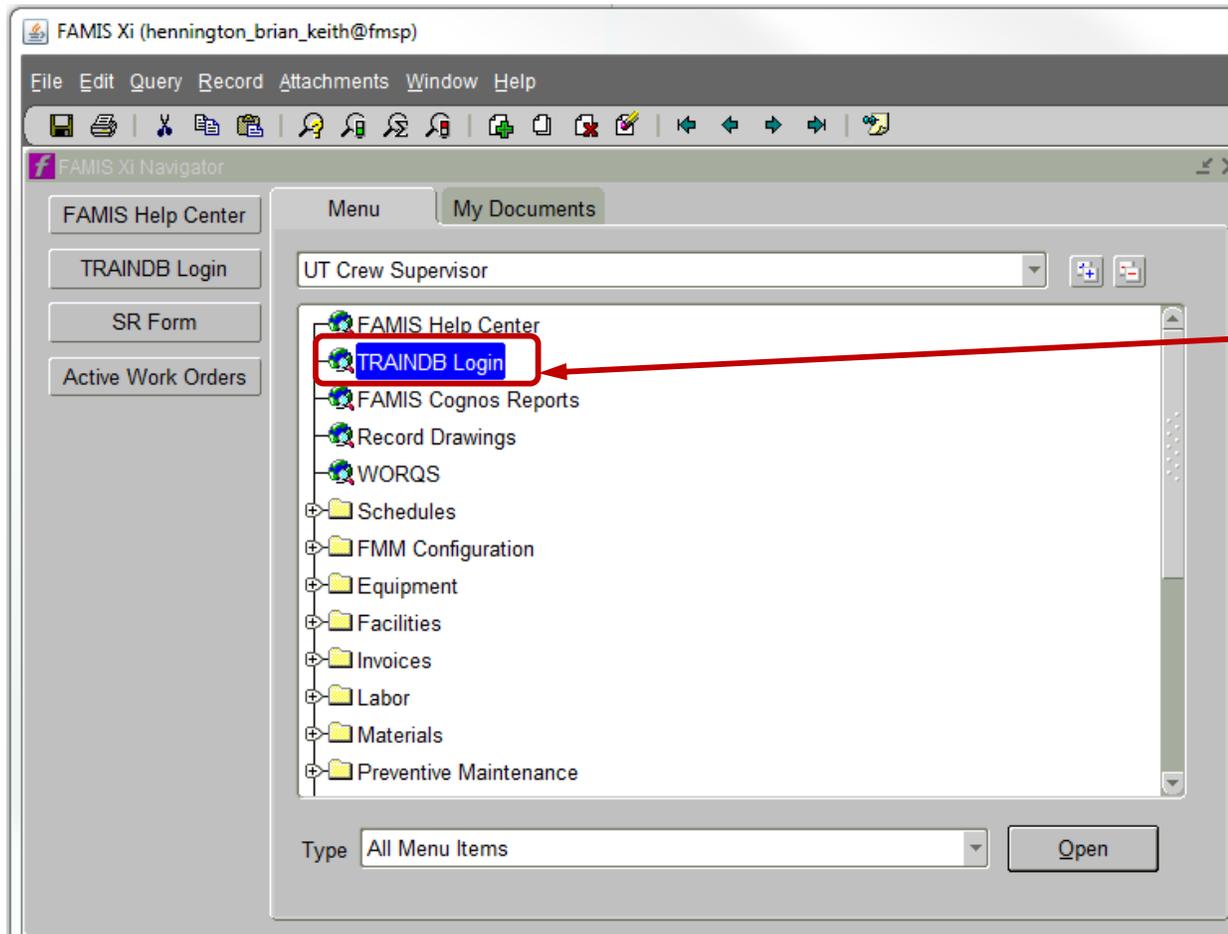


Each assigned role has unique permissions based upon the job duties assigned, which is determined by your manager.

The **FAMIS Help Center** is a link to the WORQS Home wiki site that contains Desk Instructions and useful information for FAMIS tasks.

The specific link address is:
<https://wikis.utexas.edu/display/WORQS/WORQS+Home>

FAMIS Training Database

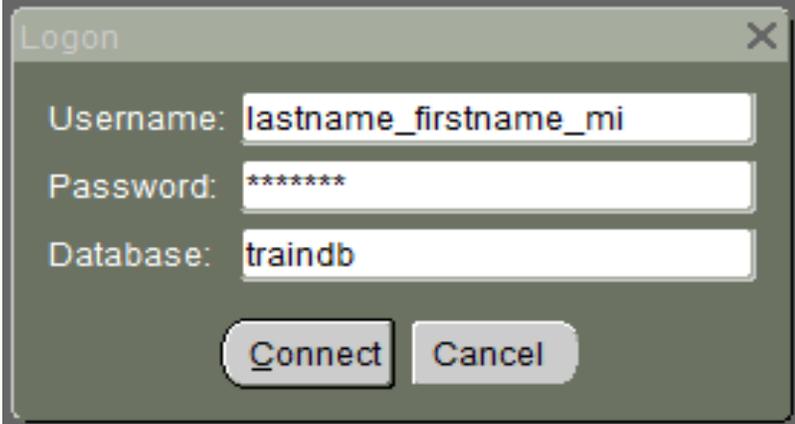


The **TRAINDB** is an ideal environment for practicing and learning how to interact with FAMIS while following desk instruction documentation.

TRAINDB is refreshed daily and contains production data from previous day.

To login into *FAMIS training database*, double-click the **“TRAINDB Login”** link.

Log on to FAMIS Training Database



Logon

Username: lastname_firstname_mi

Password: *****

Database: traindb

Connect Cancel

- 1) Enter your **Username (Oracle ID)**: Verify your username
- 2) Enter your **Password**: n0tpr0d
- 3) Enter the name of **Database**: traindb
- 4) Click the **Connect** button.

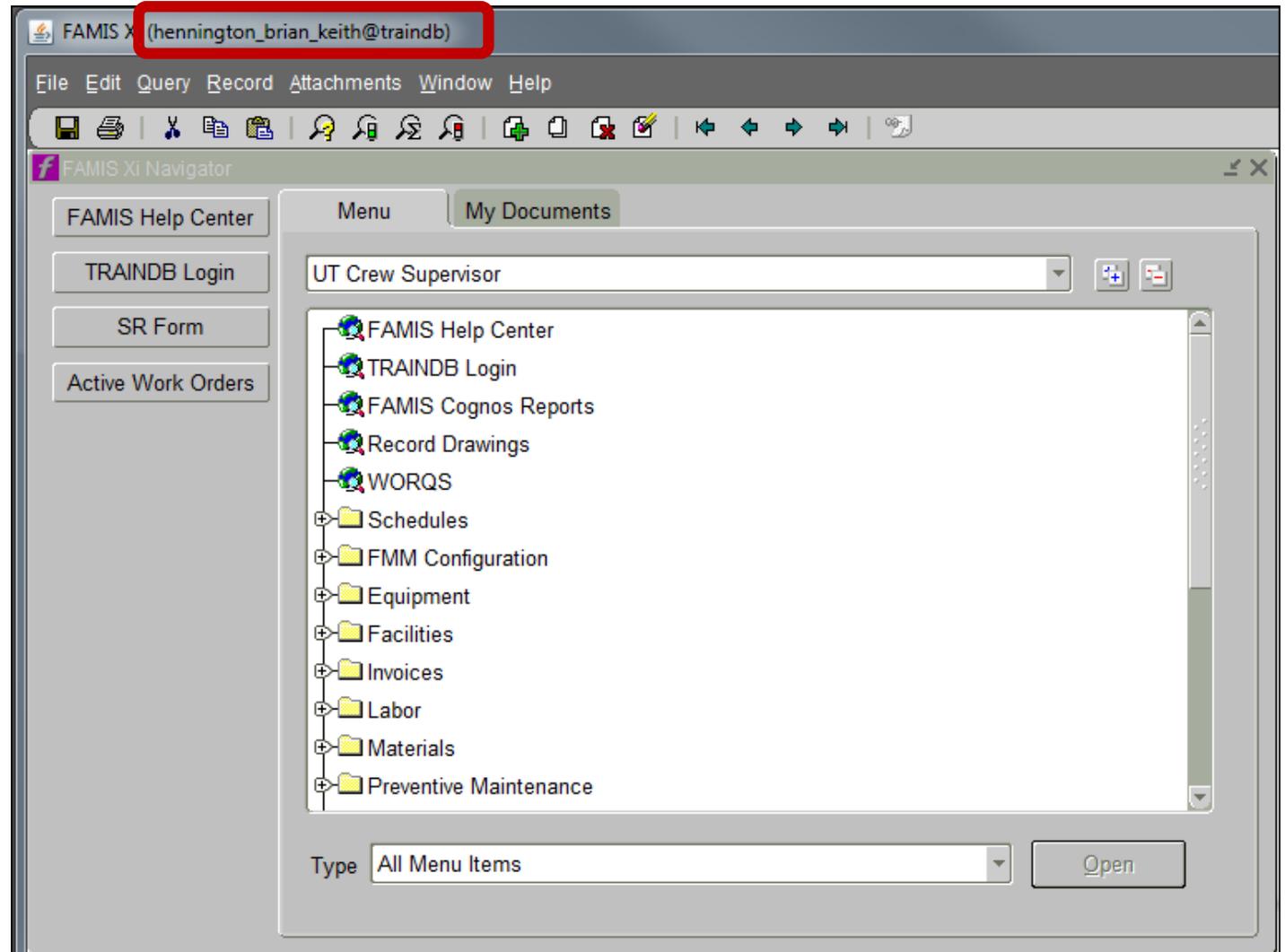
NOTE: Depending on how your username (Oracle ID) was created, some usernames contain the entire middle name (e.g. **hennington_brian_keith**). The password contains zeroes. Do not press the **Connect** button until you have completed all fields.

Logged In —FAMIS Training Database

You're now logged into the training (**traindb**) database system.

Your user name and domain is located on the **FAMIS Xi** Title bar the same as in the production environment.

It's extremely important to verify whether you're logged into the production (**FMSP**) or training (**TRAINDB**) database before entering data.

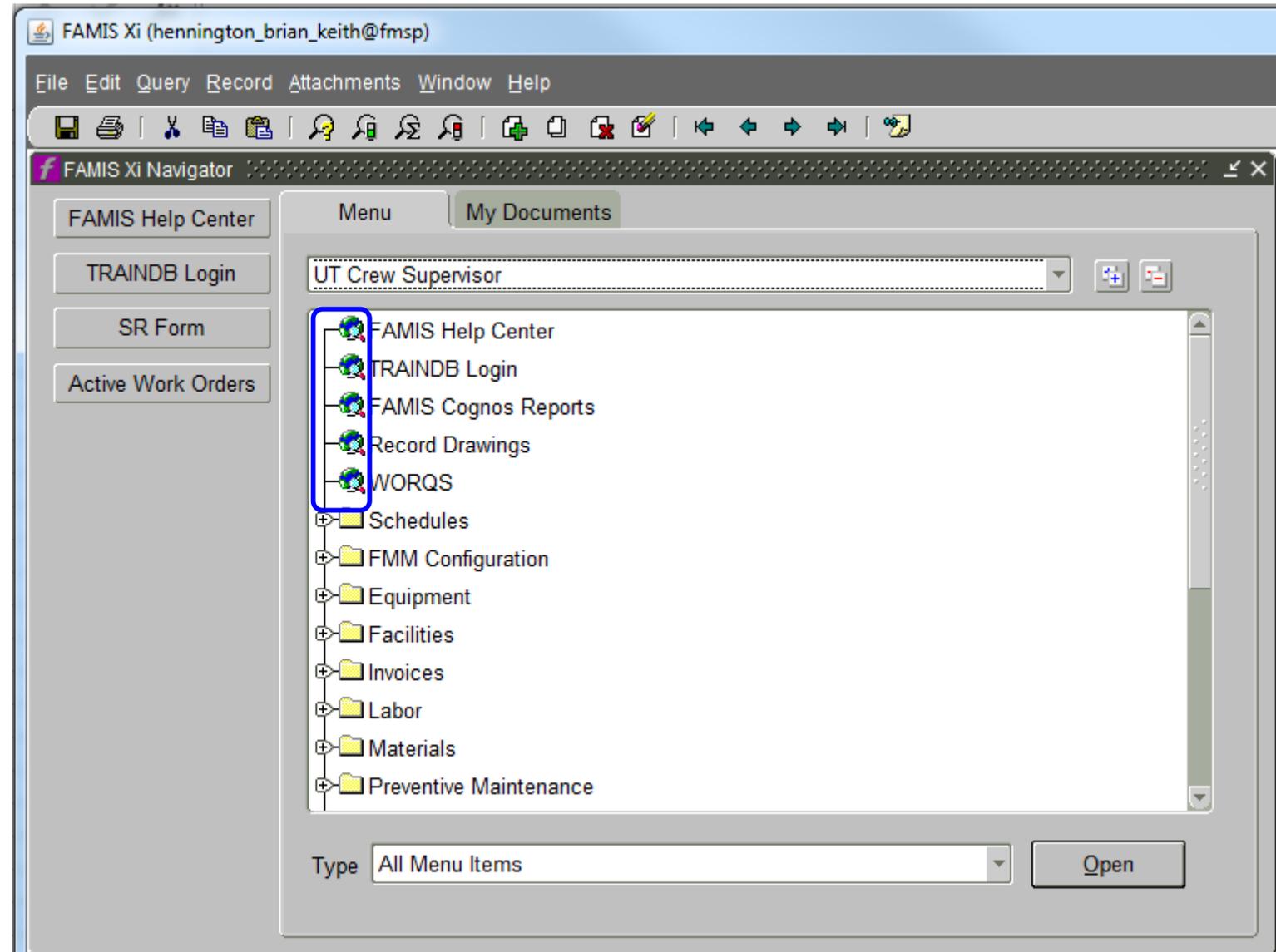




GETTING STARTED WITH FAMIS: FAMIS INTERFACE ICONS AND BUTTONS

Globe Icons

The **Globe** icons are simply links to websites you can access from within the Navigator main screen.

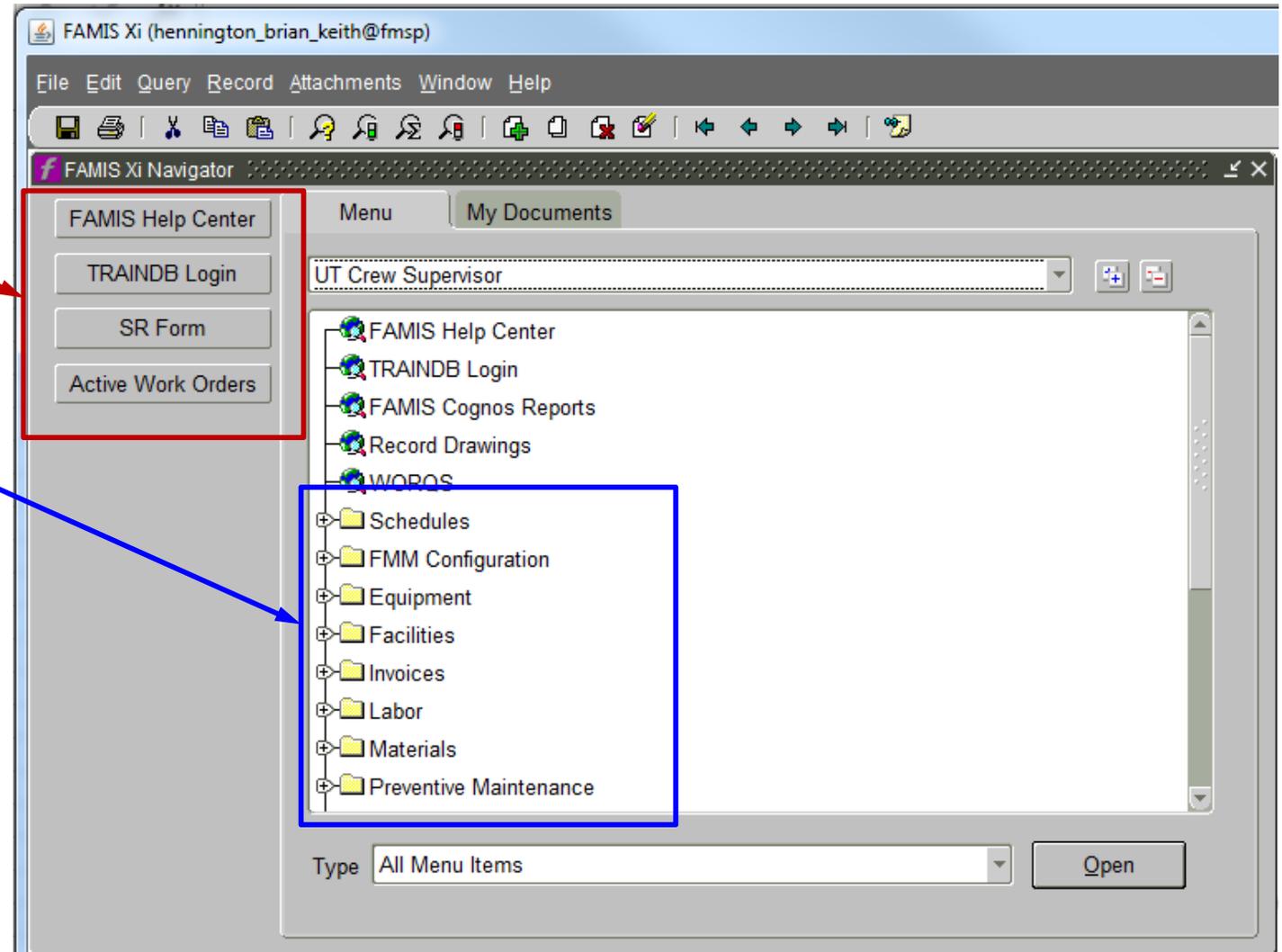


Quickpick Buttons and Folder Icons

Quickpick buttons are shortcuts to commonly performed tasks.

The **folder** icons can be expanded double-clicking the plus sign, or the **Name** of the folder.

Folders contain **Forms** and canned **Reports**.

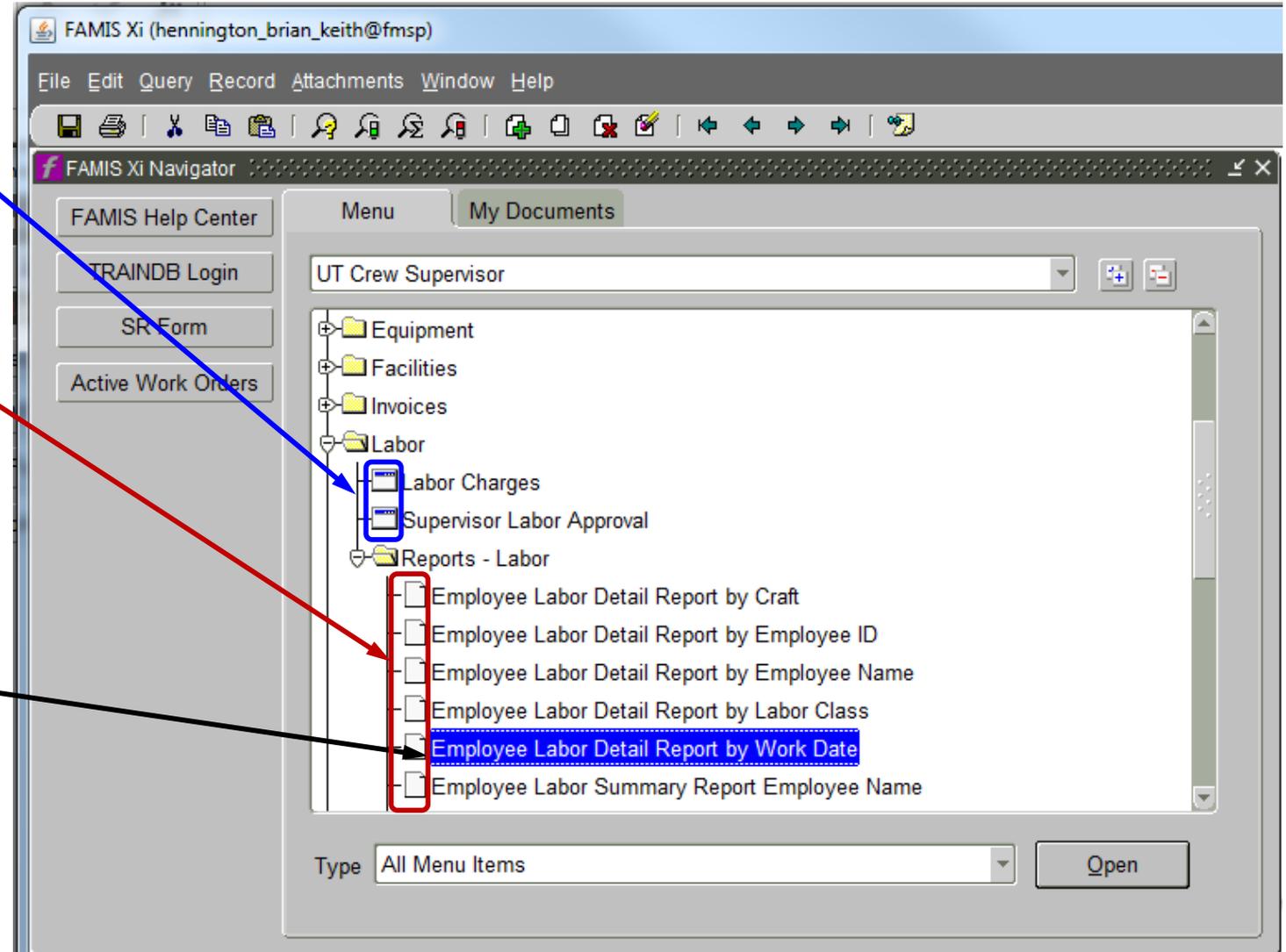


Form and Report Icons

Form icons launch application functionality that allows data to be entered into FAMIS based upon your assigned privileges.

Report icons launch canned reports that allow parameter inputs to display specific data entered into FAMIS.

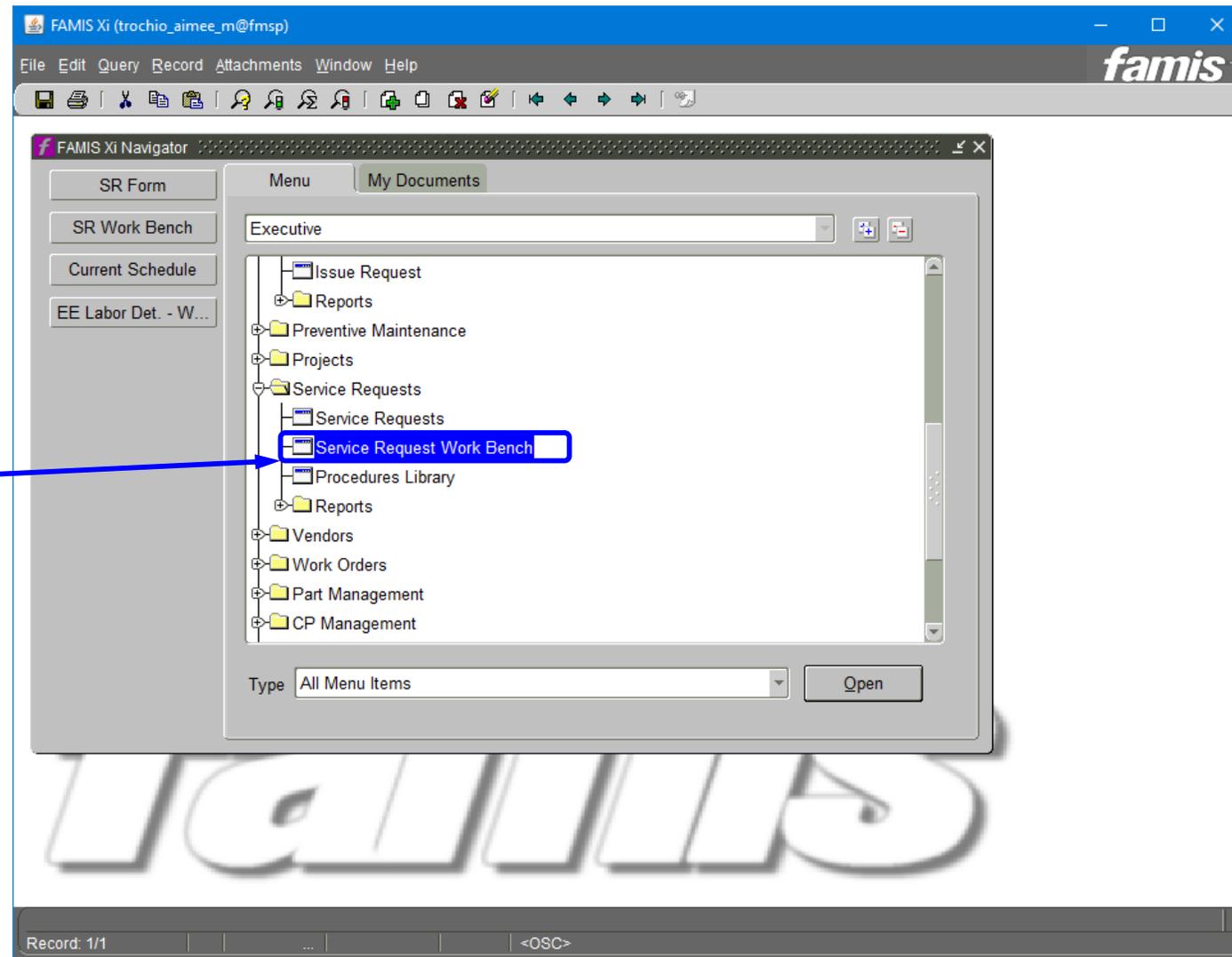
Note: Launching the **Employee Labor Detail Report by Work Date** report icon allows you to verify possible labor date entry errors that must be corrected the same day to avoid data integrity issues.



Work Benches

Workbenches are a special type of form. They have the same navigator icon as a form, but can be customized for the individual user.

The Service Request Work Bench is one example that is very commonly used by crew administrative staff.



Work Benches

Here is what the Service Request Work Bench looks like.

The Folder field at the top shows the current work bench view.

You can customize work bench folders/views and make them the default for your FAMIS account, but please use only recommended customizations.

FAMIS Xi (trochio_aimee_m@fmsp)

File Edit Query Record Attachments Window Help

famis

FAMIS Xi Navigator

Service Request Workbench

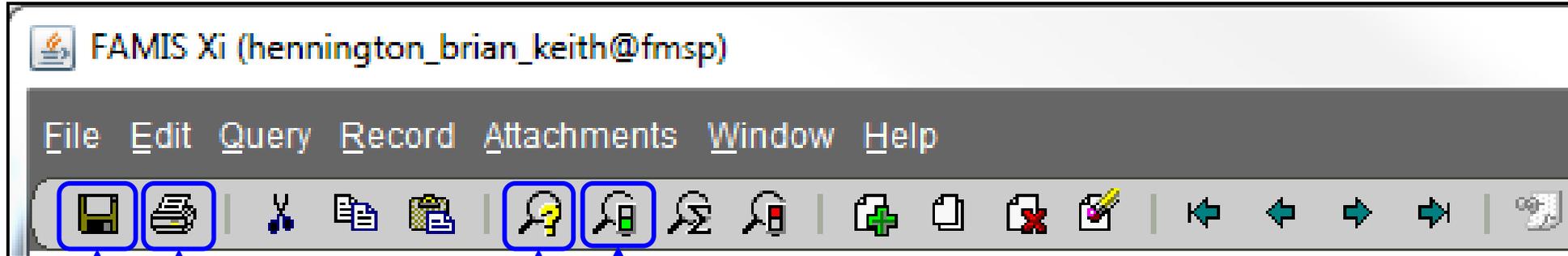
Folder: All Active Service Requests [Edit...]

SR Number	Requestor	Crew	Pr	Status	Type	Description	Start Date
SR817995	HANLEY_FAITH	092	3	REQUESTED	TROUBLE	WCH: 5.120 REPLACE LIGHT	25-NOV-201
SR817993	DEIDERICK_HEATHE	091	3	REQUESTED	TROUBLE	MBB: 3.210 REPLACE FLUORESCENT LIG	25-NOV-201
SR817990	VIANELLO_ELAINE_F	094	2	REQUESTED	TROUBLE	RLP: 5.602A INVESTIGATE CEILING LEAK	25-NOV-201
SR817989	LONGUIL_STEVEN	026	3	REVIEW	CRIB	CBA: DOOR HARDWARE	25-NOV-201
SR817988	EDWARDS_KENNET	031	2	REQUESTED	TROUBLE	BEG: 2.140N NEED FLOOR SWEEP & MOP	25-NOV-201
SR817986	RYKOWSKI_JOHN_R	092	2	REQUESTED	TROUBLE	CRD: CHECK (SCHS) SUPPLY SENSOR	25-NOV-201
SR817980	SCHNEIDER_KENNE			WEBFRM	TROUBLE	*JAL* RLM-3.302	25-NOV-201
SR817972	HUNTZIS_STEPHANIE	031	2	REQUESTED	TROUBLE	PAI: 5.20A & 5.20B ANNUAL WAX AND STR	25-NOV-201
SR817925	ESPINO_MARIO	026	3	REVIEW	CRIB	L02: AUDITORIUM FOYER WATER FOUNTA	25-NOV-201
SR817917	PEREZ_RALPH_S	094	3	REQUESTED	TROUBLE	BMS: 1.114 WATER LEAK AROUND FLOOF	25-NOV-201
SR817862	ISAKSON_TRAVIS_J	144	3	REQUESTED	EWC ONLY	BME CHILLED WATER PUMP SEQUENCE	22-NOV-201
SR817856	WILSAN_STEVAN_J	033	3	REQUESTED	TROUBLE	RLP: INSTITUTIONAL SURPLUS PICKUP	02-DEC-201
SR817812	HENDRICKS_SYLVIA	027	3	REVIEW	CRIB	TNH: COSMETIC CHANGES IN GEORGE'S	22-NOV-201
SR817805	TAMEZ_JAIME_I	026	3	REVIEW	CRIB	BRB: BRB NORTH EAST PLANTER WIFI PC	22-NOV-201
SR817799	TAMEZ_JAIME_I	026	3	REVIEW	CRIB	MRH: MRH NORTH EAST BUS STOP WAP	22-NOV-201
SR817795	TAMEZ_JAIME_I	026	3	REVIEW	CRIB	DFA: PAC-DFA SOUTH PLAZA WAP REPL	22-NOV-201
SR817782	TAMEZ_JAIME_I	026	3	REVIEW	CRIB	ART: ART NORTHWEST AWNING OUTDOO	22-NOV-201
SR817691	GARZA_CELRESTINO	027	3	REVIEW	CRIB	SZB: SZB 1ST FLOOR - BUBBLED FLOORS	21-NOV-201
SR817661	WOLFE_ROBERT_T	026	3	REVIEW	CRIB	WMB: WMB 4.102C ELECTRICAL	21-NOV-201
SR817638	DAMAN_JANICE_M	027	3	REVIEW	CRIB	CMA: CMA- WOFFIES COFFEE - ARCHITE	21-NOV-201

View... New... Assign / Schedule... Convert to Proj...

Record: 1/? <OSC>

Navigation Bar



Click **Save/Commit** to secure all data entries.

Click **Screen/Print** only prints a copy of the current screen. No Work Orders are printed.

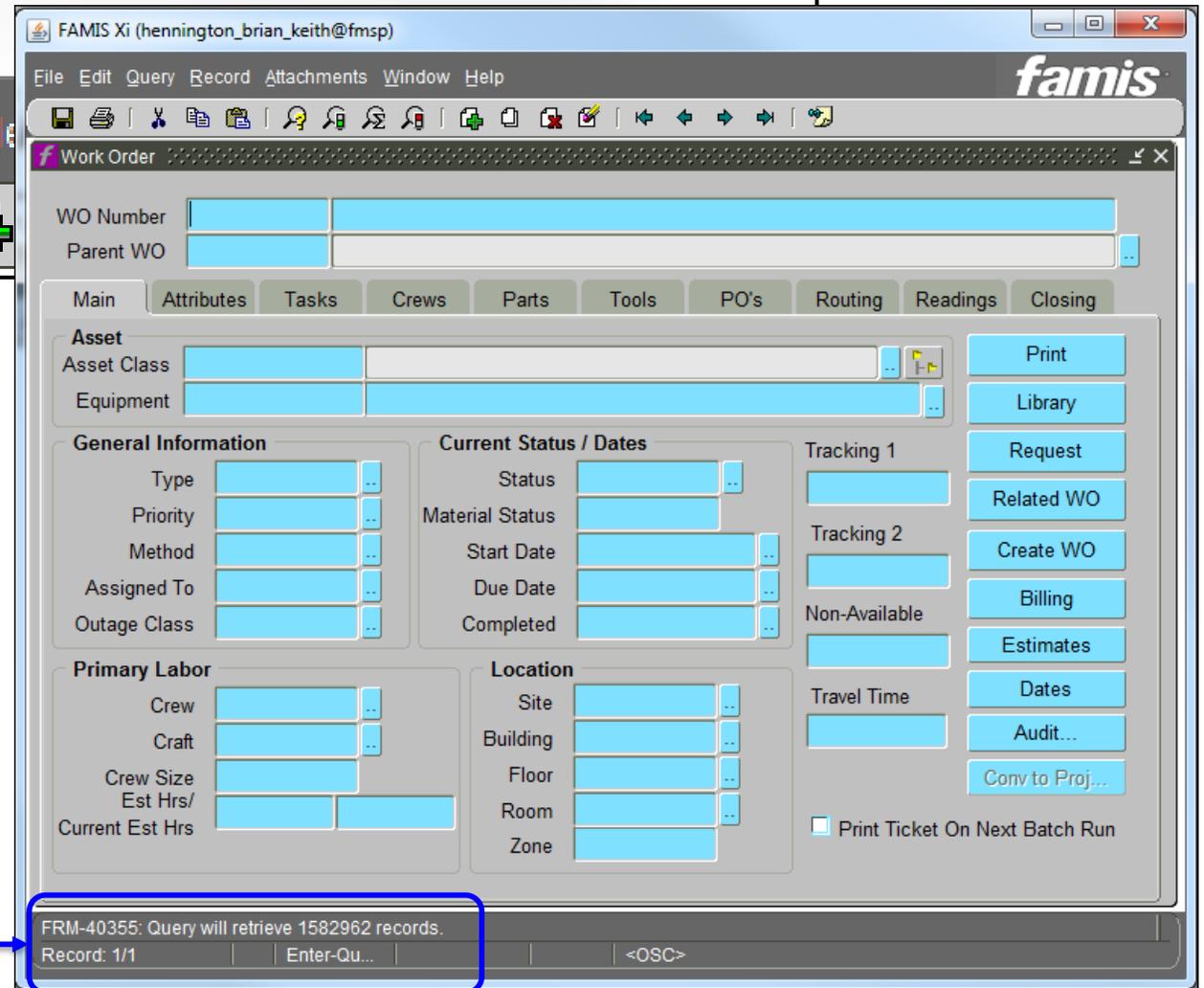
Click **Enter Query** mode to enter detailed search criteria that reduces volume and returns unique records).

Click **Execute Query** to return data results from query search criteria.

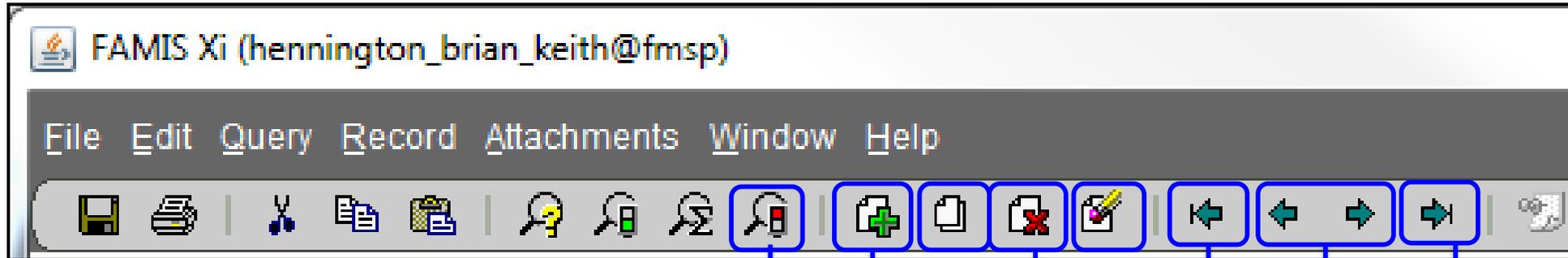
Navigation Bar



Click **Count Hits** to display total records at the bottom of the work bench, prior to executing a query.



Navigation Bar



Click **Cancel** to clear query mode.

Click **Insert** to add record into the form using appropriate desk instruction documentation.

Delete record is prohibited in the production (FMSP). Contact ETS for assistance.

Clear only erases all data entries prior to saving or committing the entry.

Clicking inner right arrow advances to the next record; left arrow returns to the previous record.

Clicking outer right arrow advances to end of the records, left arrow returns to the beginning of the records.



GETTING STARTED WITH FAMIS: CREATE QUICKPICK BUTTONS

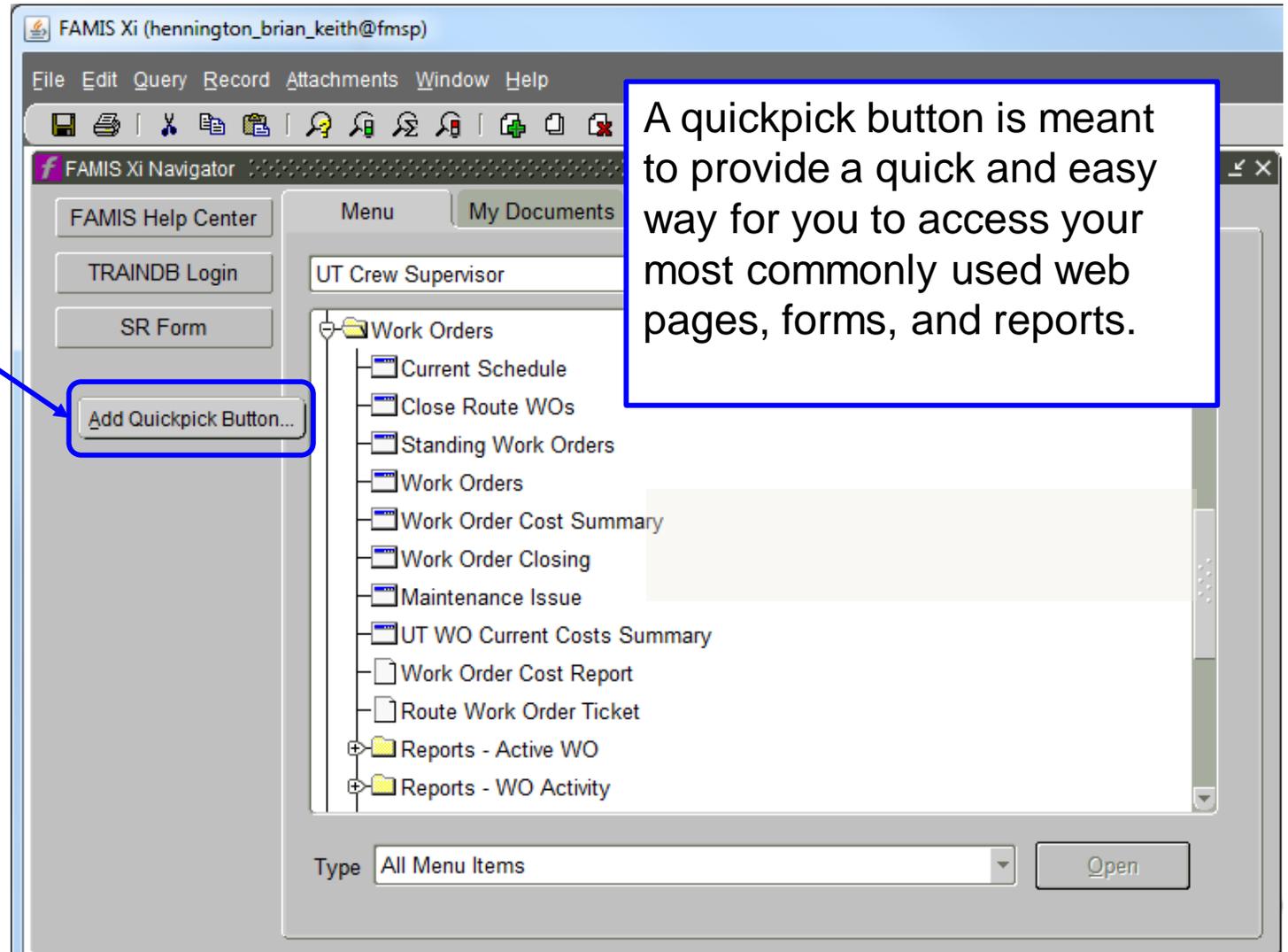


Add a Quickpick Button

To add a Quickpick Button:

1. Right-click in an available blank gray area on the left. The Add Quickpick button... dialog now box displays.
2. Click on **Add Quickpick Button...**

NOTE: You can add up to 12 Quickpick Buttons on the main screen.

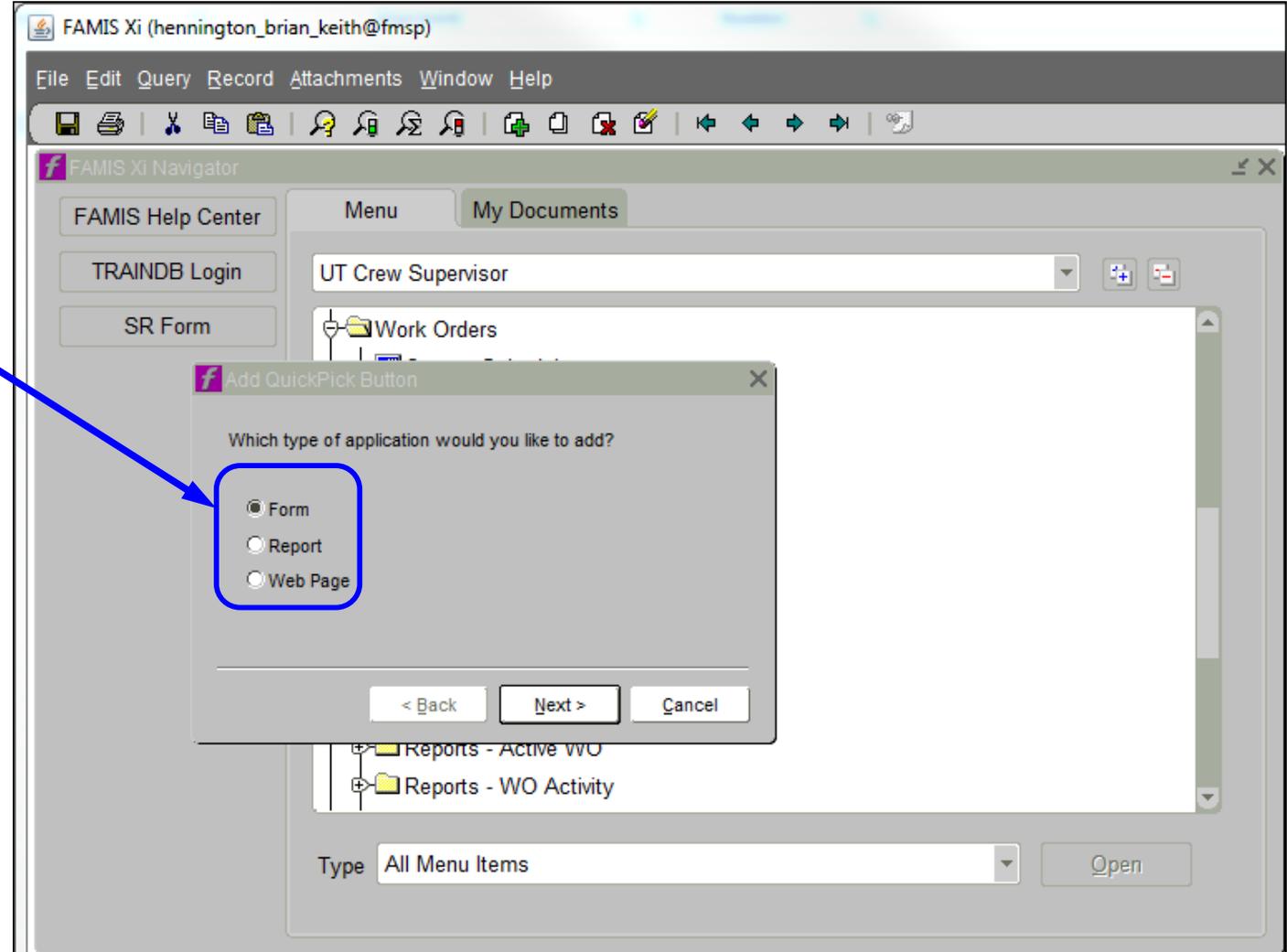


Add a Quickpick Button

To add a Quickpick Button:

3. Select the radio button for the type of shortcut you want to add on the main screen. You can create a shortcut to a **Form**, **Report**, or a **Web Page**.
4. Click **Next**.

NOTE: The default shortcut is “**Form**” which is the most commonly selected type to create shortcuts.

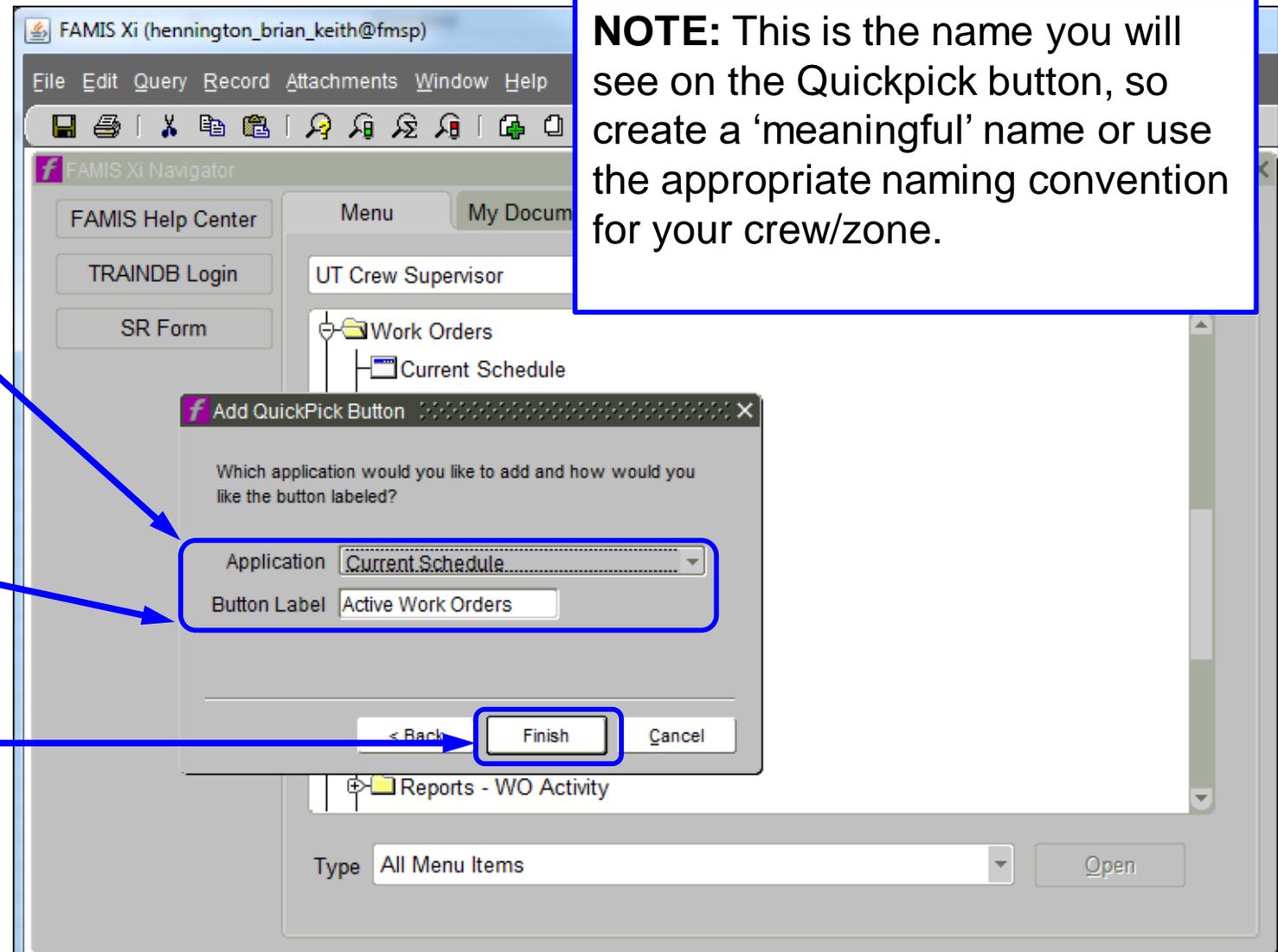


Add a Quickpick Button

To add a Quickpick Button:

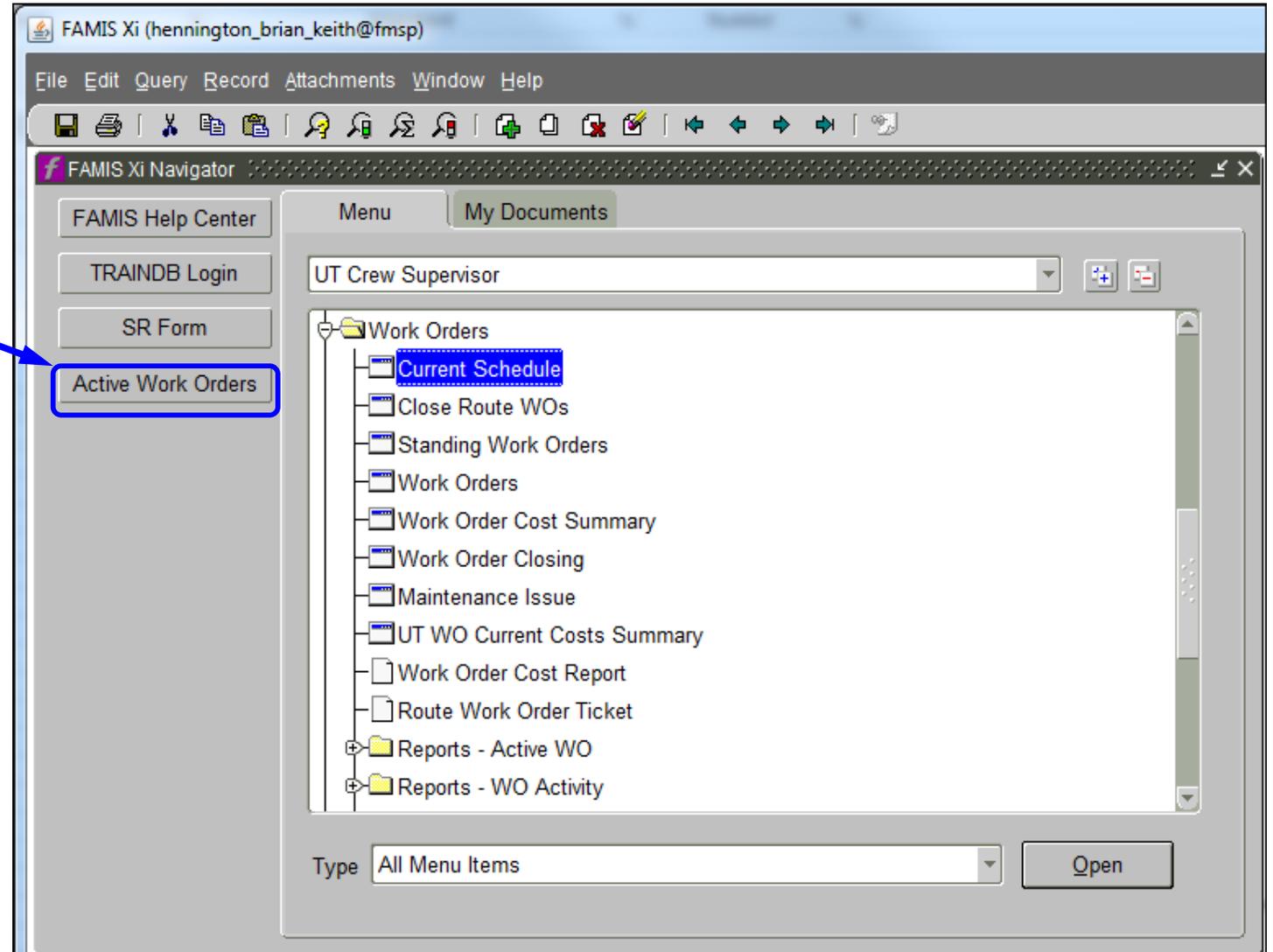
5. In the **Application** field, select the type of shortcut you want to link to the main page.
6. In the **Button Label** field, type a name for the Quickpick Button you created.
7. Click **Finish**.

NOTE: This is the name you will see on the Quickpick button, so create a 'meaningful' name or use the appropriate naming convention for your crew/zone.



Add a Quickpick Button

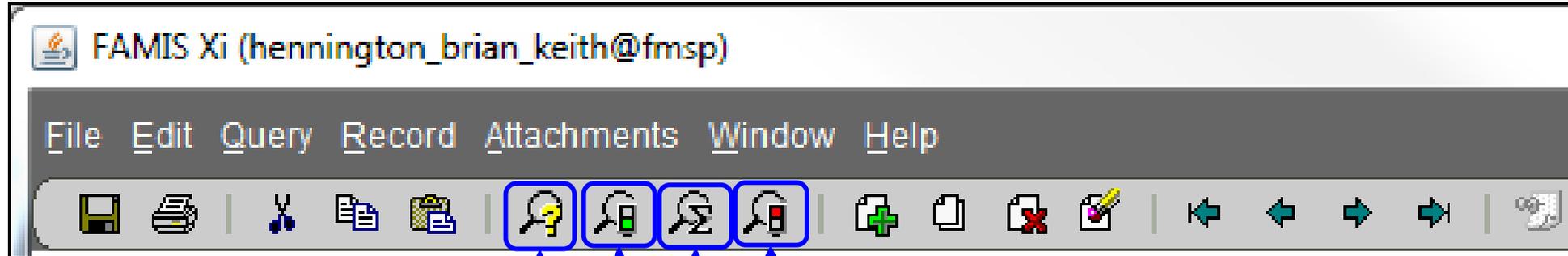
Your new Quickpick button displays.





GETTING STARTED WITH FAMIS: USE QUERIES

Navigation Buttons for Queries



Click **Enter Query** mode to enter detailed search criteria that reduces volume and returns unique records).

Click **Count Hits** to display total records at the bottom of the work bench, prior to executing a query.

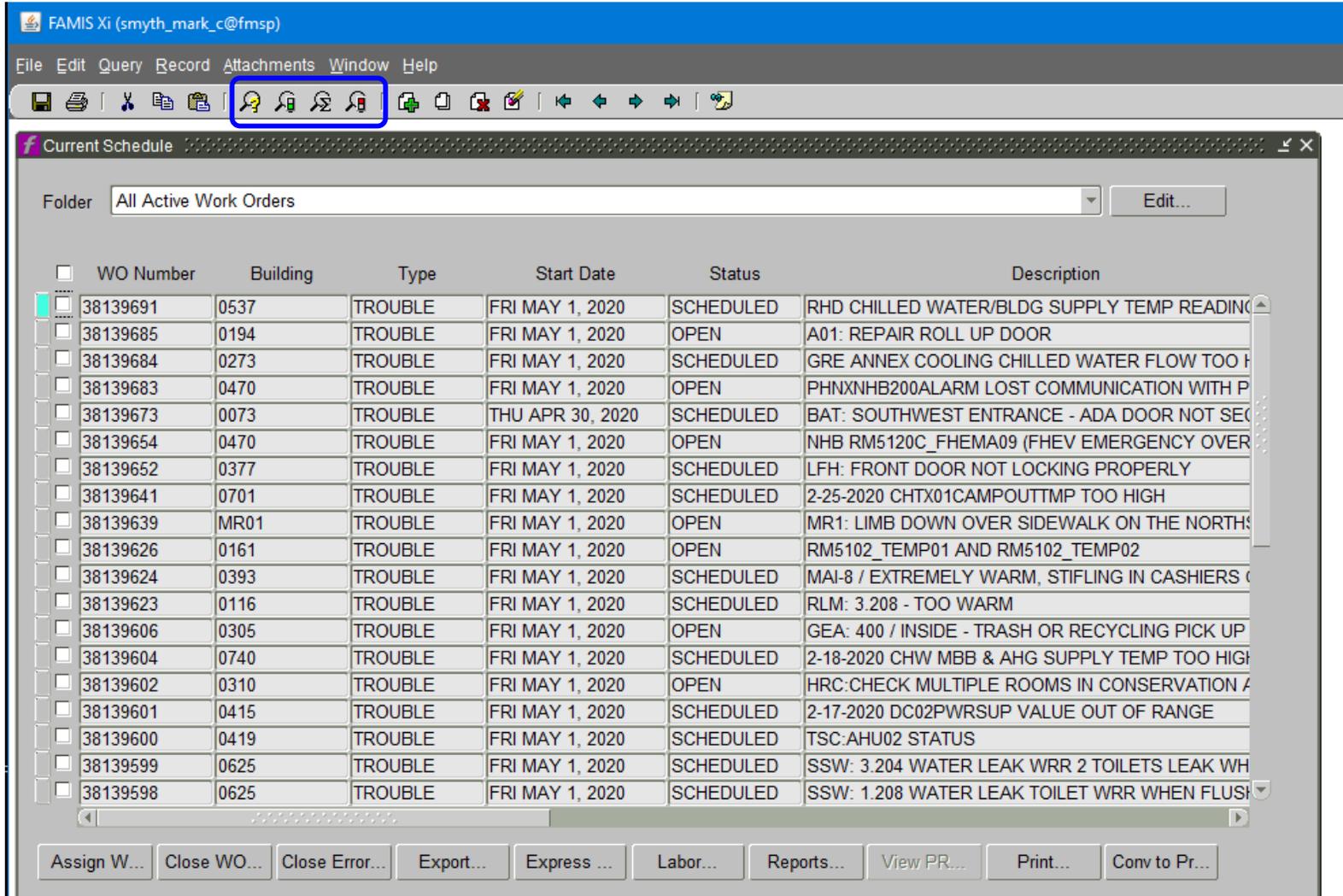
Click **Execute Query** to return data results from query search criteria.

Click **Cancel** to clear query mode.

Query from Current Schedule Work Bench

To Run a Query:

1. Click on the **Enter Query** button. The fields you can use for searching will turn blue.
2. Enter your search criteria.
3. You can click the **Count Hits** button to see the number of records that will be returned based on your search criteria
4. Click the **Execute Query** button to run your query.
OR
Click the **Cancel Query** button to cancel the query.



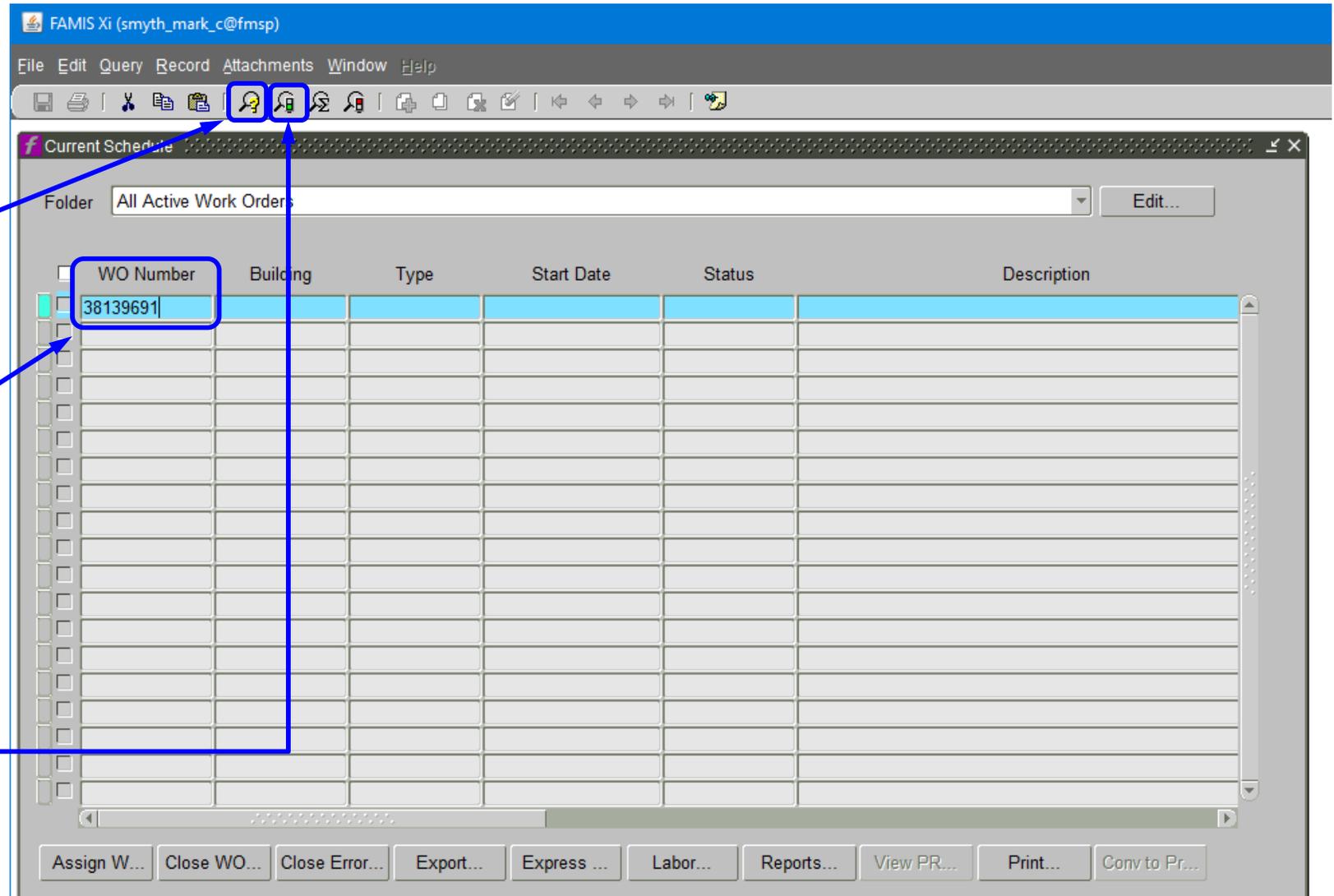
The screenshot shows the FAMIS Xi software interface. The main window is titled 'Current Schedule' and displays a table of work orders. The table has columns for WO Number, Building, Type, Start Date, Status, and Description. The first row is highlighted in blue, indicating it is selected. The 'Enter Query' button in the top toolbar is also highlighted in blue.

WO Number	Building	Type	Start Date	Status	Description
38139691	0537	TROUBLE	FRI MAY 1, 2020	SCHEDULED	RHD CHILLED WATER/BLDG SUPPLY TEMP READING
38139685	0194	TROUBLE	FRI MAY 1, 2020	OPEN	A01: REPAIR ROLL UP DOOR
38139684	0273	TROUBLE	FRI MAY 1, 2020	SCHEDULED	GRE ANNEX COOLING CHILLED WATER FLOW TOO H
38139683	0470	TROUBLE	FRI MAY 1, 2020	OPEN	PHNXNHB200ALARM LOST COMMUNICATION WITH P
38139673	0073	TROUBLE	THU APR 30, 2020	SCHEDULED	BAT: SOUTHWEST ENTRANCE - ADA DOOR NOT SEC
38139654	0470	TROUBLE	FRI MAY 1, 2020	OPEN	NHB RM5120C_FHEMA09 (FHEV EMERGENCY OVER
38139652	0377	TROUBLE	FRI MAY 1, 2020	SCHEDULED	LFH: FRONT DOOR NOT LOCKING PROPERLY
38139641	0701	TROUBLE	FRI MAY 1, 2020	SCHEDULED	2-25-2020 CHTX01CAMPOUTTMP TOO HIGH
38139639	MR01	TROUBLE	FRI MAY 1, 2020	OPEN	MR1: LIMB DOWN OVER SIDEWALK ON THE NORTH
38139626	0161	TROUBLE	FRI MAY 1, 2020	OPEN	RM5102_TEMP01 AND RM5102_TEMP02
38139624	0393	TROUBLE	FRI MAY 1, 2020	SCHEDULED	MAI-8 / EXTREMELY WARM, STIFLING IN CASHIERS
38139623	0116	TROUBLE	FRI MAY 1, 2020	SCHEDULED	RLM: 3.208 - TOO WARM
38139606	0305	TROUBLE	FRI MAY 1, 2020	OPEN	GEA: 400 / INSIDE - TRASH OR RECYCLING PICK UP
38139604	0740	TROUBLE	FRI MAY 1, 2020	SCHEDULED	2-18-2020 CHW MBB & AHG SUPPLY TEMP TOO HIGH
38139602	0310	TROUBLE	FRI MAY 1, 2020	OPEN	HRC:CHECK MULTIPLE ROOMS IN CONSERVATION A
38139601	0415	TROUBLE	FRI MAY 1, 2020	SCHEDULED	2-17-2020 DC02PWRSUP VALUE OUT OF RANGE
38139600	0419	TROUBLE	FRI MAY 1, 2020	SCHEDULED	TSC:AHU02 STATUS
38139599	0625	TROUBLE	FRI MAY 1, 2020	SCHEDULED	SSW: 3.204 WATER LEAK WRR 2 TOILETS LEAK WH
38139598	0625	TROUBLE	FRI MAY 1, 2020	SCHEDULED	SSW: 1.208 WATER LEAK TOILET WRR WHEN FLUSH

Query by Work Order Number

To search by Work Order number:

1. Click the **Enter Query** button. The fields that allow criteria for searching are blue.
2. In the **WO Number field**, type the appropriate work order number. (e.g. **38139691**)
3. Click the **Execute Query** button.



Viewing a Work Order

The work order opens in the **Work Order (WO)** form.

Find the current status in the Status field.

Click the minimize icon to keep the form open but minimized at the bottom of the FAMIS screen.

Click the **X** to close the WO form and return to *Current Schedule*.

The screenshot shows the FAMIS Xi interface for viewing a Work Order. The window title is 'FAMIS Xi (smyth_mark_c@fmsp)'. The menu bar includes File, Edit, Query, Record, Attachments, Window, and Help. The toolbar contains various icons for file operations and navigation. The main form is titled 'Work Order' and contains the following fields:

- WO Number: 38139691
- Parent WO: 37449102
- Asset Class: [Empty]
- Equipment: [Empty]
- General Information:
 - Type: TROUBLE
 - Priority: 2
 - Method: IN HOUSE
 - Assigned To: 14609
 - Outage Class: [Empty]
- Current Status / Dates:
 - Status: SCHEDULED
 - Material Status: [Empty]
 - Start Date: FRI MAY 1, 2020
 - Due Date: MON MAY 4, 2020
 - Completed: [Empty]
- Location:
 - Site: UTM
 - Building: 0537
 - Floor: [Empty]
 - Room: [Empty]
 - Zone: 4
- Primary Labor:
 - Crew: 094
 - Craft: MECHANICAL
 - Crew Size: [Empty]
 - Est Hrs/Current Est Hrs: 2.70
- Tracking 1, Tracking 2, Non-Available, Travel Time: [Empty]
- Buttons: Print, Library, Request, Related WO, Create WO, Billing, Estimates, Dates, Audit..., Conv to Proj..., Print Ticket On Next Batch Run

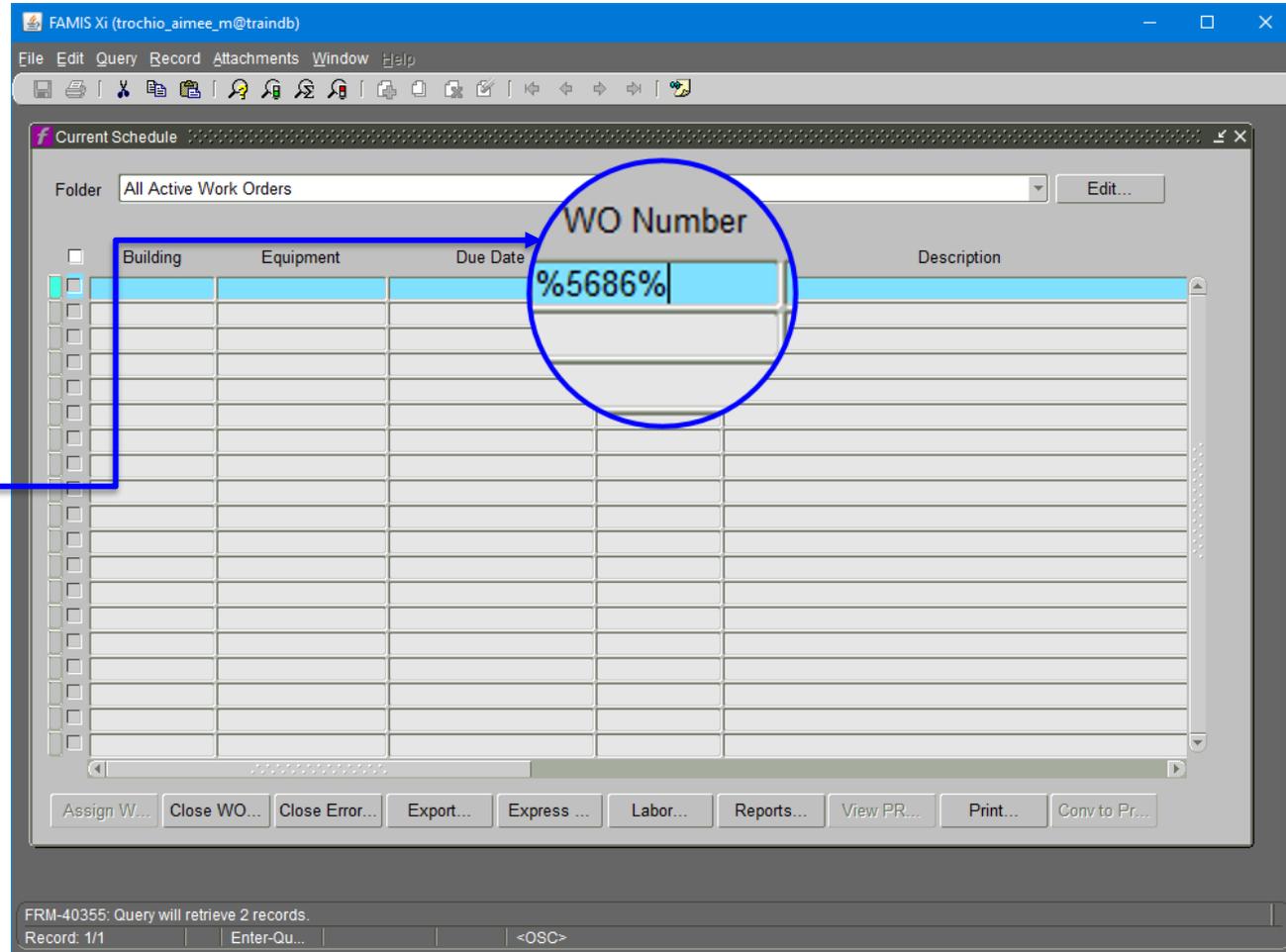
Using the Wild Card (%) in Queries

Enter % in a search field to widen your search criteria.

For example, if in the WO Number field you type in:

%5686%

the query will find all work orders that have 5686 anywhere in their number.



Using the Wild Card (%) in Queries

You can use wild cards in any query.

The image displays three overlapping screenshots of the FAMIS Xi software interface, demonstrating the use of wild cards in queries. Each screenshot shows a different workbench with a table of data where a wild card is used in the Description field.

Top Screenshot: Service Request Workbench
Folder: All Active Service Requests
Table columns: SR Number, Requestor, Crew, Pr, Status, Type, Description, Start Date
Table data (highlighted row):

SR Number	Requestor	Crew	Pr	Status	Type	Description	Start Date
						%WATER%	

Middle Screenshot: Equipment Workbench
By Equipment | By Hierarchy
Folder: All Active Equipments
Table columns: Equipment, Keyword, Nomenclature
Table data (highlighted row):

Equipment	Keyword	Nomenclature
		%FAN%

Bottom Screenshot: Current Schedule
Folder: All Active Work Orders
Table columns: Building, Equipment, Due Date, WO Number, Description
Table data (highlighted row):

Building	Equipment	Due Date	WO Number	Description
		%NOV%2019%		

Using the Wild Card (%) in Queries

Here's another example of querying in the Work Order form.

To find all work orders due in Nov. 2019 for work in Burdine Hall, you can search using wild cards in the Description and Due Date fields.

The screenshot shows the FAMIS Xi Work Order form. The 'WO Number' field contains the query '%BUR:%'. The 'Due Date' field contains the query '%NOV%2019%'. Both queries are circled in blue. The form includes various tabs like 'Main', 'Attributes', 'Tasks', 'Crews', 'Parts', 'Tools', 'PO's', 'Routing', 'Readings', and 'Closing'. The 'Asset' section has fields for 'Asset Class' and 'Equipment'. The 'General Information' section has fields for 'Type', 'Priority', 'Method', 'Assigned To', and 'Outage Class'. The 'Current Status / Dates' section has fields for 'Status', 'Material Status', 'Start Date', 'Due Date', and 'Completed'. The 'Primary Labor' section has fields for 'Crew', 'Craft', 'Crew Size', 'Est Hrs', and 'Current Est Hrs'. The 'Location' section has fields for 'Site', 'Building', 'Floor', 'Room', and 'Zone'. The 'Tracking' section has fields for 'Tracking 1', 'Tracking 2', and 'Non-Available'. The 'Travel Time' section has a field for 'Travel Time'. The 'Print Ticket On Next Batch Run' checkbox is checked. The status bar at the bottom shows 'FRM-40355: Query will retrieve 8 records.' and 'Record: 1/1'.

Using the Wild Card (%) in Queries

FAMIS Xi (trochio_aimee_m@traindb)

File Edit Query Record Attachments Window Help

Work Order

WO Number

Parent WO

Main Attributes Tasks Crews Parts Tools PO's Routing Readings Closing

Asset

Asset Class

Equipment

Print

Library

Request

Related WO

Create WO

Billing

Estimates

Dates

Audit...

Conv to Proj...

General Information

Type

Priority

Method

Assigned To

Outage Class

Current Status / Dates

Status

Material Status

Start Date

Due Date

Completed

Tracking 1

Tracking 2

Non-Available

Travel Time

Print Ticket On Next Batch Run

Primary Labor

Crew

Craft

Crew Size

Est Hrs/

Current Est Hrs

Location

Site

Building

Floor

Room

Zone

FRM-40355: Query will retrieve 8 records.
Record: 1/1

FAMIS Xi (trochio_aimee_m@traindb)

File Edit Query Record Attachments Window Help

Work Order

WO Number 38064186

Parent WO 37399505

Main Attributes Tasks Crews Parts Tools PO's Routing Readings Closing

Asset

Asset Class

Equipment

Print

Library

Request

Related WO

Create WO

Billing

Estimates

Dates

Audit...

Conv to Proj...

General Information

Type TROUBLE

Priority 3

Method

Assigned To 15954

Outage Class

Current Status / Dates

Status CLOSED

Material Status

Start Date

Due Date TUE NOV 12, 2019

Completed MON NOV 4, 2019

Tracking 1

Tracking 2 WEB

Non-Available

Travel Time

Print Ticket On Next Batch Run

Primary Labor

Crew 091

Craft

Crew Size

Est Hrs/ .00

Current Est Hrs

Location

Site

Building 0099

Floor 02

Room 212

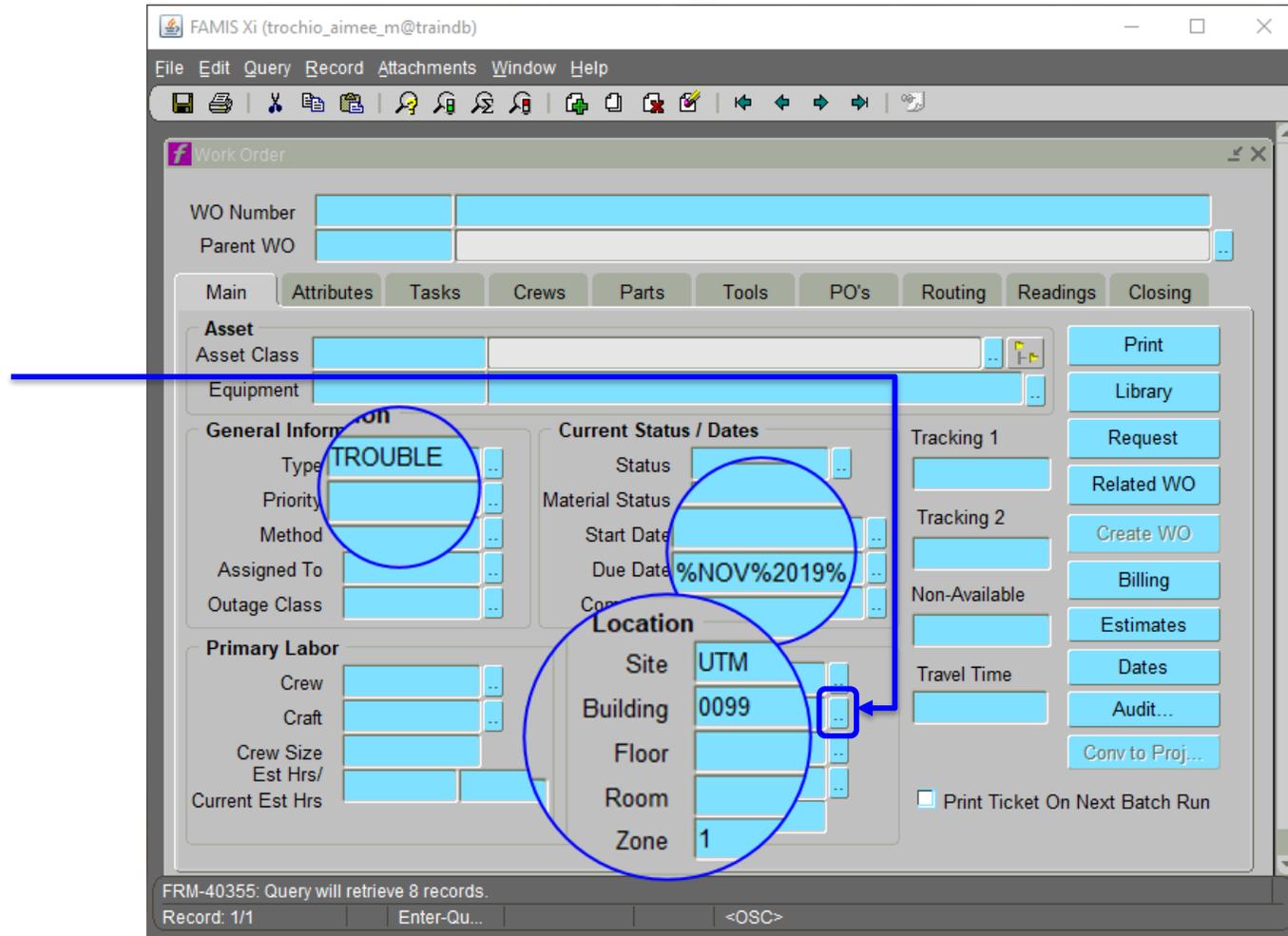
Zone 1

A brief description of the nature and scope of the work.
Record: 3/8

Using the Wild Card (%) in Queries

To avoid the inconsistency issues with the Description field, use the Building field instead.

To select a building, click the snake eyes button next to the Building field.





GETTING STARTED WITH FAMIS: LOG OUT OF FAMIS

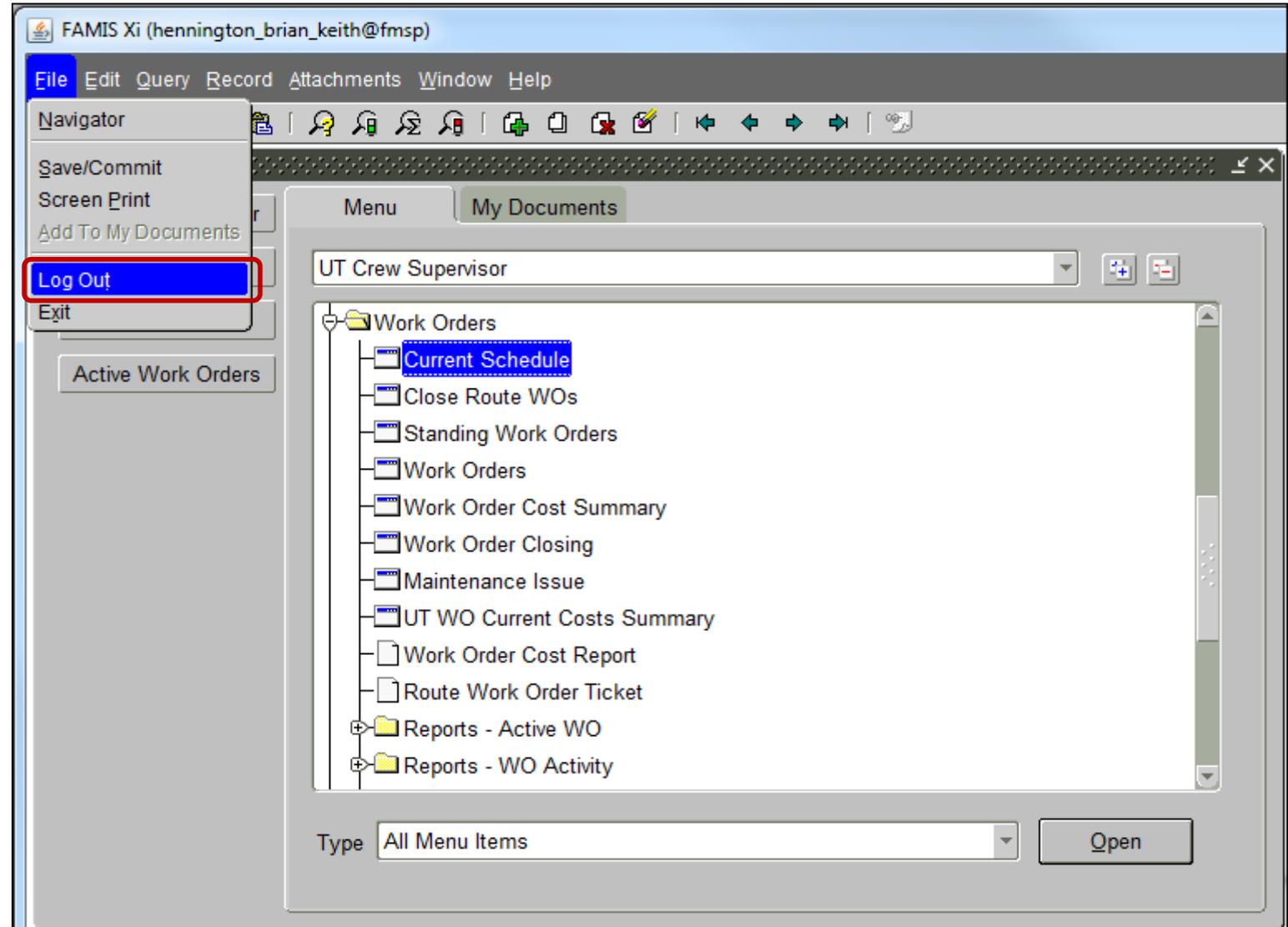


Log Out of FAMIS

When you are ready to exit FAMIS, be sure to close all open windows or you will not be able to close the navigation window.

1. From the File menu, at the top left of screen, click **File > Log Out**.

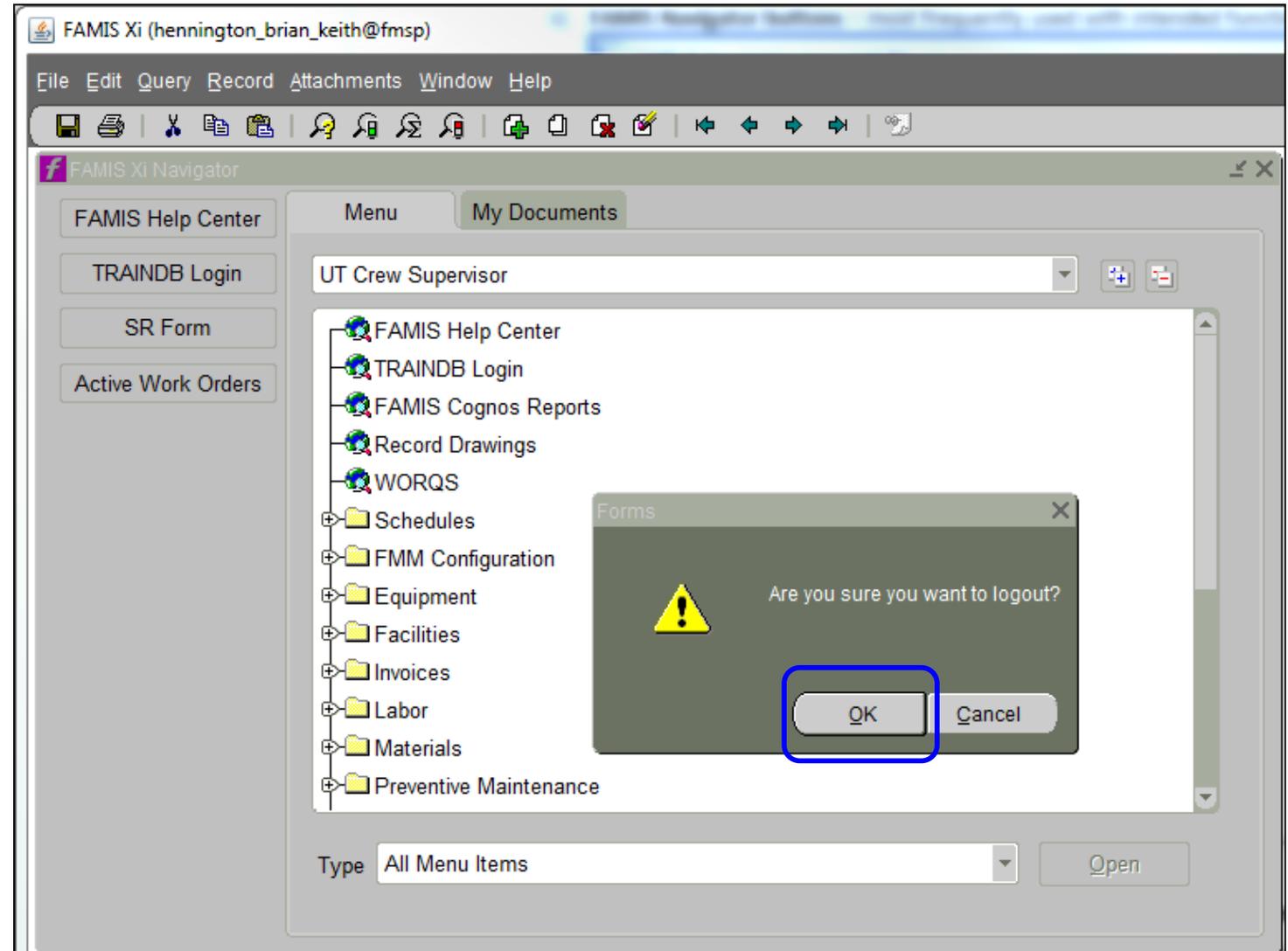
The Forms dialog box displays.



Confirm Log Out of FAMIS

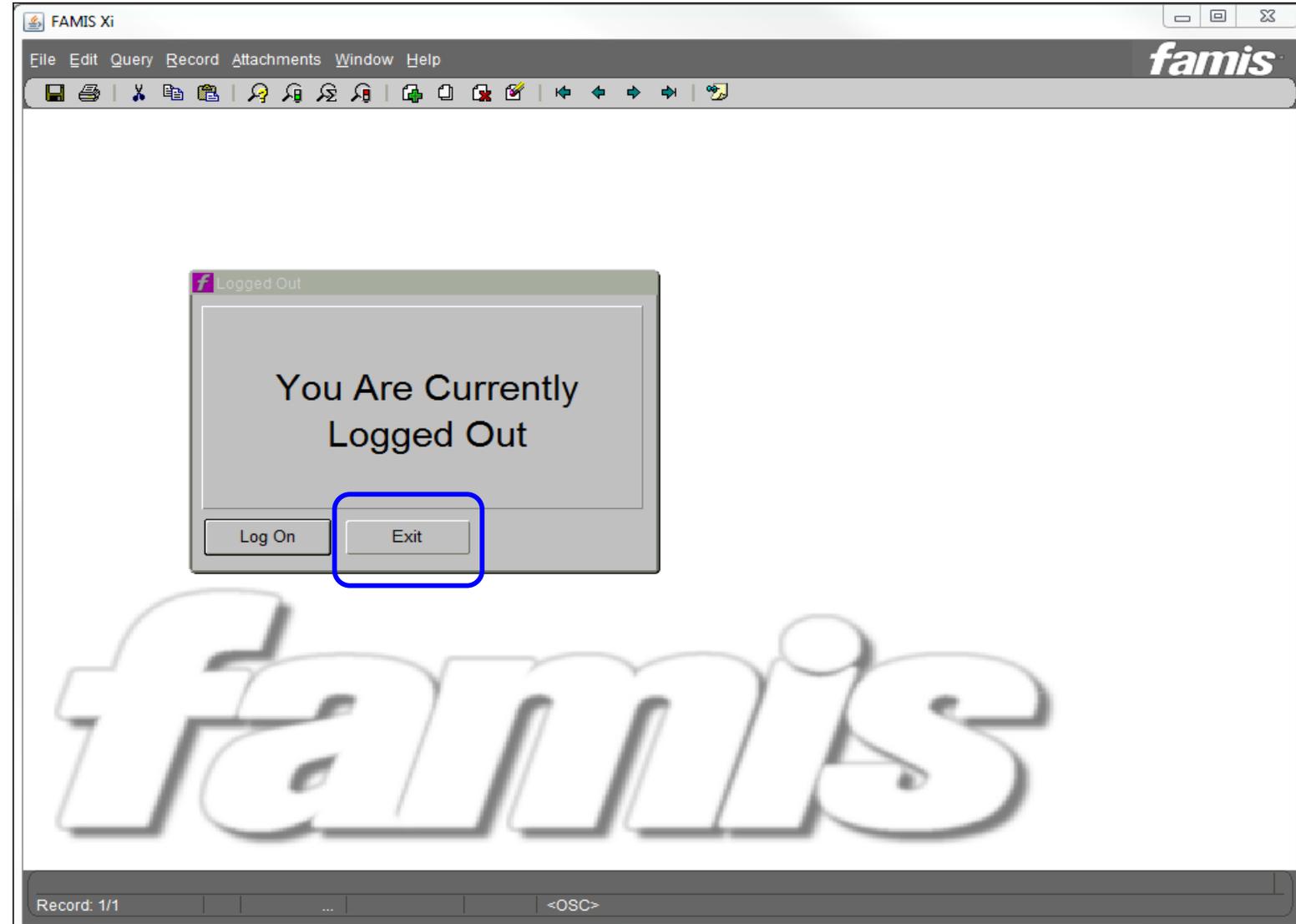
2. Click **OK** in the Forms dialog box.

The Logged Out dialog box displays.



Exit FAMIS

3. Click **Exit** to close the FAMIS session.





GETTING STARTED WITH FAMIS: RESOURCES

The screenshot shows a web browser displaying the 'FAMIS Wiki Desk Instructions' page. The browser's address bar shows the URL 'wikis.utexas.edu/display/WORQS/FAMIS+Wiki+Desk+Instructions'. The page header includes the University of Texas at Austin logo and navigation options like 'Spaces' and 'Search'. The main content area features the 'FAMIS Wiki' logo and a section titled 'Desk Instructions (DI)'. A blue arrow points from the 'Getting Started with FAMIS' section to the 'Application Support' sidebar.

Dashboard / WORQS Home / FAMIS

FAMIS Wiki Desk Instructions

Created by Valerie J Iannuccilli, last modified by Brian Keith Hennington on Apr 07, 2020

FAMIS Wiki

Desk Instructions (DI)

Note: Previously referred to as SOP's

We have compiled and published step-by-step, screen-by-screen guides to show how to perform common tasks in FAMIS in addition to the generic FAMIS DIs. All DI documents are in PDF format and can be viewed through a web browser or downloaded to your computer (for the most up to date version always refer to the web browser copy).

For Assistance Contact Us at worqs@austin.utexas.edu or at 512-232-5020

Note: Documents below are PDFs and will open in a new window.

Getting Started with FAMIS

- Getting Started with FAMIS Guide
- Equipment Notes Instructions 02-13-2020 NEW
- Equipment Notes Job Aid 02-13-2020 NEW

General

- Using Date Fields
- Using Requestor Fields
- Using Notes Attachments
- Printing Work Orders & WO Cost Summary
- Batch Printing Work Orders
- Creating Custom Workbench Views
- Running Reports in FAMIS
- Exporting Data in FAMIS

Application Support

- WORQS
- FAMIS
- REPORTS

Quick Links

- FAMIS
- TRAIN
- WORQS
- WORQS Software Updates
- TABLEAU
- Space Updates
- VFA
- Cognos
- Campus Floor Plans
- Document Viewer

FAMIS and WORQS Help

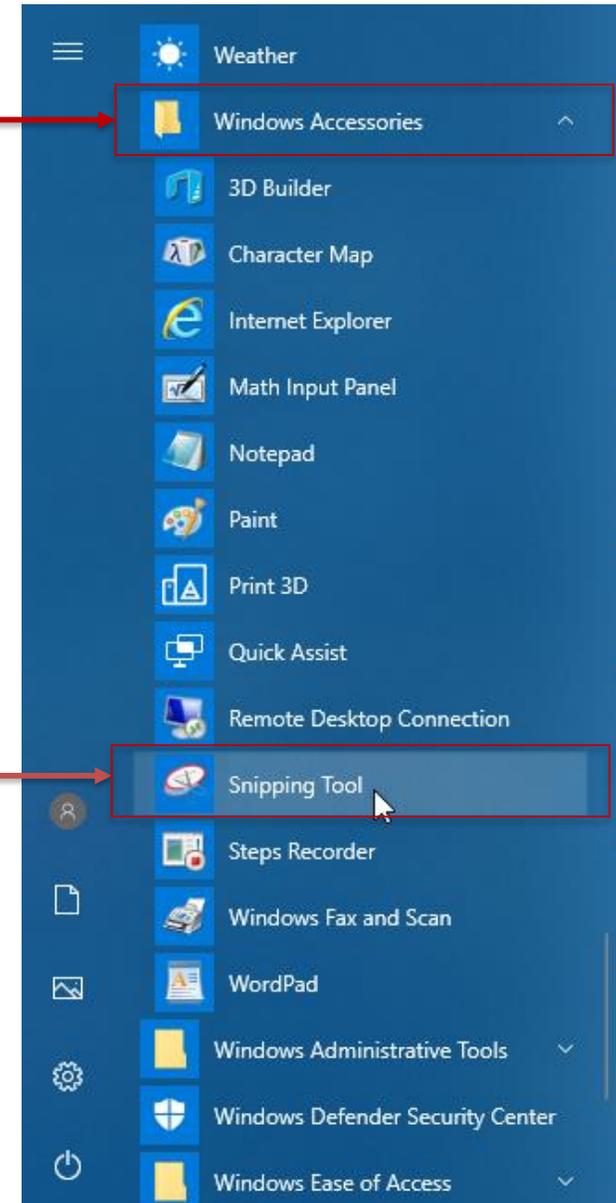
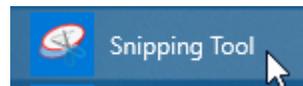
Contact for FAMIS or WORQS Help:
worqs@austin.utexas.edu

Send screenshots with the Snipping Tool to get better help with your FAMIS issues.

To send a screenshot to the FAMIS Help:

Step 1: Find the Snipping Tool by clicking the Windows button  at the bottom left corner of your screen.

Step 2: Then find the Windows Accessories folder and click the



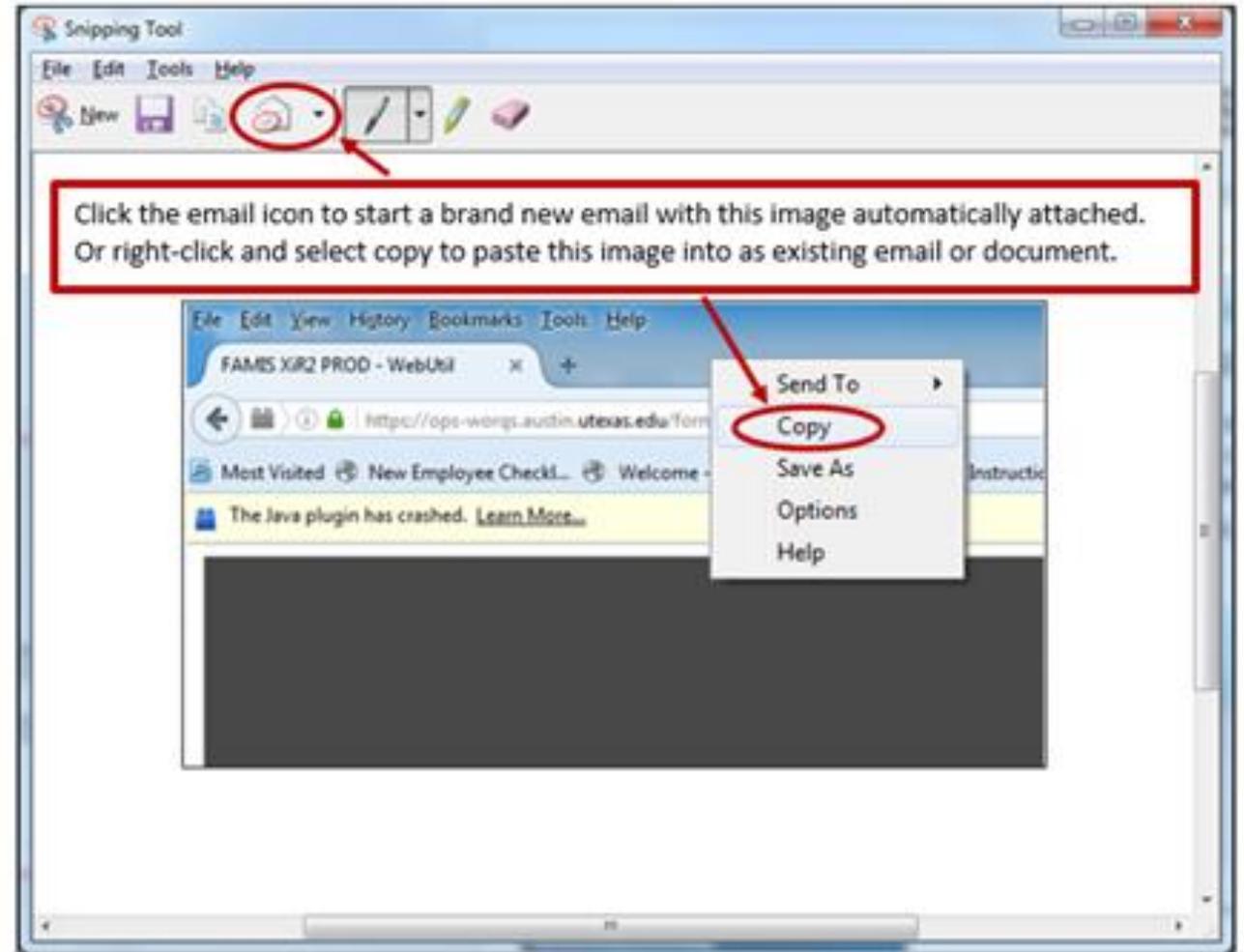
FAMIS and WORQS Helpline

FAMIS or WORQS Helpline:
worqs@austin.utexas.edu

Step 3: You can then email the image to the FAMIS/WORQS Helpline, which helps them troubleshoot your issue much quicker.

To send the screenshot in a new email, click the email icon to start an email with the image automatically attached.

Or, right-click on the image and select Copy, then open an email and click Paste inside the message text area.





THANK YOU!
