FAMIS QUICK REFERENCE: SELF SERVICE

1. HOW TO LOGIN TO FAMIS SELF SERVICE
   a. Username (first.last)
   b. Password

2. HOW TO SUBMIT A REQUEST FOR SERVICE
   a. Select VCSU from list of campuses
   b. Choose appropriate building, floor then room
   c. Click Service Requests at the bottom of the page
   d. Click Create Service Request
   e. Review your credentials for accuracy (ONLY change phone number, if necessary)
   f. Select VCSU Procedures then appropriate options for work needed to be done
   g. Fill in necessary information- list details of places if more than one location (dates are optional)
   h. Review the location information, hit NEXT
   i. Review all information, hit FINISH (use browser back buttons if edits are needed)
      - Your SR number will appear on the next page

3. HOW TO VIEW EXISTING SERVICE REQUESTS
   a. On first page after log-in (list of campuses), click Service Requests
   b. In the SEARCH box, use the drop down arrow to select the type of search you would like to perform and click GO OR if you have the SR number- select Advanced Search, enter the number and click GO
   c. The list of appropriate requests should appear- you can see the status of the request and the Work Order number that has been assigned to it

4. HOW TO LOOK UP PASSWORD
   a. On log in page select lookup password
   b. Enter either Username or Email address
   c. Check your email for your correct password