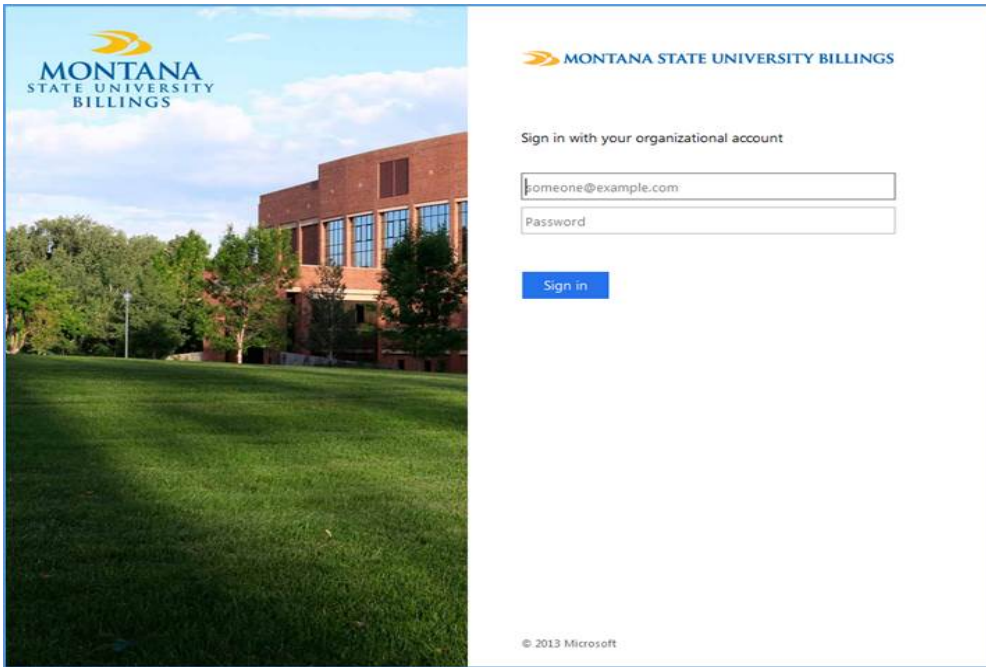
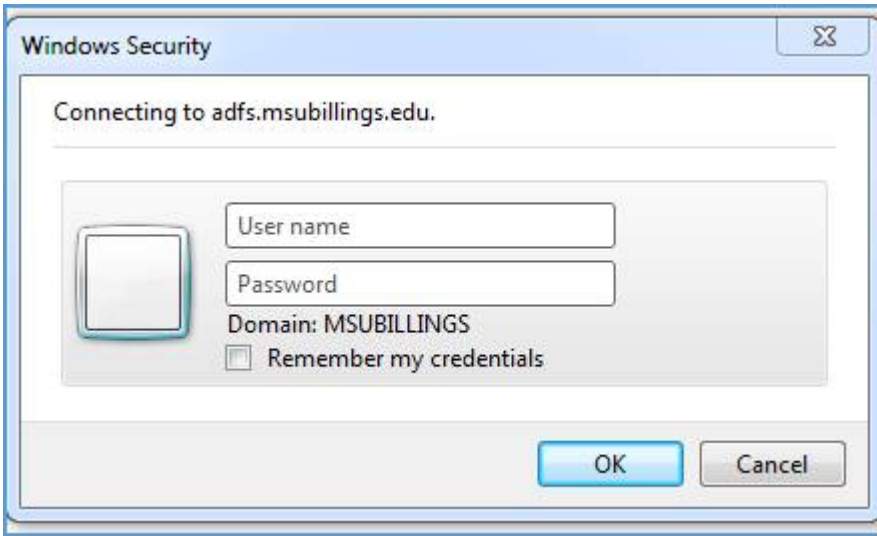


Self-Service Work Request Instructions



Sign In

Go to

<https://adfs.msubillings.edu/adfs/ls/idpinitiatedsignon?loginToRp=https://msubillings.famis.com>

- You will see the Sign In page in Internet Explorer (Top Screen Shot) or Fire Fox, Chrome or Safari (Bottom Screen Shot) as pictured.
- Explorer users will enter their **NetID**
- Fox Fire users will enter **msubillings\NetID**
- Enter your **Password**
- Click **SIGN IN**
- If you are not able to sign in, please contact Lance at 2306 or via email at lance.icenoggle@msubillings.edu

Work Orders

Create Request | My Requests

■ indicates a required field

Property: ALL BUILDINGS | Floor: General

Space: General

Type: Building Infrastructure | Sub Type: Select...

Priority: 2 - High

Describe your Request:

Authorized to Enter? No | Auth. Remarks:

Who is making this request?:

First Name: | Last Name: | CLEAR CONTACT INFO

Company: MSU Billings | E-mail Address: |

Phone: | Fax: |

Department: - | Select Clear

Click OK to submit, RESET to reset page

OK | RESET

ACCOUNTS

Billing Type: STANDARD-ACTUALS | Accounting Hold: No | Reason: | Add Another Account Group

Accounts | Add New

Account String	Percentage
No Accounts are configured.	

RESET

Create a Service Request

- Click the **Create Request** tab
- Choose the Property, Floor & Space where the issue is located
- Select the request **Type** that best describes the category of work (electrical, HVAC, painting, etc.)
- Select the request **SubType** that best describes the activity (no power, temperature issues, interior painting, etc.)
- Select a **Priority** to indicate how urgently the issue needs attention. Always choose 2 unless it is an emergency. If it is an emergency, please call 657-1713
- **Describe Your Request** by adding further detail, explaining exactly what needs to be done
- **Authorized to Enter** defaults to No. In the drop down box, please change to Yes. If there are certain times that the room is not available leave the No and put that time in the Auth. Remarks
- **Who is making this request?** This section will default in your contact information. If you are entering this request in behalf of another person, you may edit the contact information as desired
- **Account** information is at the bottom of the screen. Always use Standard Actuals as the Billing Type and click on the Add New on the right hand side of the screen to enter an Index and Account Code. For Building Maintenance use Index 617004 and Account Code of 62701 but if it is something specific to a Department or Office, use the

- Click **OK** to submit the request

Request Confirmation

- After the request is entered, the system will display a Request ID as a clickable link. Click the link to view all the details of your request

Check Request Status

- If you come back later to check the status of your request, click the **My Requests** tab
- You will see a list of open requests at the top and recently closed requests at the bottom
- Click on any of the **Request IDs** to see the details of that request, including any updates that have been made and the current status. In the example screen shot to the left you would click the link for request number 826

View Request Details

On the Request Details Page...

- The **GENERAL INFORMATION** section displays who made the request and when it was made
- The **REQUEST DETAILS** section displays additional details about the request, such as the location, work type, priority, who it is assigned to, and the current status
- The **REQUEST HISTORY** displays a history of the updates that have been made to the work order and who made each update and when
- If you would like to send more information, you can enter information in the **General Comments** field and click **UPDATE**. Your comments will be posted to the Request History.

Date	Request ID	Requested By	Location / Floor	Type/SubType	Assigned To	Status / Priority
6/18/2015 6:13 PM	826	Smith, John	Facility Services Building Floor 1 101	Electrical Broken Wall Plate	Springstead	Open / Routine

GENERAL INFORMATION

Request ID: 826
 Requested By: John Smith
 Date: 6/18/2015 6:13 PM CDT
 Phone: 512-861-0726
 Company: Accruent
 Fax: n/a
 E-mail: john.smith@domain.com

REQUEST DETAILS

Location: Facility Services Building
 Space: 101
 Floor: Floor 1
 Type: Electrical
 Sub Type: Broken Wall Plate
 Assigned To: Springstead Jennifer - LSU
 Complete By: 7/10/2015 7:00 AM CDT
 Priority: Routine
 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	6/18/2015 6:13 PM CDT	Wall switch broken in east hallway	Open	Jennifer Springstead	John Smith

UPDATE REQUEST

General Comments:

Click UPDATE to save:

You may log in and add additional comments at any time