

FAMIS Self-Service Manual



A Step by Step Guide for using Self-Service

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Introduction

Welcome to FAMIS self-service; the program that lets you create your own service requests. This manual will take you through self-service step by step.

Follow these easy steps while you are creating your service request. Learn how to log onto the system and then go through the five steps to completing a service request. These steps are confirming the requestor, selecting a service, entering the service details, entering the location, and reviewing your information.

In this manual, you will also see the following:

- A description of the services within each of the libraries that you can select from in step 2.
- Common errors that are made when entering a service request.
- How to search for previous service requests.

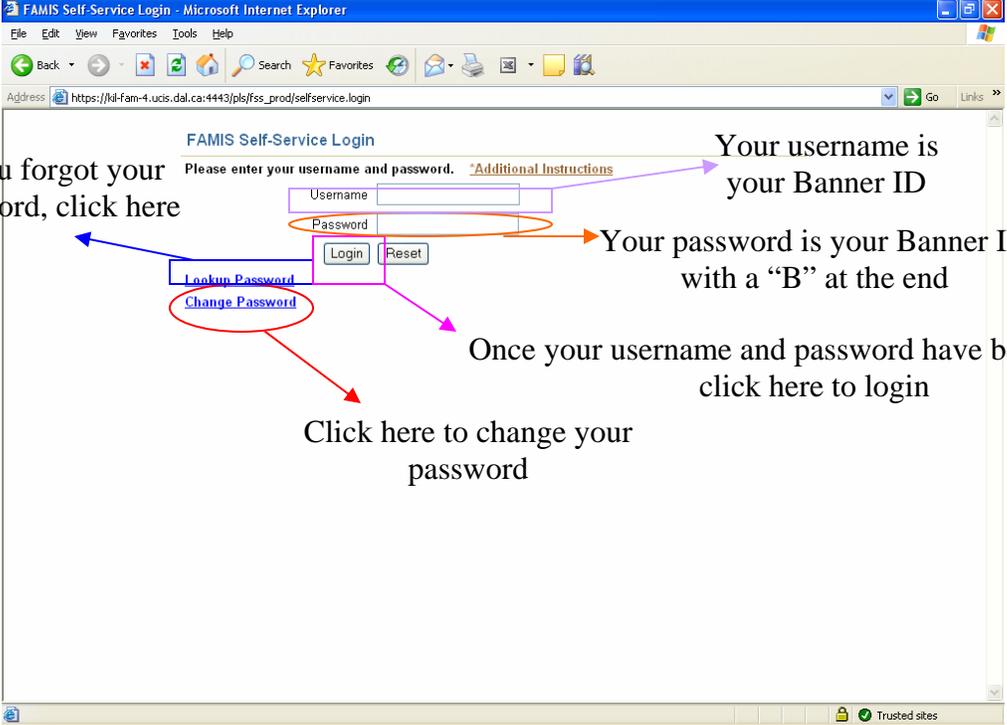
So sit back, relax and allow this manual to guide you through the process of creating a service request in FAMIS self-service.

Logging In

To access FAMIS self-service, go to <http://fm.dal.ca> and then **select FAMIS Self-Service**. You will then see the login screen. To log in, you require a username and a password. If you do not have or do not know your username and password, please speak to your office administrator. If you do not know who your administrator is, please contact Nick Tentomas at 494-2251.

Your username is your Banner ID (B00 #). Your initial password is your Banner ID with a “B” at the end (B00000000B). Now press “login” and you will be directed to the first screen.

After you log in for the first time, you can change your password on either the initial login screen or on the first screen after you log in. Just click on “change password”.



The screenshot shows the FAMIS Self-Service Login page in Microsoft Internet Explorer. The page title is "FAMIS Self-Service Login" and the address bar shows "https://kl-fam-4.ucis.dal.ca:4443/pls/fss_prod/selfservice.login". The page content includes the text "Please enter your username and password." followed by "Additional Instructions". There are two input fields: "Username" and "Password". Below the input fields are "Login" and "Reset" buttons. At the bottom of the form area, there are two links: "Lookup Password" and "Change Password".

Annotations on the screenshot:

- A blue arrow points from the text "If you forgot your password, click here" to the "Lookup Password" link.
- A purple arrow points from the text "Your username is your Banner ID" to the "Username" input field.
- An orange arrow points from the text "Your password is your Banner ID with a 'B' at the end" to the "Password" input field.
- A pink arrow points from the text "Once your username and password have been entered, click here to login" to the "Login" button.
- A red arrow points from the text "Click here to change your password" to the "Change Password" link.

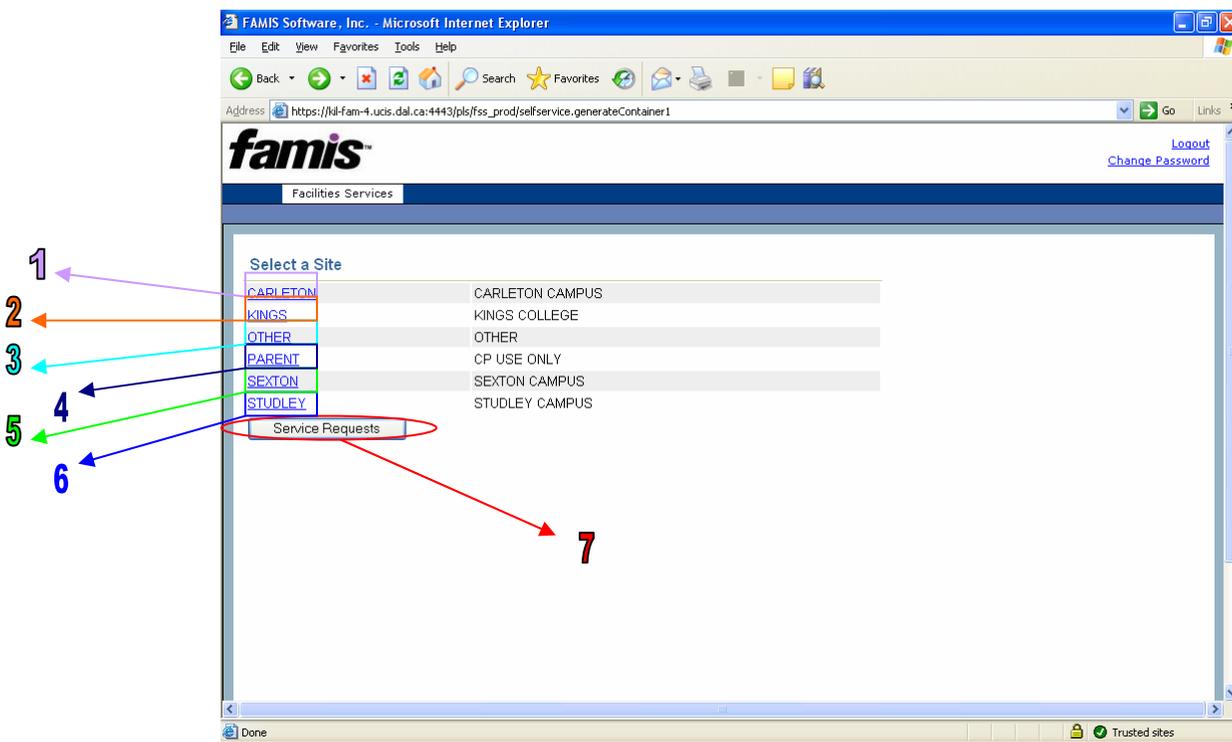
Selecting a Site

After you login, you will see the page below. From here, you can either choose a specific site (1-6), or select the tab titled “service requests” (7).

Choose from:

- | | |
|---|---------------------|
| 1. Carleton campus | 5. Sexton campus |
| 2. Kings College | 6. Studley campus |
| 3. Other (external site) (See the list below) | 7. Service requests |
| 4. Parent (CP use only) | |

Click on a site if you are going to enter several service requests for the same location at once. Otherwise, click on “service requests”. If you click on “service requests” please skip ahead to page 9. If you click on a specific site, proceed to the next page.



Here is the list of buildings under **Other**:

- | | |
|--|---|
| <ul style="list-style-type: none">• Saint Mary’s University• 5790 University Avenue• Mount Saint University• Stadacona-w Centre• IWK• NS Rehab Centre (NSRC)• Abbie Lane (AJLB)• Camp Hill (CHVM) | <ul style="list-style-type: none">• Halifax Infirmary (HI)• NS Cancer Centre (NSCC)• Victoria General (VG)• Dartmouth General• NS Hospital• City Centre Atlantic• Sackville Street 5562 |
|--|---|

Selecting a Building

If you click on a specific site, you will be brought to a screen similar to the one below. When you get to this screen, click on the building that you are putting the request in for. If there are multiple buildings, select “service requests” instead.

The screenshot shows a web browser window displaying the FAMIS Software interface. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The address bar shows the URL: https://kl-fam-4.ucis.dal.ca:4443/pls/fss_prod/selfservice.generateContainer1. The page content includes the FAMIS logo, a "Logout" link, and a "Change Password" link. Below these is a "Facilities Services" tab. The main content area is titled "CARLETON - CARLETON CAMPUS" and contains a table of buildings. A red box highlights the table, and a blue circle highlights the "Service Requests" button. Annotations with arrows point to these elements.

Building ID	Building Name
F100	DENTISTRY
F120	BURBIDGE
F140	FORREST
F200	TUPPER BLDG
F220	CLIN RES CTR
G200	P. GREEN HALL
H200	MACKENZIE
H220	BETHUNE BLDG

Service Requests

Select one of the buildings listed for the site selected

If there are multiple buildings, click here

Selecting a Floor

The below screen is similar to what you will get if you select a building. This screen asks you to pick the floor where the work needs to be done. If applicable, click the floor number to go to the next page. If you do not know the correct floor, or if there are multiple floors, please select the tab titled “service requests”.

If there are multiple floors, clarify this later in the request. When you enter in the description, you can put in that you do not know the floor or list the floors if there are more than one.

famis™ [Logout](#)
[Change Password](#)

Facilities Services

DENTISTRY

No Image available Site ID **CARLETON**
Building ID **F100**

Address **5981 UNIVERSITY AVENUE**
HALIFAX NS B3H 1W2

Contact

Floors

01	Floor 01
01M	Floor 01M
02	Floor 02
03	Floor 03
04	Floor 04
05	Floor 05

[Service Requests](#)

Select the appropriate floor

Select this if:
*You do not know the floor number
Or
*There are multiple floors

Selecting a Room

After you select the floor, the below screen will be brought up with a list of the rooms on that specific floor. If applicable, please select the room where the work will be taking place. If you do not know which room, or if there are multiple rooms, please select the tab titled “service requests”. You will then proceed to the next screen.

Again, if there are multiple rooms or if the room is unknown, clarify this later in the request.

famis™ [Logout](#)
[Change Password](#)

Facilities Services

DENTISTRY -

Site **CARLETON CARLETON CAMPUS**
Building **F100 DENTISTRY**
Floor **01M**

Rooms	
M1000	Storage

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

Select a room from the list

Select this if:
*You do not know the room number
Or
*There are multiple rooms

Creating a Service Request

Whether you click on a specific site or on “service requests”, you will be brought to the page below. Click on “create service request” when you get to this page to proceed to step 1.

This screen is multipurpose:

- You can search for existing service requests by clicking the drop down arrow next to the search field or by clicking advanced search. (Refer to Appendix C for further details).
- You can create a new service request by clicking the “create service request” tab.
- You can open the billing report for any accounts that you have authorization for.

To log into the billing report, you will need your Net ID and IMAP password. You will have to make sure that you have been associated with an account. Please email nick.tentomas@dal.ca or call 494-2251 if you have any questions about this.

The screenshot displays the FAMIS Software, Inc. web application interface within a Microsoft Internet Explorer browser window. The address bar shows the URL: https://kl-fam-4.ucis.dal.ca:4443/pls/fss_prod/selfservice.generateContainer1. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The main content area is titled "Facilities Services" and "Display Service Requests". It features a search section with a "Search" input field, a "Go" button, and an "Advanced Search" link. Below the search section is a table with columns: Request Number, Status, Phase, Requestor, Maint Type, Site, Building, Description, and Date Entered. At the bottom of the page, there are two buttons: "Create Service Request" and "Billing". Annotations with arrows point to these buttons and the search field, providing instructions on how to use them.

Search a previous request for a certain week or month (See page 47)

Search a previous request with an SR number or specific criteria (See page 48)

Click here if you want to open a billing report.
You will need your Net ID and IMAP password

Click here to start a new request

Step 1 – Confirm Requestor

Step 1 is to confirm the requestor information. If this is your first time using self-service, you will be asked to put in your name, phone number, and department code. (Your e-mail address is optional). To get your department code, click on department and select your department from the list provided. If there is an alternate requestor, you can enter their name and phone number in the spaces provided.

Once entered, this information will appear every time that you log into self-service, so you will not have to re-enter it every time you create a service request.

People with the same department can view each other's requests. This will help to avoid duplication of requests. **Department is NOT the same as the charging account.** The department is a 5 digit code, while the charging account is a 4 digit code that will be needed in step 3 if the request is for something that you will have to pay for.

Please make sure that this information is correct, and then click next to proceed to step 2.

Create Service Request: Confirm Requestor - Step 1 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Requestor

Requestor: MELISSA YOUNG
Phone: 494-8027
Cell Phone:
Department: 11901
Pager:
E-mail: eventstd@dal.ca
Mail Code:

Alternate Requestor

Name: Phone:

Cancel Next

Requestor, Phone Number, and Department are all mandatory. For department, click on "Department" to find the code

This field is optional

If there is an alternate requestor, enter their name and phone number

Step 2 – Selecting a Service

Step 2 is to select a service from the available libraries listed. If this request is for something that you will have to pay for (such as painting a room or moving furniture), use “New Installations, Upgrades and Replacements”. When you use this library, there will be a place to enter your account number. View Appendix A to see a list of the services within each of the libraries.

These standard services provide all of the questions regarding your request.

If this request is for something that you will not have to pay for (such as a plugged toilet or burnt out light), you can use one of the other libraries. Provide as much information as possible in the work description. Again, refer to Appendix A to see the list of services in each of these libraries.

Please note that New Web Request is not a library. Only use New Web Request if you cannot find the correct option under the libraries. If you do use this option, enter as much detail as possible to avoid important information being left out.

****Only use this option if you cannot find the correct library****

Choose from one of these libraries
*See Appendix A for descriptions

Refer to the next 3 pages if you selected one of the libraries. If you selected new web request, please skip to page 15.

This screen requires you to select a service within one of the libraries. The screen below shows the services if you select “New Installations, Upgrades and Replacements”. Refer to Appendix A for descriptions of the below services as well as descriptions for the services in the other libraries.

- Custodial
- Electrical
- Environmental Comfort
- Equipment and Furnishings
- Event Coordination
- Exterior Building Fabric
- Grounds
- Heating Ventilation and Air Conditioning
- Interior Building Fabric
- Locks, Keys and Access Systems
- Moves
- Paint
- Plumbing
- Renovation
- Security
- Signs
- Trucking

Choose from one of these services
See Appendix A for descriptions

****Only use this option if you cannot find the correct****

Depending on which service you choose in the previous screen, you will be brought to a page similar to the one shown below. This screen shows the options to choose from within Equipment and Furnishings. Once you get here, select the appropriate service required that corresponds to your request. Again, you can refer to **Appendix A** to view the list within each service.

famis™ [Logout](#) [Change Password](#)

Facilities Services

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within: NEW INSTALLATIONS, UPGRADES AND REPLACEMENTS (ACCOUNT REQ'D) - EQUIPMENT AND FURNISHINGS

- [FRAMED CORK BOARD \(SEE WEBSITE FOR AVAILABLE TYPES\)](#)
- [NEW EQUIPMENT REQUIRES HOOK UP \(MECH AND/OR ELECT\)](#)
- [NEW FURNITURE \(TABLES, CHAIRS, DESKS\)](#)
- [NEW WINDOW FURNISHINGS \(BLINDS OR CURTAINS\) REQUIRED](#)
- [PROVIDE BOOKCASE\(S\) \(SEE WEBSITE FOR SELECTION OF 18 VARIETIES\)](#)
- [PROVIDE NEW CABINET, COUNTERTOPS, ETC.](#)
- [REPAIRS TO CABINETS \(HANDLES, LATCHES, DOORS, SURFACES, ETC.\)](#)
- [New Web Request "Create your own request"](#)

Select one of the options within the selected service

****Only use this option if you cannot find the correct service****

Cancel Back

Step 3 – Entering Service Details (*For one of the libraries*)

Step 3 requires you to enter service details.

The account field will come up if “New Installations, Upgrades and Replacements (Account Req’d)” was selected in step 2. Fund/Org is the department code (i.e. 11094, 11034). This is the code that you were given in step 1. Account is your account number (i.e. 8748, 8743). Program is always 000 and Pct (Percent) is always 100% unless the work is being split between multiple account numbers. If this is the case, the percents for each account number should add up to 100%.

- Enter:
 - o Work Title will already be filled in.
 - o Description of Work needing to be done. (Do NOT use quotes)
 - o Earliest Start Date and Latest Completion Date (mm/dd/yyyy).
 - o Dates/Times Work Cannot be Done in Location (if applicable).

Once these fields have been filled in, click next to proceed to step 4.

Sel	Fundi/Org*	Account*	Program*	Pct
<input checked="" type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

Work Title: ALTERATIONS-RENOVATION - ENVIRONMENTAL HEALTH AND

Description of Work: THIS PROJECT REQUEST MUST BE RELATED TO AN ENVIRONMENTAL HEALTH AND SAFETY ISSUE
SPECIFY SCOPE OF THE PROJECT -

After this is complete, skip to page 16

Type the description of the work needing to be done (***do not use quotes***)

Step 3 – Entering Service Details (For New Web Request)

Step 3 requires you to enter service details.

If “new web request *create your own request*” was selected, this means that you could not find the correct library. If the request is for something that you will not be charged for you will not have to enter an account number. If you have selected this option for a chargeable request, it requires an account number. There is no option to put in your account number. Someone from Facilities Management will contact you for your account number. If you know in advance of entering the request that it is chargeable, please enter your account number in the work description. Give as much detail as possible in the work description.

- Enter:
 - o Work Title – Title of work to be done (i.e. Open Filing Cabinet).
 - o Description of Work needing to be done. (Do NOT use quotes)
 - o Earliest Start Date and Latest Completion Date (mm/dd/yyyy).
 - o Dates/Times Work Cannot be Done in Location (if applicable).

Once these fields have been filled in, click next to proceed to step 4.

Give the earliest start date and latest completion date as well as any dates/times that the work cannot be done in the location

Give a description of the work to be done with as much detail as possible

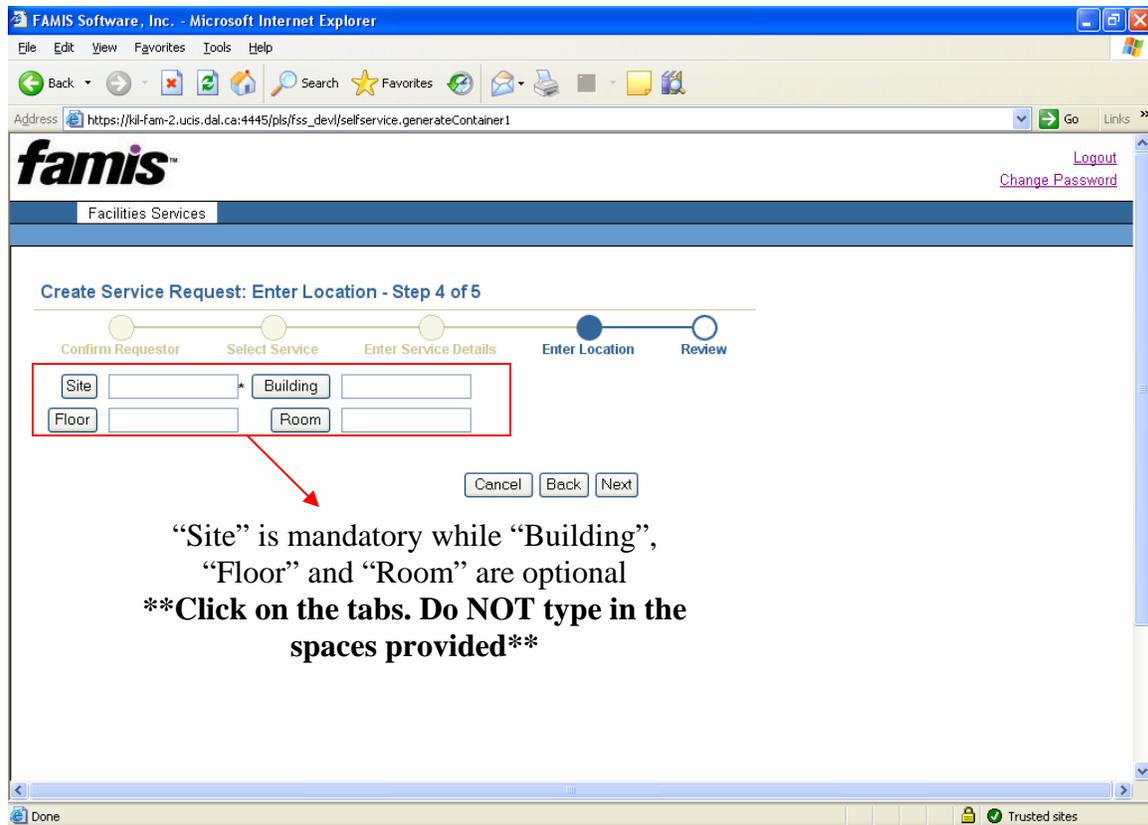
Step 4 – Entering a Location

Step 4 requires you to enter the location for this service request. If you selected a specific site instead of service requests on the first page, the below fields will already be filled in. If not, please enter the following:

- The site (Studley, Carleton, or Sexton)
- The building
- The floor
- The room

Please click the buttons instead of typing. “Site” is the only mandatory field.

When you have finished, click next to proceed to the final step.



“Site” is mandatory while “Building”,
“Floor” and “Room” are optional
****Click on the tabs. Do NOT type in the
spaces provided****

Step 5 – Reviewing Your Information

Step 5 is the final step which requires you to view and confirm the information that was given. If everything is correct, please click finish.

The screenshot shows a web browser window titled "FAMIS Software, Inc. - Microsoft Internet Explorer". The address bar shows the URL: https://kl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1. The main content area is titled "Create Service Request: Review - Step 5 of 5".

At the top, a progress bar shows five steps: "Confirm Requestor", "Select Service", "Enter Service Details", "Enter Location", and "Review". The "Review" step is highlighted with a blue circle. A blue arrow points from the text "Make sure all of your information is correct" to the "Review" step.

The "Review" section contains three main areas:

- Requestor Information:**
 - Requester Name: **MELISSA YOUNG**
 - Requester Dept: **11901**
 - Alt Requester Name:
 - Requester Phone: **494-8027**
 - Requester Email: **eventstd@dal.ca**
 - Alt Requestor Phone:
- Service Description:**
 - Earliest Start Date: **11/28/2006**
 - Latest Completion Date: **12/31/2006**
 - Blackout Dates and Times: **Mon before 13:00 hrs**
 - Work Title: **PICK UP AND DELIVER FURNITURE OFF CAMPUS**
 - Description: **SPECIFY DATES, LOCATIONS AND REQUIREMENTS - Please pick up 4 chairs and a desk from the IWK and deliver to Facilities Management (1236 Henry Street, 4th floor). Anytime between November 28th, 2006 to December 31st, 2006.**
- Location:**
 - Site: **STUDLEY**
 - Building: **E280**
 - Floor: **4**
 - Room:

At the bottom right of the form area, there are two buttons: "Cancel" and "Finish".

Viewing Your Final Request

Once you make sure the information is correct and you click Finish, you will be brought to a page similar to the one below, showing your service request. At the top of the page is the Service Request number (SR000000) that has been generated. Please copy down this number and store it in a safe place in case you ever need to refer back to this request.

You may now create another service request by clicking “go back to service requests” or log out if you are finished.

Create Service Request

Your Facilities Work Request **SR022420** was submitted on 11/28/2006. **This is your SR number. Copy it down for your records**

Requestor Information

Requester Name	MELISSA YOUNG	Requestor Phone	494-8027
Requestor Dept	11901	Requestor Email	eventstd@dal.ca
Alt Requester Name		Alt Requestor Phone	

Service Description

Account Segments	11901-8743.000- - (100%)	Latest Completion Date	12/31/2006
Earliest Start Date	11/28/2006	Work Title	PICK UP AND DELIVER FURNITURE OFF CAMPUS
Blackout Dates and Times	Mon before 13:00 hrs	Description	SPECIFY DATES, LOCATIONS AND REQUIREMENTS -
			Please pick up 4 chairs and a desk from the IWK and deliver to Facilities Management (1236 Henry Street, 4th floor). Anytime between November 28th, 2006 to December 31st, 2006.

Location

Site	STUDLEY	Building	E280
Floor	4	Room	

[Go Back to Service Requests](#) **This is the information that will show up in your request**

Appendix A: Descriptions of Services

1) *Alterations and Renovations – Client Request (Annual Procedure)*

Accessibility: Use this service:

- If you have an accessibility alteration and renovation request

Environmental Health and Safety: Use this service:

- If you have an environmental health and safety AANDR request

General Safety: Use this service:

- If you have a general safety – alterations – renovations request

Information Technology: Use this service:

- If you have an information technology alteration and renovation request

Interior and Exterior: Use this service:

- If you have an interior – exterior alteration and renovation request

Systems: Use this service:

- If you have a systems – alterations and renovations request

Teaching: Use this service:

- If you have a teaching – alterations and renovations request

2) *Business and Technical Support – All Users*

FAMIS Support (All Users): Use this service:

- If you want to be added to the FAMIS notifications
- For problems and bugs with FAMIS
- For new FAMIS self service requestor set-up
- For new FAMIS user set-up
- If you have any password problems
- If you have a report request

The above service (FAMIS Support) can also be done by calling Nick Tentomas at 494-2251 instead of entering a service request.

3) *FM Internal Requests (Internal Use Only)*

Building Site Work – Renewal Request: Use this service:

- | | |
|--|--|
| • For a cooling distribution renewal request | • For a heating distribution renewal request |
| • For an electrical distribution renewal request | • For a landscaping renewal request |
| • For a fuel distribution renewal request | • For a parking lot renewal request |
| • For a hazardous waste remediation renewal | • For a pedestrian paving renewal request |
| | • For a roadway renewal request |

- For a sanitary sewer renewal request
- For a service and pedestrian tunnel renewal request

- For a storm sewer renewal request
- For a water supply renewal request

Custodial: Use this service:

- To clean a carpet
- To supply markers or chalk
- To refill a chemical dispensing station
- To repair custodial equipment
- To request set up for an event
- To clean up after an event
- To clean up a mess left by a flood
- To strip/refinish a floor
- To remove graffiti
- To clean an interior window (within reach of a custodian)

- To replace light bulbs on Sexton Campus
- To refill a paper towel dispenser
- To replace a paper towel dispenser
- To refill a soap dispenser
- To replace a soap dispenser
- To unplug a toilet
- To refill a toilet paper holder
- To clean upholstery
- To clean up vomit
- To supply office waste cans

Desktop and Network Support: Use this service:

- For hardware problems
- For a new equipment request

- For software problems

Electrical: Use this service:

- To repair a fire alarm
- To repair a security alarm
- To repair a door bell
- To repair an electric heating coil
- To make up a new electrical cord
- To repair an electrical outlet
- To repair emergency lighting
- To crush and dispose of light bulbs
- To replace a ballast
- To replace a light fixture
- To replace a light bulb
- To replace a broken light shade
- To meet with electrical consultants

- To meet with electrical contractors
- To meet with a fire Marshall
- To meet with a Nova Scotia inspector
- To hook up or disconnect a motor
- To disconnect power for operations staff
- For a no power situation
- To repair a smoke detector
- To repair a switch
- To adjust a time clock
- To hook up or disconnect welder for operations staff

Environmental Comfort: Use this service:

- To increase static pressure on an AHU (Air Handling Unit)
- To reset an AHU
- To balance air flow
- To measure air flow
- To investigate an air quality problem

- To install a cover on a thermostat
- To repair a thermostat
- If it is too hot or too cold
- To change a ventilation schedule
- To replace a ventilation grille

Equipment and Furnishings – Renewal Request: Use this service:

- For a commercial equipment renewal
- For a fixed furnishings renewal request
- For a hazardous components abatement renewal request
- For an institutional equipment renewal request
- For a movable furnishings renewal request
- For other equipment renewal request
- For a special controls and instrumentation renewal request
- For a special facilities renewal request
- For a special structures renewal request
- For a vehicular equipment renewal

Exterior Building Fabric: Use this service:

- To repair a building leak
- To repair caulking
- To seal a concrete wall
- To repair a door
- To replace a door
- To repair door hardware
- To repair downspouts
- To repair the exterior of a building
- To repair a roof
- To repair a window
- To repair window hardware

Grounds: Use this service:

- To repair fencing
- To clean up glass
- To mow a grass area
- To repair the ground
- To clean up grounds debris
- To repair grounds equipment
- To trim a hedge
- To salt icy areas
- To remove icicles from a building
- To collect leaves
- To clear leaves from a drain
- To clean up the parkade or stairwells
- To control pests
- To repair a pothole
- To clear snow
- To trim a tree
- To remove a tree stump

Heating, Ventilation and Air Conditioning: Use this service:

- To repair an air conditioning unit
- To investigate low static pressure on air handling unit
- To investigate an air handling unit noise
- To reset an air handling unit as a result of power failure
- To repair an air handling unit fan
- To replace an air vent
- To repair an ammonia compressor
- To replace a filter on a compressor
- To replace bearings
- To repair a boiler
- To repair boiler controls
- To repair a check valve
- To repair a chemical feed system
- To replace seals on circulating pump
- To investigate no compressed air
- To repair a compressed air line
- To repair a compressor
- To repair a condensate meter
- To repair a condensate pump
- To repair a control valve
- To replace a control valve
- To calibrate controls
- To repair controls
- To repair a cooling tower
- To replace an air handling unit damper
- To replace a damper actuator
- To repair dampers

- To repair ductwork
- To repair an electric chiller
- To replace fan belt(s)
- To replace an air handling unit filter
- To supply and install a fire extinguisher
- To repair fluid coolers
- To remove and dispose of refrigerant
- To measure fume hood airflow
- To repair a heat pump
- To repair a heating or cooling coil
- To bleed air from heating system
- To repair heating system leak
- To clean a mechanical room

- To meet with HVAC contractor
- To meet with mechanical consultant
- To investigate a metasys alarm
- To update a metasys workstation
- To repair NCU
- To repair a propane system
- To repair a pump
- To replace a pump
- To replace a relief valve
- To repair steam chambers
- To repair a steam chiller
- To repair a mixing box
- To repair a water softener
- To perform welding repairs

Interior Building Fabric: Use this service:

- To repair an access hatch
- To repair a baseboard trim
- To repair a building leak
- To repair caulking
- To repair a ceiling
- To replace ceiling tiles
- To seal concrete
- To repair door hardware
- To repair a door
- To replace a door
- To replace a ventilation grille
- To repair a wall
- To repair a washroom partition
- To repair window hardware
- To repair a window
- To replace a window

Interiors – Renewal Request: Use this service:

- For a ceiling finishes renewal request
- For a floor finishes renewal request
- For an interior door renewal request
- For a partition renewal request
- For an interior specialties renewal request
- For a stair construction renewal request
- For a stair finishes renewal request
- For a wall finishes renewal request

Lock: Use this service:

- To repair a security alarm
- To repair a door lockset
- To supply a FOB
- To cut key(s)

Paint: Use this service:

- To remove graffiti
- To paint an area

Plumbing: Use this service:

- To increase the temperature of domestic hot water
- To repair a water pressure problem
- To repair domestic water PRV
- To repair a leaking hot water tank
- To investigate a plumbing leak
- To repair mechanical equipment
- For a video mechanical system
- To replace faucets
- To replace a toilet seat
- To unplug a drain
- To unplug a urinal
- To replace water faucets

Safety Hazard: Use this service:

- To investigate asbestos
- To repair a blue light
- To investigate and clean up a chemical spill or leak
- To repair exposed wires
- To repair an elevator
- To repair emergency lighting
- To repair an emergency shower
- To investigate and clean up a flood
- To repair a fume hood
- To investigate an odor
- To isolate and clean up an oil spill
- To repair other unsafe conditions
- To repair handrails
- To repair a sign
- To investigate slippery conditions
- To investigate a snow or ice hazard
- To repair an exterior trip hazard
- To repair an interior trip hazard

Security: Use this service:

- To set up barricades
- To investigate a break and enter
- To change building operating hours
- To close a parking spot
- To request a temporary parking pass
- To investigate vandalism

Services – Renewal Request: Use this service:

- For a communication and security system renewal request
- For a controls instrumentation renewal request
- For a cooling generating system renewal request
- For a distribution system renewal request
- For a domestic water distribution renewal request
- For an electrical service distribution renewal request
- For an elevator renewal request
- For an energy supply system renewal request
- For an escalators and moving walks renewal request
- For a fire protection specialties renewal
- For a fire protection sprinkler system renewal
- For a heat generating system renewal request
- For a lighting and branch wiring renewal request
- For a material handling system renewal request
- For a plumbing fixtures renewal request
- For a rainwater drainage system renewal request
- For a sanitary waste system renewal request
- For a special electrical system renewal
- For a special HVAC systems and equipment renewal request
- For a special plumbing system renewal request
- For a stand pipe and hose systems renewal request
- For a systems testing and balancing renewal request
- For a terminal package unit renewal request

Shell – Renewal Request: Use this service:

- For an exterior door renewal request
- For an exterior wall renewal request
- For an exterior window renewal
- For a flooring construction renewal request
- For a roof renewal request
- For a roof covering renewal request
- For a roof opening renewal request

Substructure – Renewal Request: Use this service for:

- A renewal request for basement walls
- A renewal request for slab on grade
- A renewal request for special foundation
- A renewal request for standard foundation

Trucking: Use this service:

- To pick up and deliver furniture
- To load/unload with a power gate truck
- To pick up and deliver supplies
- To pick up organic waste

4) Food Services Request

Custodial: Use this service:

- To clean appliances
- For post event clean up
- For event set up
- For a flood clean up
- To refinish/strip flooring
- To remove graffiti
- To clean a kitchen
- To refill paper towel
- To refill a soap dispenser
- To refill toilet paper
- To clean up vomit

Electrical: Use this service:

- To repair a fire alarm system
- To repair a security alarm system
- To reset a breaker
- To repair a dishwasher
- To repair an electric heater
- To supply and install an electrical connect
- To replace an electrical outlet
- To repair an electrical outlet
- To supply and install a special outlet
- For an electrical project
- To repair emergency lighting
- To supply and install emergency power to equipment
- To repair a garburator
- To replace a light fixture
- To repair a light fixture
- To replace light bulb(s)
- To investigate a no power situation
- To repair a smoke detector
- To repair a switch

Environmental Comfort: Use this service:

- To provide increased AC capacity
- To repair a no air flow problem
- To measure air flow
- To balance air flow to design
- To investigate an air quality concern
- To provide increased heating capacity
- To repair a thermostat
- To investigate a too cold problem
- To investigate a too hot problem
- To replace a missing ventilation grille
- To request a ventilation scheduling change

Equipment and Furnishings: Use this service:

- To hook up equipment

Event Coordination: Use this service:

- For event set up

Exterior Building Fabric: Use this service:

- To repair a wall leak
- To repair a door
- To repair door hardware
- To repair the exterior of a building
- To repair an exterior deck
- To repair a window
- To repair hardware

Grounds: Use this service:

- To clean up glass
- To remove ice
- To eliminate pets

Heating, Ventilation and Air Conditioning: Use this service:

- To remove/dispose of refrigerant
- To repair a compressed air system
- To clear a plugged drain
- To repair a ductwork
- To supply and install mechanical equipment
- To repair a heating system leak
- To repair a heater
- To repair mechanical equipment
- If there is no hot water
- To repair a pre wash sprayer
- To repair propane equipment
- To investigate a ventilation noise
- To repair a walk in cooler
- To repair a walk in freezer
- For welding repairs

Interior Building Fabric: Use this service:

- To repair a building leak
- To repair a countertop or cabinet
- To repair a ceiling
- To repair a door
- To repair door hardware
- To replace flooring
- To repair an interior wall
- To repair a roof
- To repair a washroom accessory
- To repair a washroom partition
- To repair a window
- To repair window hardware

Locks, Keys and Access Systems: Use this service:

- To reprogram an FOB
- To supply a new FOB
- To cut a new key
- To repair a lock
- To replace a lock
- To replace a lock core

Moves: Use this service:

- To move electrical and/or communications
- To move furniture or equipment
- To move an office

Paint: Use this service:

- To remove graffiti
- To paint an area
- To repair plaster

Plumbing: Use this service:

- If domestic water is too hot or too cold
- If there is no water pressure

- To supply and install mechanical equipment
- To repair a faucet
- To replace a faucet
- For a plugged roof/floor or drain area
- To repair a plumbing leak
- To supply and install a new sink

- To unplug a sink or basin
- To repair a toilet
- To replace a toilet
- To unplug a toilet or urinal
- To repair a urinal
- To replace a urinal
- To replace water filters

Renovation: Use this service:

- To renovate a dining area

- To renovate a kitchen

Safety Hazard: Use this service:

- To investigate and clean up a chemical spill or leak
- To repair exposed electrical wires
- To repair emergency lighting
- To investigate and clean up flood
- To investigate an odor
- To repair other unsafe conditions

- To investigate a slippery condition
- To investigate a snow and ice hazard on building
- To repair an exterior trip hazard
- To repair an interior trip hazard

Security: Use this service:

- To block off an area with barricades
- To investigate a break and enter
- To request a change in building operating hours
- To request a door lock
- To open/close a building early/late
- To request a parking pass for a contractor
- To request a parking spot closure

- To require security staff on an hourly basis
- To request a reserved parking sign
- To request a temporary parking permit
- To unlock a door
- To investigate vandalism
- To request video surveillance

Signs: Use this service:

- To supply and install a 20" directional sign
- To supply and install a 30" directional sign
- To supply and install a door name plate
- To supply and install a large destination sign

- To supply and install a medium destination sign
- To repair a sign
- To supply and install a small destination sign

Trucking: Use this service:

- To request recycling pickup
- To transport large items to landfill

- To pick up organic waste

5) *Housing and Conference Services Request*

Custodial: Use this service:

- To clean brass mailboxes
- To request carpet cleaning
- To supply chalk/markers in classroom
- To refill custodial chemical dispensing stations
- To repair custodial equipment
- To clean-up damage
- For custodial setup for an event
- To cleanup after an event
- For a flood cleanup
- To strip and wax floors
- To clean a fridge or stove
- To remove graffiti on a washroom wall
- To supply a grey recycling unit
- To clean an interior window
- To clean the kitchen
- To clean the laundry room
- To clean the mattresses
- To move the mattresses
- To refill paper towel
- To replace a paper towel dispenser
- To clean RA showers and washrooms
- To clean residence life apartments
- To complete housekeeping of a room
- To turnover a room
- To replace a soap dish
- To refill a soap dispenser
- To replace a soap dispenser
- To clean a student room
- To remove food from student rooms at Christmas
- To clean a housing suite
- To unplug a toilet
- To refill toilet paper
- To clean upholstery
- To clean up vomit
- To clean washers and dryers
- To replace office waste cans

Electrical: Use this service:

- To repair a fire alarm system
- To repair a security alarm system
- To supply and install an Ethernet connection
- To repair a door bell
- To repair electric baseboard heaters
- To supply and install an electrical connect for equipment
- To supply and install an electrical cord
- To replace an electrical outlet
- To repair an electrical outlet
- To supply and install special electrical outlets
- To replace emergency lighting
- To supply and install emergency power to equipment
- To repair a fire alarm system malfunction
- To repair a handicap door
- To supply and install an intrusion door
- To replace a light fixture
- To repair a light fixture
- To replace light bulbs
- To report an exterior light on during the day
- To investigate a tripped breaker – no power
- To supply and install a 110 volt dedicated outlet
- To supply and install a 110 volt outlet
- To supply and install a phone line
- To supply and install phone and computer lines in duplex outlet
- To investigate a no power situation
- To repair a smoke detector
- To repair a switch
- To supply and install a video surveillance camera

Environmental Comfort: Use this service:

- If the air handling unit (AHU) is tripping off
- To require an air flow reading taken in a room
- To require a balance of air flow in a room
- To investigate an air quality concern
- To repair a damaged ventilation ducting
- To replace air filters
- To repair a heating valve
- To supply and install new heat-cooling controls
- To provide increased air conditioning
- To provide increased heating capacity
- To repair thermostat
- To replace thermostat
- To program an AHU time clock
- To investigate a too cold problem
- To investigate a too hot problem
- To replace a missing ventilation grille
- To request a ventilation scheduling change
- To repair a washroom exhaust fan

Equipment and Furnishings: Use this service:

- For a framed cork board
- If new equipment requires hookup (mechanical/electrical)
- For new furniture (tables, chairs, desks)
- For new window furnishings (blinds/curtains)
- To provide bookcases
- To provide new cabinets, countertops, etc.
- For repairs to cabinetry (handles, latches, doors, surfaces, etc.)

Event Coordination: Use this service:

- For event setup

Exterior Building Fabric: Use this service:

- To repair an access hatch
- To repair bike racks
- For a building leak (structural, parkade, etc.)
- For a building leak (foundation)
- For a building leak – roof
- For a building leak – wall
- To repair caulking
- To install weather stripping on door
- To repair a door
- To repair door hardware
- To repair a door stop
- To clear plugged downspouts
- To repair a downspout or soffit
- To repair the exterior of a building
- To repair an exterior deck
- To repair an exterior wall
- To repair a roof
- To repair stairs or railing
- To install a plastic draft stop on window
- To install a window screen
- To install weather stripping on a window
- To repair a window
- To repair window hardware

Grounds: Use this service:

- To check and empty ash urns
- To repair a bench
- To replace a bench
- To clean debris from grounds
- To clean up glass from parking lots, sidewalk, etc.

- For an exterior road, parking lot or sidewalk repair
- For exterior window cleaning (contractor – above ground level)
- For exterior window cleaning (in house staff – ground level)
- To repair fencing
- To check and empty exterior garbage containers
- To mow and trim grass areas
- For exterior grounds repair
- For grounds equipment repair
- To trim a hedge
- For ice control – salt – remove ice
- For leaf collection
- If there are leaves/debris plugging a drain
- To clean parkade/stairwells
- For interior and exterior pest control
- For snow removal
- To repair snow removal damage
- To trim a tree
- To remove a tree limb or stump

Heating, Ventilation, and Air Conditioning: Use this service:

- To remove refrigerant from a fridge or A/C unit
- To repair a compressed air system
- To repair ductwork
- To replace ductwork
- To supply and install mechanical equipment
- To refill a fire extinguisher
- To supply and install a fire extinguisher
- To repair a leak in a heating system
- To bleed the air in a heating system
- To repair a heater
- To repair mechanical equipment
- For the removal of redundant piping
- To repair propane equipment
- To add/remove propane piping valves
- To repair a sump pump
- To replace a sump pump
- To repair a leaking valve
- To replace a leaking valve
- To investigate a ventilation noise
- To perform miscellaneous welding repairs

Interior Building Fabric: Use this service:

- To repair an access hatch
- To repair a baseboard
- To repair a structural leak
- To repair a ceiling leak
- To repair a foundation leak
- To repair a roof leak
- To repair a wall leak
- To repair a countertop
- To repair caulking
- To repair a ceiling
- To install a chair rail
- To install a coat hook
- To install weather stripping on a door
- To repair a door
- To repair door hardware
- To repair a door stop
- To repair flooring
- To replace flooring
- To hang a banner
- To hang a picture
- To hang a whiteboard/chalkboard
- To repair an interior wall
- To repair a roof
- To repair a shelf/furniture
- To repair stairs/railing
- To repair ceiling tiles
- To repair floor tiles
- To repair wall tiles
- To repair trim
- To repair a mirror in a washroom
- To repair a paper towel dispenser in washroom
- To repair a soap dispenser in a washroom
- To repair a toilet paper dispenser in a washroom
- To repair a washroom partition

- To install a plastic draft stop on a window
- To install a screen on a window
- To install weather-stripping on a window

- To repair a window
- To repair window coverings
- To replace window coverings
- To repair window hardware

Locks, Keys, and Access Systems: Use this service:

- To add/remove an access control code
- If a door security alarm is sounding
- To repair a crash bar
- To add/remove a deadbolt
- If a door does not lock/unlock
- To repair a door knob
- To replace a battery in an electronic lock

- If there is no key to open a locked file cabinet
- To repair a FOB
- To replace a FOB
- To cut a new key
- To replace a key
- To repair a lock
- To replace a lock
- To replace a lock core
- To repair a thumb turn lock

Moves: Use this service:

- For an office move
- To request a move (electrical – communications changes)

- To request a move including a bookcase, bulletin board, dismantling

Paint: Use this service:

- For graffiti removal
- To paint an area

- To repair plaster

Plumbing: Use this service:

- If domestic hot water is too hot or too cold
- If there is low/no pressure in domestic water
- To hookup mechanical equipment
- If an area, roof, or floor drain is plugged
- To repair a leaking hot water tank
- For the removal of redundant piping
- To repair a plumbing leak
- To repair a shower
- To replace a shower
- To replace a sink
- To unplug a sink or basin
- To replace a sink/basin faucet
- To repair a sink/basin/shower faucet

- To repair a sump pump
- To replace a sump pump
- To repair a toilet
- To replace a toilet
- To unplug a toilet/urinal
- To replace a broken toilet seat
- To repair a tub/shower faucet
- To replace a tub/shower faucet
- To unplug a tub or shower
- To repair a urinal
- To replace a urinal
- To repair a leaking valve
- To replace a leaking valve
- To replace water filters

Renovation: Use this service:

- To add/remove a door
- To add/remove a wall
- For multiple office renovation

- For multiple residence room renovation
- For a residence room renovation

- For a single office renovation

- For a washroom renovation

Safety Hazard: Use this service:

- To investigate asbestos
- To repair blue lights
- To investigate/cleanup a chemical spill/leak
- To repair exposed electrical wires
- To repair an elevator
- To repair emergency lighting
- To repair an emergency shower
- To cleanup a flood
- To repair a fume hood
- To investigate odors

- To isolate/cleanup an oil spill/leak
- To report any other unsafe condition
- To repair handrails/railings
- To repair signs
- To investigate/make safe slippery conditions
- To investigate/make safe the snow or ice hazard on a building
- To repair an exterior trip hazard
- To repair an interior trip hazard

Security: Use this service:

- To request barricades
- To investigate a break and enter
- To request a change in building operating hours
- To request a door to be locked
- To request a building to open/close early
- To request a parking pass for a contractor
- To request a parking spot closure

- To require security staff on an hourly basis
- To request a reserved parking sign
- To request a temporary parking permit
- To request a door to be unlocked
- To investigate vandalism
- To request video surveillance

Signs: Use this service:

- To supply and install a 20” directional sign
- To supply and install a 30” directional sign
- To supply and install a door nameplate
- To supply and install an exterior building sign on posts in ground

- To supply and install a large destination sign
- To supply and install a medium destination sign
- To make repairs to existing signs
- To supply and install a small destination sign

Trucking: Use this service:

- To check and remove items in dumpsters
- To request an exam setup
- To pick up and deliver furniture off campus
- To pick up and deliver furniture
- For loading/unloading assistance with power tailgate truck
- To request paper shredding
- To request recycling pickup

- To pick up and deliver supplies
- To pick up and deliver supplies off campus
- To transport large items to the landfill
- To supply trucking
- For organic waste pickup
- To supply wood shavings for animal care

6) *New Installations, Upgrades and Replacements (Account Req'd)*

Custodial: Use this service:

- If you have carpets that need cleaning more than usual.
- If you need event cleanup.
- If you require event setup.
- If you have any interior windows that need to be cleaned above the reach of a custodian.
- If you have specific cleaning requirements. This will require you to describe the requirements.

Electrical: Use this service:

- To supply and install a computer (Ethernet) outlet.
- To supply and install an electrical connect for equipment.
- To make up a new electrical cord.
- To supply and install a 110 volt electrical outlet.
- If you have some other electrical project. You will have to describe this project.
- To supply and install emergency power to equipment.
- To supply and install an intrusion alarm.
- To supply and install a panic button alarm to security.
- To supply and install a phone line.
- To supply and install a phone-computer line in one duplex outlet.
- To supply and install special electrical outlets.
- To supply and install a video surveillance camera.

Environmental Comfort: Use this service:

- To provide increased air conditioning capacity.
- To provide increased heating capacity.

Equipment and Furnishings: Use this service:

- To supply framed cork board (you can see available types on the website).
- To hook up new equipment (mechanical and/or electrical).
- To supply new furniture (tables, chairs, desks).
- To supply and install new window coverings (blinds or curtains).
- To supply and install a bookcase (See the website for a selection of 18 varieties).
- To supply and install new cabinets or countertops.
- To repair cabinetry (handles, latches, doors, surfaces, etc.)

Event Coordination: Use this service:

- For Open House event coordination.
- For event setup.

Exterior Building Fabric: Use this service:

- To hang an exterior banner.
- To install a window screen.

Grounds: Use this service:

- To supply and install a new bench.
- To supply a new memorial plaque.
- To supply and plant a new tree as a memorial.

Heating, Ventilation and Air Conditioning: Use this service:

- To dispose of a fridge or remove refrigerant from unit.
- To add or remove compressed air.
- Modify ventilation ducting.
- To add or remove fumehood.
- Alterations to fumehood.
- To add or remove propane equipment for research (add/remove propane valves/lines).
- To provide equipment hookup (HVAC equipment).
- To provide welding repairs.

Interior Building Fabric: Use this service:

- To supply and install a coat hook.
- To hang an interior banner.
- To supply and install floor covering.
- To hang a picture.
- To hang a whiteboard or a chalkboard.
- To install window coverings.
- To install or remove a plastic window draft stop.
- To install a window screen.

Locks, Keys and Access Systems: Use this service:

- To add or remove an access control code (keypad combination).
- To add or remove a deadbolt.
- To open a locked filing cabinet that has no key.
- To supply a FOB.
- To cut a new key.
- To replace a lock.
- To replace a lock core.
- To supply a proximity card.

Moves: Use this service:

- To move an office (moving crew only).
- To request a move of electrical or communication equipment.
- To request a move of equipment including bookcase, bulletin board, dismantling.

Paint: Use this service:

- To request an area to be painted (provide a description of the work).

Plumbing: Use this service:

- For a plumbing project.
- To provide a plumbing hook-up to new equipment.

Renovation: Use this service:

- To add or remove a door.
- To add or remove a wall.
- To upgrade a classroom.
- To renovate multiple labs.

- To renovate multiple offices.
- To renovate a single lab.

- To renovate a single office.
- To renovate a washroom.

Security: Use this service:

- If you require a temporary parking pass for a contractor.
- To request to open or close a building early or late.
- If you require security staff on an hourly basis.

- To supply and install a reserved parking sign.
- If you require video surveillance

Signs: Use this service:

- To supply and install a 20” directional sign.
- To supply and install a 30” directional sign.
- To supply and install a door name plate.
- To supply and install a new exterior building sign on posts in ground.

- To supply and install a large destination sign.
- To supply and install a medium destination sign.
- To repair an existing sign or make letter changes.
- To supply and install a small destination sign.

Trucking: Use this service:

- To pick up and deliver furniture off campus.
- To pick up and deliver supplies on campus.
- To transport large items to the landfill.

- If a trucking crew is required.
- To supply wood shavings to animal care.

7) Routine Repairs, Maintenance and Trucking

Custodial: Use this service:

- To request carpet cleaning
- To supply chalk in a classroom
- To repair custodial equipment
- For post event cleanup
- To clean up a flood
- To strip/refinish floors
- To remove graffiti from washroom walls
- To supply a grey recycling unit
- To clean an interior window (within reach of a custodian)

- To replace light bulbs (Sexton only)
- To supply a new soap dispenser
- To supply paper towel
- For pre event setup
- To refill a soap dispenser
- To unplug a toilet
- To supply toilet paper
- To clean upholstery
- To clean a ventilation grille
- To cleanup vomit
- To supply office waste cans

Electrical: Use this service:

- To repair a fire alarm system

- To repair a security alarm system

- To repair a doorbell
- To repair electric baseboard heaters
- To repair electrical arcing
- To repair electrical outlets
- To repair emergency lighting
- To repair a handicap door
- To replace a light fixture

- To repair a light fixture
- To replace light bulbs
- To report an exterior light on during the daylight hours
- To report no power
- To repair a smoke detector
- To repair a switch

Environmental Comfort: Use this service:

- To request an air flow measurement
- If there is too little or too much air flow
- To investigate air quality concern (fumes, odors, humidity)
- To repair a compressed air system
- To repair a damaged ductwork

- To repair a thermostat
- To investigate a too cold problem
- To investigate a too hot problem
- To replace a missing ventilation grille
- To request a ventilation scheduling change

Exterior Building Fabric: Use this service:

- To repair an access hatch
- To repair bike racks
- To repair a foundation leak
- To repair a roof leak
- To repair a wall leak
- To repair caulking
- To install weather stripping on a door
- To repair a door
- To repair door hardware
- To repair a door stop

- If there are plugged downspouts
- To repair a downspout or soffit
- To repair an exterior deck
- To repair an exterior wall
- To repair a roof
- To repair stairs/railing
- To install weather stripping on a window
- To repair a window

Grounds: Use this service:

- To check and empty ash urns
- To clean an exterior window (contractor – above ground level)
- To clean an exterior window (in house staff – ground level)
- To repair fencing
- To clean up glass
- To repair an exterior grounds area
- To clean up grounds debris
- To trim a hedge
- To provide salt for an icy area

- To remove icicles on a building
- To clear leaves/debris from a drain
- To cleanup a parkade/stairwells
- For pest control
- To repair pot holes
- To repair a road, parking lot, sidewalk
- For snow removal
- To repair snow removal damage
- To remove a tree limb

Heating, Ventilation and Air Conditioning: Use this service:

- To repair a compressed air valve
- To refill a fire extinguisher
- To supply and install a fire extinguisher
- To check air flow on a fume hood
- To bleed air from a heating system
- To repair a heater
- If a hot water heating system is leaking
- To repair mechanical equipment
- To investigate a smell
- To investigate a ventilation noise

Interior Building Fabric: Use this service:

- To repair an access hatch
- To repair a baseboard
- To repair a ceiling leak
- To repair a foundation leak
- To repair a wall leak
- To repair a cabinet/countertop
- To repair caulking
- To repair a ceiling
- To repair a door
- To repair door hardware
- To repair a door stop
- To repair flooring
- To repair an interior wall
- To repair stairs/railing
- To repair ceiling tiles
- To repair floor tiles
- To repair wall tiles
- To repair a trim
- To repair a mirror in a washroom
- To repair a paper towel dispenser in washroom
- To repair a soap dispenser in a washroom
- To repair a washroom partition
- To install weather stripping on a window
- To repair a window
- To repair window coverings
- To repair window hardware

Locks, Keys, and Access Systems: Use this service:

- To repair a crash bar
- To repair a door closure
- To repair a door knob
- To repair a door lock
- To replace an electronic lock battery
- To repair a FOB
- To repair a thumb turn on lock

Paint: Use this service:

- To remove graffiti
- For painting
- To repair plaster

Plumbing: Use this service:

- If domestic hot water is too hot or too cold
- To repair a domestic water pressure problem
- To repair sink or basin faucets
- To repair a tub and shower faucet
- To unplug a floor area or roof drain
- To repair a plumbing leak
- To repair a shower
- To unplug a sink or basin
- To unplug a tub or shower drain
- To repair a urinal
- To repair a valve
- To replace water filters

Safety Hazard: Use this service:

- To investigate asbestos
- To repair blue lights
- To investigate and cleanup a chemical spill/leak
- To repair exposed electrical wires
- To repair an elevator
- To repair emergency lighting
- To repair an emergency shower
- To cleanup and repair flooding conditions
- To repair a fume hood
- To investigate an odor
- To isolate and cleanup an oil spill/leak
- For any other unsafe condition
- To repair handrails/railings
- To repair signs
- To investigate and make slippery conditions safe
- To investigate a snow or ice hazard on a building
- To repair an exterior trip hazard
- To repair an interior trip hazard

Security: Use this service:

- To request barricades
- To investigate a break and enter
- To change building operating hours
- To request a door to be locked
- To request a door to be unlocked
- To request a parking spot to be closed
- To request a temporary parking permit
- To investigate vandalism

Trucking: Use this service:

- For event setup for open house
- To setup for exams (booklets or furniture)
- To pick up and deliver furniture
- For unloading and loading using a truck with a power gate
- To shred paper
- To pick up recycling
- For a liquid nitrogen or distilled water refill
- To pick up and deliver supplies
- To pick up organic waste

Appendix B: Common Errors

Entering Service Details:

- The wrong number was entered under “Fund/Org”. This field should be filled in with the five digit department code that was entered in step 1.

Error in record 1. Invalid Fund/Org, please re-enter.

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

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
<input checked="" type="radio"/>	11109	8743	000	100
<input type="radio"/>				
<input type="radio"/>				

Work Description

Work Title: CUT NEW KEY

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut key for McCain room 1198 for T&A.

Fund/Org has been entered wrong

Entering Service Details:

- The wrong account number was entered under “account”. This field should be filled in with a four digit account number.

Error in record 1. Invalid Account, please re-enter.

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

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
<input checked="" type="radio"/>	11901	9052	000	100
<input type="radio"/>				
<input type="radio"/>				

Work Description

Work Title: CUT NEW KEY

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for TA.

The wrong account number has been entered

Entering Service Details:

- “Program” is left blank. This field should be filled in with three zeros.

For record 1, you must enter a(n) Program.

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

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
<input checked="" type="radio"/>	11901	8748	<input type="text"/>	100
<input type="radio"/>				
<input type="radio"/>				

Work Description

Work Title: CUT NEW KEY

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for TA.

Program must always be filled in with 000

Entering Service Details:

- Percent field is left blank. This should be filled in with 100. If there are multiple accounts, the total percent must add up to 100. For example, if you have two account numbers, each account can have 50 in the percent field. The total will then add up to 100.

The screenshot shows a web browser window with the address `https://nl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1`. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The main content area displays an error message in red: "Error, percent must equal 100, it is currently 0". Below the error message is a progress bar for "Create Service Request: Enter Service Details - Step 3 of 5". The progress bar has five steps: "Confirm Requestor", "Select Service", "Enter Service Details" (current step), "Enter Location", and "Review".

The "Account" section contains a table with the following columns: "Sel", "Fund/Org*", "Account*", "Program*", and "Pct". The first row is selected and contains the values: "11901", "8748", "000", and a blank "Pct" field. A blue box highlights the "Pct" field, and a blue arrow points to it with the text "This field must always add up to 100".

The "Work Description" section contains a "Work Title" field with the value "CUT NEW KEY" and a "Description of Work" text area with the value "SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for TA."

Sel	Fund/Org*	Account*	Program*	Pct
<input checked="" type="radio"/>	11901	8748	000	
<input type="radio"/>				
<input type="radio"/>				

Entering Service Details:

- An invalid month was entered for the earliest start date. Both the earliest start date and latest completion date should be in the format of **mm/dd/yyyy**.

You entered an invalid month for Earliest Start Date please reenter.

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

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Account

Sel	Fund/Org*	Account*	Program*	Pct
<input checked="" type="radio"/>	11901	8748	000	100
<input type="radio"/>				
<input type="radio"/>				

Work Description

Work Title: CUT NEW KEY *

Description of Work: SPECIFY KEY REQUIRE AND QUANTITY - Cut 1 key for McCain room 1198 for TA. *

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

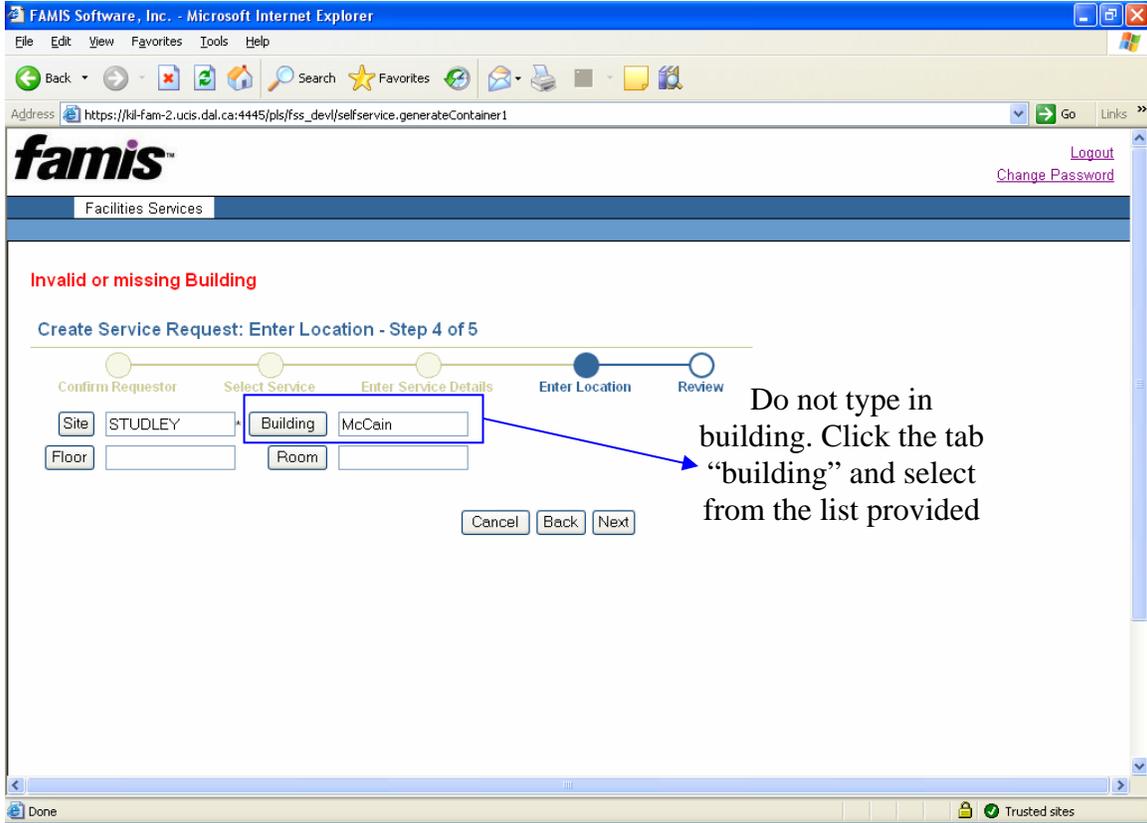
Earliest Start Date: Tuesday Feb 16 mm/dd/yyyy

Latest Completion Date: mm/dd/yyyy

Use format of **mm/dd/yyyy** for both earliest start date and latest completion date

Entering a Location:

- The building was typed and not selected. Click the tab titled “building” and select the correct building from the list provided.



Entering a Location:

- The floor that you have entered is not correct. Click the tab titled “floor” to bring up a list of floors in the building and select the correct floor from the list. Do not type in a floor number.

The screenshot shows a web browser window with the URL https://kl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The main content area displays the "FAMIS" logo and a navigation bar for "Facilities Services". A red error message reads "Invalid or missing Floor". Below this is a progress bar for "Create Service Request: Enter Location - Step 4 of 5". The progress bar has five steps: "Confirm Requestor", "Select Service", "Enter Service Details", "Enter Location", and "Review". The "Enter Location" step is currently active. The form contains the following fields: "Site" (STUDLEY), "Building" (D420), "Floor" (01), and "Room". A blue box highlights the "Floor" field, and a blue arrow points to it from the text below. At the bottom of the form are "Cancel", "Back", and "Next" buttons. The browser's status bar at the bottom shows "Done" and "Trusted sites".

Do not type in the floor. Click the tab “floor” and select from the list

Entering a Location:

- The room that you have entered is not correct. Click the tab titled “room” to bring up a list of the rooms on the floor of the building and select the correct room from the list. Do not type in the room number.

Invalid or missing Room

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details **Enter Location** Review

Site: STUDLEY Building: D420

Floor: 1 Room: 119

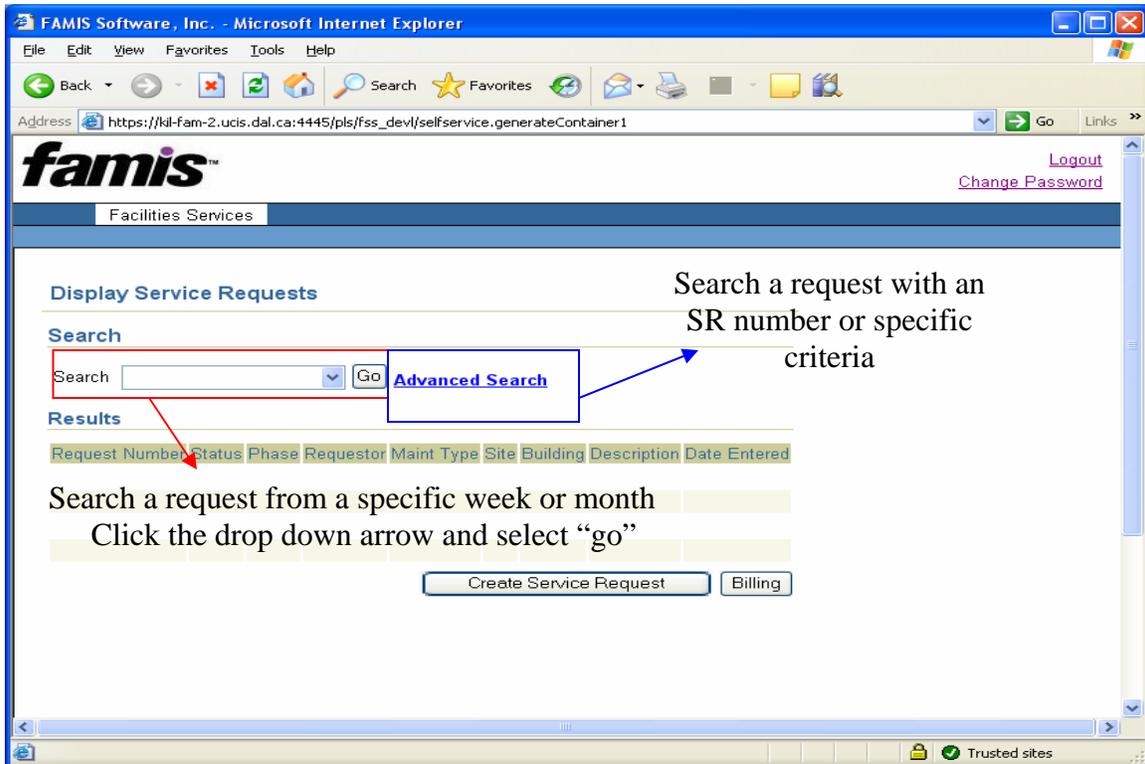
Cancel Back Next

Do not type in the room number. Click the tab “room” and choose from the list provided

Appendix C: Reviewing Previous Requests

When you first log in, you will see the screen below. Instead of creating a new request, you can either search your requests using the **search field** or the **advance search field**.

See page 47 for details about the search field and page 48 for details about the advanced search field.



The screenshot shows the FAMIS web application interface in Microsoft Internet Explorer. The browser title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The address bar shows the URL: https://kil-fam-2.ucis.dal.ca:4445/pls/fss_devl/selfservice.generateContainer1. The page header includes the "famis" logo and links for "Logout" and "Change Password". The main content area is titled "Facilities Services" and "Display Service Requests".

Under the "Search" section, there is a search input field with a dropdown arrow, a "Go" button, and an "Advanced Search" link. A red box highlights the search input field, and a blue box highlights the "Advanced Search" link. A blue arrow points from the "Advanced Search" link to the text "Search a request with an SR number or specific criteria". A red arrow points from the search input field to the text "Search a request from a specific week or month Click the drop down arrow and select 'go'".

Below the search section, there is a "Results" section with a table header: Request Number, Status, Phase, Requestor, Maint Type, Site, Building, Description, Date Entered. At the bottom of the page, there are buttons for "Create Service Request" and "Billing".

The search field:

With the search field, you can search the following:

- Requests you have entered in the current week
- Requests you had entered in the previous week
- Requests you have entered in the current month
- Requests you had entered in the previous month

Click on the drop down bar next to search. Choose one of the categories mentioned above and click “go”. All of your service requests for that specific time will be listed. Click on the specific request number and you will be able to view it.

The screenshot shows a web browser window with the URL https://kil-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The main content area is titled "Facilities Services" and "Display Service Requests". There is a search field with a dropdown menu set to "My requests this week" and a "Go" button. A red arrow points to the search field with the text "Search for requests from a specific week or month". Below the search field is a table of results with columns: Request Number, Status, Phase, Requestor, Maint Type, Site, Building, Description, and Date Entered. The table contains two rows of data. A blue box highlights the search field and the results table. A blue arrow points to the results table with the text "These are the results from your search. Click on the request number to open the service request". At the bottom of the results table are buttons for "Create Service Request" and "Billing".

Request Number	Status	Phase	Requestor	Maint Type	Site	Building	Description	Date Entered
SR022421	REQUESTED		MELISSA YOUNG	KEYREQUEST	STUDLEY	D420	CUT NEW KEY	11/29/2006
SR022420	REQUESTED		MELISSA YOUNG	TRUCKMOVES	STUDLEY	E280	PICK UP AND DELIVER FURNITURE OFF CAMPUS	11/28/2006

The advanced search field:

With this search field, you can view a specific service request. Next to request number, you can enter in an SR number. Click “go” and you will be taken to the service request. If you do not have the SR number, you can enter specific criteria. This can be requestor name, location information, and/or the date the request was entered. When you click execute query, a list of requests to choose from will be brought up.

The screenshot shows a Microsoft Internet Explorer browser window displaying the FAMIS Software web application. The browser's address bar shows the URL: https://kl-fam-2.ucis.dal.ca:4445/pls/fss_dev/selfservice.generateContainer1. The page title is "FAMIS Software, Inc. - Microsoft Internet Explorer". The main content area is titled "Facilities Services" and "Display Service Requests". Under the "Advanced Search" section, there is a "Request Number" field with a "Go" button. A red box highlights the "Request Number" field and the "Go" button, with a red arrow pointing to the text "Enter the SR number and click 'go' to view the request". Below this is the "Criteria" section, which includes several search options: "Requestor Name" (with a note: "(For wildcard searches use % (e.g., %SMITH))."), "Funding Type" (with checkboxes for "Customer-Funded" and "Facilities-Funded (Please select at least one.)"), "Status" (with checkboxes for "Open" and "Closed (Please select at least one.)"), "Request Type" (with checkboxes for "Web Requests", "Projects", "Service Request", and "PMs (Please select at least one.)"), "Location Information" (with fields for "Site", "Building", "Floor", and "Room"), and "Date Entered" (with "From" and "To" fields and a note: "mm/dd/yyyy"). A blue box highlights the "Criteria" section, with a blue arrow pointing to the text "Enter specific criteria and click 'execute query' This will bring up a limited number of requests to choose from". At the bottom of the "Criteria" section are "Execute Query" and "Cancel" buttons. The browser's status bar at the bottom shows "Done" and "Trusted sites".