

## Self Service for FAMIS 8iR2 – Service Request Query

1. Using Internet Explorer as the browser go to the Facilities URL @ <http://www2.binghamton.edu/physical-facilities/>
2. Click on the Submit Service Request link in the upper left corner under the BU logo
3. Key in your login and password and click the **Login** button
4. Click on the Site link
5. Click on the Building Link (buildings are in alpha order)
6. Click on the **Service Requests** button

At this point you may either submit a new service request or query an existing service request- **THESE INSTRUCTIONS COVER QUERY ONLY**

### Query Functions:

- To query by pre-determined parameters: (this week, this month, all your requests)
7. Click on **Service Requests** button
  8. At the right end of the *Search* field, click on the drop down, highlight and click your choice.
  9. Click the **GO** button.
  10. Click on the SR number of interest

**OR**

- To query through Advance Search link:
11. Click on Advance Search
  12. Decide which criteria to use and enter it into the appropriate field

### By SR number

- a. Enter the SR number and click the **GO** button
- b. Click on the SR number to open the report to see details

### By Criteria

- c. If using Requester Name, key in **LastName%**, be sure to check at least one box EACH for Funding Type, Status and Request Type
- d. Click **Execute Query** button

**Or**

- e. If using Location, click on the following buttons and select the appropriate items in each case, **Site, Building, Floor, Room** (all floors are NA)
- f. Click **Execute Query** button

**Or**

- g. If using date range, enter date from and date to using the format **mm/dd/yyyy** – [must use slash (/) not a dash(-)]
- h. Click **Execute Query** button

Note: Except for the SR # query method you may combine criteria, i.e. Site, Building, Date Range

13. Once the results are displayed you Click on the SR of interest

**Note: Results are limited to current & prior month and/or a maximum of 100 records.**