

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

1. Using your Internet Explorer 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 **Service Requests** button

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

### Submittal Functions:

1. Click on **Create Service Requests** (middle right of page)
2. Verify the identifying data are correct: Name, Phone Number, email address, department name – (if missing/incorrect please contact David Stone @ [stoned@binghamton.edu](mailto:stoned@binghamton.edu) with correct data)
3. If desired, key in name and phone number of Alternate Requester
4. Click on **Next** button
5. Click on any of the Available Services
6. Click on any of the type of Services Within the type
7. Click on any of the type of Services Within the type-services
8. Click in the Work *Title* field and add any necessary data. Be brief as there is a limit of 60 characters. **Do not remove the pre-formatted text.**
9. Click in the Description of Work and add all necessary data. Field is 3,000 characters. If space is too limited for your needs, enter a generic statement such as '**perform all necessary tasks – see email to [pfcsc@binghamton.edu](mailto:pfcsc@binghamton.edu) for full detail**' and send the data via email to [pfcsc@binghamton.edu](mailto:pfcsc@binghamton.edu)
10. Click in the *Earliest Start Date* field and enter appropriate data (date format **mm/dd/yyyy**)
11. Click in the *Latest Completion Date* field and enter appropriate data (date format **mm/dd/yyyy**) - *Optional*
12. Click in the *Dates/Times Work Cannot be Done in Location* field and enter appropriate data (**date format mm/dd/yyyy**) - *Optional*
13. Click on **Site** button and click on site
14. Click on **Building** button and click on building
15. Click on **Floor** button & select NA **OR** key in NA
16. Click on **Room** button
17. Click on **Next** button
18. Review information, Click **Finish** button
19. Your Service Request has been submitted, the number is at the top of the page, if desired, save to file or print page