
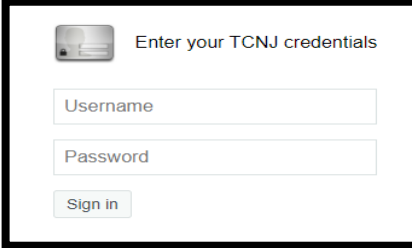


Logging into FAMIS Cloud

1. The FAMIS work order system can be accessed from either TCNJ Today or the Facilities webpage:

- A. Click the  icon located on the TCNJ Today webpage -or-
- B. Navigate to the [Facilities and Administrative Services](#) webpage and click on the Work Order Request Link

2. Enter your TCNJ credentials at the log in screen:



Enter your TCNJ credentials

Username

Password

Sign in

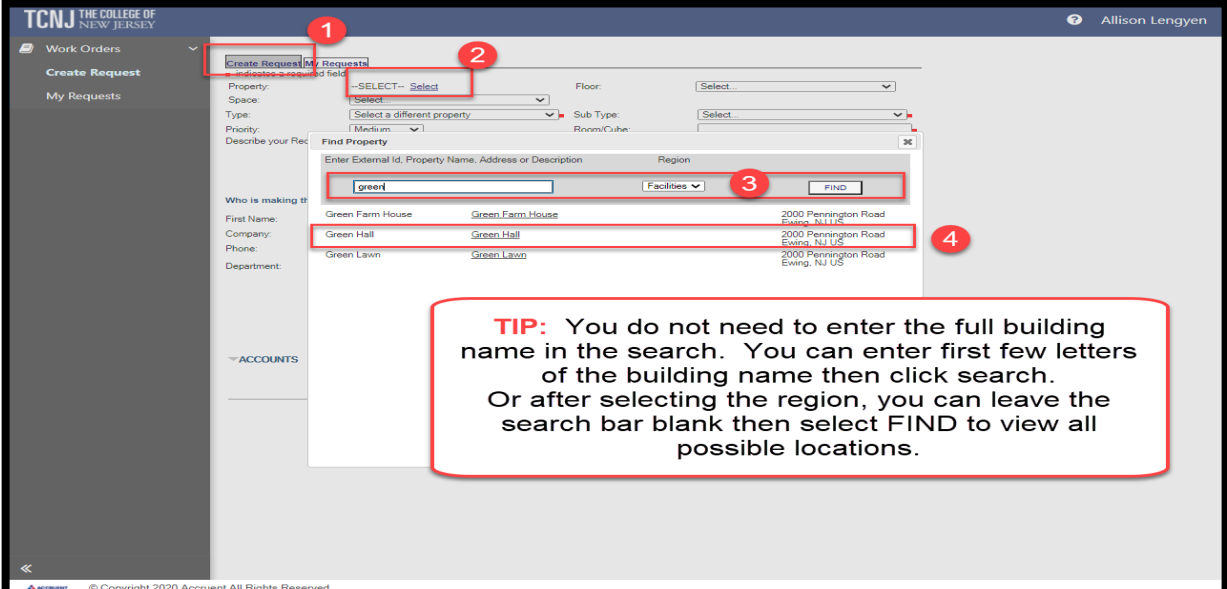
Note: Work Order **Mobile App**. Refer to the Mobile App guide for detail.

requests can be submitted using the **FAMIS**

Submitting a Work Order Request

First, tell us where the work needs to be completed. Please include details such as the building location, floor, space, and room/cube.

1. Click on the **Create Request** tab to get started
2. Click on the Property **Select** link to begin the search for the appropriate building
3. Select **Region** from the drop down arrow and select appropriate region. Most users will only have the facilities region.
4. Enter first few letters of location name or full building name in search bar then click **FIND**



TIP: You do not need to enter the full building name in the search. You can enter first few letters of the building name then click search. Or after selecting the region, you can leave the search bar blank then select FIND to view all possible locations.

Submitting a Work Order cont.,

Once you have provided the location, please provide details of your request including Type of Request, Sub Type, Priority, and a brief description.

Finally, provide us with contact information in case we need to reach out to you for additional information. The contact info will default to the info of the person filling out the request. You can use the **Clear Contact Info** button and enter new contact if necessary.

Important note regarding email: To receive status updates on your request via email, please be sure your email address is entered.

If you would like the work completed by a specific date, please add a time and date to the **Requested Completion Date** field.

When all details are provided, click **OK** to submit request.

Create Request | **My Requests**

■ indicates a required field

Property: Administrative Services B... [Select](#) Floor: Floor 1

Space: 101HR5

Type: **1** General Maintenance Sub Type: Refrigerator not working

Priority: Medium Room/Cube:

Describe your Request: The refrigerator is making a strange, loud noise and is not maintaining cold temperature.

Who is making this request?: **2**

CLEAR CONTACT INFO

First Name: Allison Last Name: Lengyen

Company: The College of New Jersey E-mail Address: lengyea1@tcnj.edu

Phone: 16097712192 Fax:

Department: 2608 - User Support Services [Select](#) [Clear](#)

Requested Completion Date: 10/8/2020 9:00 AM

Click OK to submit. RESET **3** OK RESET

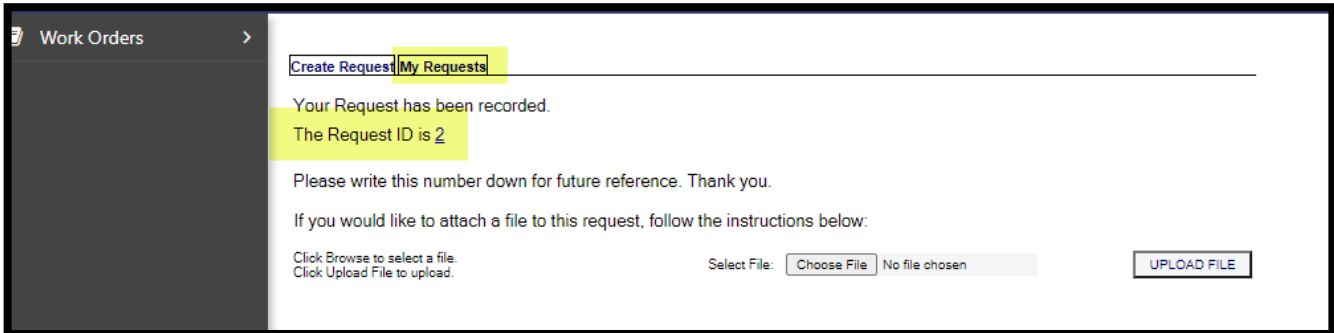
[Add Another Account Group](#)

RESET

A red dot next to a field indicates the field is required. Please provide as much detail as possible when submitting a request.

Viewing Requests and Checking Status

Once the request has been submitted, the system will display a **Request ID** link. The Request ID can be used to access your request and view status. Click on the **My Requests** tab at any time to access your requests and view status.



Work Orders >

Create Request **My Requests**

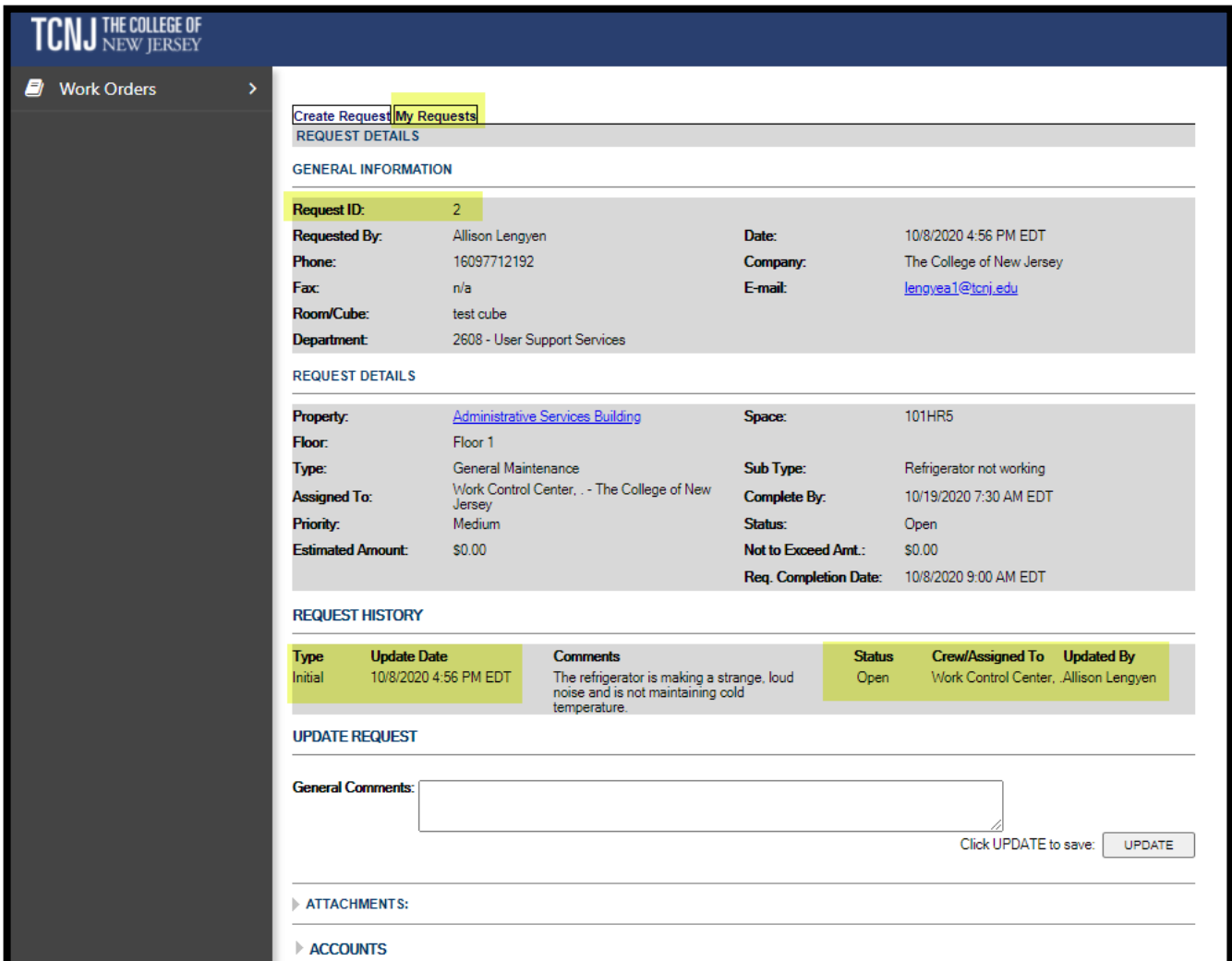
Your Request has been recorded.
The Request ID is **2**

Please write this number down for future reference. Thank you.

If you would like to attach a file to this request, follow the instructions below:

Click Browse to select a file.
Click Upload File to upload.

Select File: No file chosen



TCNJ THE COLLEGE OF NEW JERSEY

Work Orders >

Create Request **My Requests**

REQUEST DETAILS

GENERAL INFORMATION

Request ID:	2	Date:	10/8/2020 4:56 PM EDT
Requested By:	Allison Lengyen	Company:	The College of New Jersey
Phone:	16097712192	E-mail:	lengyea1@tcnj.edu
Fax:	n/a		
Room/Cube:	test cube		
Department:	2608 - User Support Services		

REQUEST DETAILS

Property:	Administrative Services Building	Space:	101HR5
Floor:	Floor 1	Sub Type:	Refrigerator not working
Type:	General Maintenance	Complete By:	10/19/2020 7:30 AM EDT
Assigned To:	Work Control Center, . - The College of New Jersey	Status:	Open
Priority:	Medium	Not to Exceed Amt.:	\$0.00
Estimated Amount:	\$0.00	Req. Completion Date:	10/8/2020 9:00 AM EDT

REQUEST HISTORY

Type	Update Date	Comments	Status	Crew/Assigned To	Updated By
Initial	10/8/2020 4:56 PM EDT	The refrigerator is making a strange, loud noise and is not maintaining cold temperature.	Open	Work Control Center, Allison Lengyen	

UPDATE REQUEST

General Comments:

Click UPDATE to save:

▶ ATTACHMENTS:

▶ ACCOUNTS