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.