FAMIS Submit a Service Request

1. Login to AccessUH at www.accessuh.uh.edu
2. Click on the FIX-IT icon.
3. Click “Fix-it Requests”.
4. Click “Service Requests”.
5. Click “Create Service Requests”.
6. After clicking “Create Service Requests” you will be directed through the five steps of creating a service request.
7. Step 1: Confirm Requestor
   - Verify that your information is correct. If your information is incorrect, please log in to P.A.S.S. to update your information or contact your HR department to update your information.
   - Add an alternate requestor by clicking on the “Alternate Requestor” Button. This field is optional and will not be saved for future service requests.
   - Click “Next” to move on to step 2.
8. Step 2: Select Service
   - Select an option from the list that’s applicable to the location of the requested work
   - Continue to select available services
9. Step 3: Enter Service Details
• If there is a charge to the service you are requesting, you will see the cost center account fields. If there is no charge, please skip to #14.

10. Enter the cost center number or use the search icon to select value for each cost center field (if known). You may allocate up to 3 different cost centers. Make sure the “Pct” fields add up to 100% (If you are not sure what cost center to use, you may leave these fields blank for input by your departmental approver). *Please note you will need to use Internet Explorer or Firefox to enter the cost center correctly.

11. Edit the Work Title, if necessary.

12. Enter a detailed description of the requested work.

13. Enter the other data if it applies to this request.

14. Click “Next”

15. Step 4: Enter Location – use the buttons to select the Site, Building, Floor, Room, and Department Code. *Please fill out the location information as much as possible to avoid delays.
16. Step 5: Review

• Review the request to verify all entered information. If you need to make changes, go back or click Cancel.

17. Click “Finish” to submit your Service Request. A confirmation email will be sent to you for your record.
18. Click on “Attach File” to attach related documents.

![Image of upload file interface]

**Upload a file**

C:\Users\khuynh4\Desk ![Browse button] ![Submit button]

19. Click “Go back to Service Requests” to submit another service request, or
20. Click “Logout” (top, right hand of the screen) to log out of Self Service.