FAMIS Mobile App
Quick Guide
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I. Main Menu

Main Menu

A. My Assigned Work Orders – displays work orders assigned to the connected user
B. My Completed Work Orders – displays work orders assigned and completed by the connected user
C. Crew Work Orders – displays work orders of connected user’s crew
D. PM Work Orders – displays PM work orders of connected user’s crew
E. Bookmarks – displays work orders bookmarked as important
F. Standing Work Orders – displays standing work orders of connected user’s crew
G. Unassigned Work Orders – displays open work orders of connected user’s crew. (Supervisor role only)
H. Supervisor Timecard Approval – displays timecard waiting for supervisor approval. (Supervisor role only)
I. Shopping Cart Approval – displays material request waiting for supervisor approval. (Supervisor role only)
J. Create Service Request – form for user to create a new service request
K. Timecard – form for user to add labor to work order
L. Search Work Orders – form for user to search for any work order in FAMIS
M. Equipment – form to search for equipment. You can enter equipment reading or look at the last 5 work orders tied to the equipment
N. Events and News – creates and displays message for all users
O. Preferences – form to customize font size of mobile app
P. Pending Transactions – displays transactions that need network connection to the server to process.
Q. Application Messages – displays user mobile activity logs
R. Info – displays mobile app and user information
S. Sign Out – logs user out of mobile app
## II. Work Order Icons and Meanings

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Priority Icon** | The Priority Icon is represented as a colored circle with the letter P and a number that represents the priority of the work order.  
A. P1 – EMERGENCY  
B. P2 – URGENT  
C. P3 – ROUTINE  
D. P4 – SCHEDULED |
| **Overdue Icon** | The Overdue Icon is represented as a red clock. This means that this work order is past its due date. |
| **Asbestos Found Icon** | The Asbestos Found Icon is represented as a yellow triangle with an exclamation mark inside. |
| **Attachment Icon** | The paper clip icon indicates there is note, picture, or document attached to this work order. |
| **Bookmark Icon** | The checkmark indicates this work order is bookmarked. |
| **R1 Routing Icon** | The R1 Routing icon represented by a red octagon labeled “R1” indicates this work order has a research-related escalation. |
III. Filter

Filter – this function allows the user to narrow his search result

a. A user can begin to filter the results of a page by tapping on the magnifying glass icon.

b. A user can use any key words they like to filter the results as long as it is a valid key word.

i. Valid key words include WO numbers, parts of the description, location, status, and dates.
IV. Location

**Location** – this function displays the geographical location of the work orders on a map.

a. A user can use this function by tapping on the location marker icon.

b. Location markers will mark the location of various work orders on the map.

i. Tapping these location markers on the map will display the WO number as well as the description of the work order.
c. To return to the normal list view, tap on the “List” button on the upper right side of the screen.

V. Work Order Detail Form
Work Order Detail Form

A. Timecard – this form allows the user to enter labor for the selected work order for the current day. To add labor for other days or another work order, use Timecard under the main menu.

B. Parts/Material Requests – this form allows technician to add parts to online shopping. Supervisor must approve the material request before the cart is submitted to the University Stores for processing.

C. Child WO – this form allows supervisor to create a child work from an existing work order. (Supervisor only)

D. Child SR – this form allows technician and supervisor to create a child service request. The Facilities Services Center must process this form before it can become a work order.

E. Customer Verification – this form allows the customer to provide feedback and sign off on a work order.

F. Close WO – this form allows the supervisor to close the work order. (Supervisor only)

G. Submit – this function saves all changes to the form.
VI. Updating Work Orders

A. **Note**: A technician can only update work orders that are assigned to him/her. Supervisors have the ability to update any work orders.

B. For technicians, click on the “My Assigned Work Orders” tab to show all the work orders that are assigned to them.

C. To see Work Orders that have already been completed, click on “My Completed Work Orders”.

D. For supervisors, click on the “Crew Work Orders”, “Standing Work Orders”, or “Unassigned Work Orders” tab to show all work orders under a supervisor’s crew.

E. Tap on the work order to update.
F. Tap on the “Status” field to update or change the status.
   a. **COMPLETE** – Use this status when the technician has reported to his/her supervisor that the work has been completed.
   b. **REVIEW** – Use this status when the work order requires further review to address some type of issue.

G. **Note:** Users must provide comments about the status of the work order in order to change the status.

H. Tap on the “Equipment” field to update or change the equipment for the work order.
   a. Users can search for any equipment you need by using the equipment number or nomenclature.
   b. **Note:** It may take a few seconds for the search function to display the results of a search.
   c. Tap the equipment to add the equipment to the work order.
I. Tap on the “Building” field to update or change the building for the work order.
   a. Users can search for any building you need by using the building number or description.
   b. **Note**: It may take a few seconds for the search function to display the results of a search.
   c. Tap the building to add the equipment to the work order.
J. Tap on the “floor” field to update or change the floor for the work order.
   a. Users can search for any building you need by using the building number or description.
   b. **Note:** It may take a few seconds for the search function to display the results of a search.
   c. Tap the floor to add the floor to the work order.

K. Tap on the “room” field to update or change the room for the work order.
   d. Users can search for any building you need by using the building number or description.
   e. **Note:** It may take a few seconds for the search function to display the results of a search.
   f. Tap the floor to add the floor to the work order.
L. Tap on the “Tap to add” button under the “Update Task List” section to add details to the task list for the work order.

M. Users can bookmark a work order to easily find it later on under the “Bookmarks” tab by checking this box.

N. Users can add notes to a work order by pressing this button.

O. Select the Entity Type and write additional details into the text box.

P. Hit “done” to save the new details into the “task list”.
Q. Users can add pictures to a work order by pressing this button.

R. Tap the “camera” icon to add a picture
   a. Select the “Take Photo” option to take a new picture.
   b. Select the “Choose Existing” option to select a picture from the camera roll.

S. Hit “done” to save the new details into the “task list”.

T. Hit the “Submit” Button to update all of the information of a work order.
Note: Trying to go back or to another page once you have entered new information on a work order will prompt the following screen.

a. Submit – This will save all changes to the work order.

b. Abandon – This will discard all new changes to the work order.

c. Cancel – This will cancel the action of trying to go to another page; it will return you to the work order detail form.
VII. Entering Labor Hours

V. Enter the amount of hours worked on a work order.
   a. Tap the “Timecard” button at the top of the screen once you have selected a work order.
   b. Tap the timer shown as “0:00” to input your labor hours.
   c. Change the time in hours equal to the amount of time you worked on a particular work order.
   d. Hit the “Done” button when finished.
   e. Finally, press the “Save” button when labor is ready to be submitted.
W. Input comments into the “comments” section.
X. Check the “Is work complete?” only if the work order is complete.
   a. **Note**: Checking this box will automatically change the status of the work order to complete.
   b. Hit the save button to save your labor hours.
Y. Hit the “Submit” button to finalize any changes to the work order.
Z. **Note**: Trying to go back or to another page once you have entered new information on a work order will prompt the following screen.
   a. Submit – This will save all changes to the work order.
   b. Abandon – This will discard all new changes to the work order.
   c. Cancel – This will cancel the action of trying to go to another page; it will return you to the work order detail form.
AA. **Note**: There will be times when a work order takes multiple days or multiple “visits” per day.

a. If needed, technicians can add a new time entry to the work order by pressing the “New Entry” button under the “Time card” button.

b. Repeat steps U through W on pages 15-16.

BB. **Note**: Time entries are stored daily and with respect to different work orders.

a. If a technician forgets to add labor hours for a work order during a previous day, then he/she can will have to add these hours under the “Time Sheet Tab”
b. Tap the day that there are missing labor hours.

c. Press the “+” button to add new hours.

d. Repeat Steps U through W on pages 15-16.

e. **Note:** Entering labor hours in this manner will require the user to enter in the WO Number in order to add hours to that WO.

CC. When the time comes to submit timesheets, press the “Submit Timesheet” button to send the timesheet to a technician’s supervisor for approval.

**Notes:**

a. If the date box doesn’t have a “√” in the top right corner, your timesheet hasn’t been submitted.

b. The red bar at the bottom of the date box indicates the hours submitted for that date.

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**VIII. Requesting Materials**

DD. Technicians can request parts or materials in order to finish a work order by pressing the “Parts/Material Requests” tab on the top of the Work Order Detail form for any work order.
EE. Technicians can enter the delivery instructions, reference, and date needed in this form.

FF. Tap the “Tap to add” Button under the “Add Parts/Material” section to begin adding parts and materials to the work order.

GG. Tap the Part Number field to manually enter a part number.

HH. In addition, you can also tap the “Barcode” icon to enable your mobile device to scan the barcode tag of a part.

II. Enter amount of the item you need by filling out the Quantity to Request text box.

JJ. Hit the Save button when finished.

KK. Hit the “Submit” button to finalize any changes to the work order.
Note: Trying to go back or to another page once you have entered new information on a work order will prompt the following screen.

a. **Submit** – This will save all changes to the work order.

b. **Abandon** – This will discard all new changes to the work order.

c. **Cancel** – This will cancel the action of trying to go to another page; it will return you to the work order detail form.
## IX. Creating (Child) Service Requests

### Creating (Child) Service Request

**MM.** Technicians can create a child SR by tapping the “Child SR” button at the top of any work order.

**NN.** Select the appropriate procedure from the list. The procedure will dictate which crew the service request will be routed to. If it’s a custom service request, please change the “Description” of the service request.

<table>
<thead>
<tr>
<th>PL Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>001001001</td>
<td>Description: LIGHTING FIXTURES ARE INOPERABLE</td>
</tr>
<tr>
<td>001001002</td>
<td>Description: EMERGENCY LIGHTING IS INOPERABLE</td>
</tr>
<tr>
<td>001001004</td>
<td>Description: EMERGENCY GENERATORS ARE NOT WORKING (STATE)</td>
</tr>
<tr>
<td>001001005</td>
<td>Description: EXTERIOR LIGHTS ARE NOT WORKING</td>
</tr>
<tr>
<td>001001006</td>
<td>Description: PLEASE CONTACT THE FACILITIES SERVICE CENTER AT 713.743.4948</td>
</tr>
<tr>
<td>001001007</td>
<td>Description: LIGHTBULBS NEED TO BE REPLACED</td>
</tr>
<tr>
<td>001001009</td>
<td>Description: REPLACE PARKING LOT LIGHTS</td>
</tr>
<tr>
<td>001001009</td>
<td>Description: NO POWER TO THE OUTLET</td>
</tr>
<tr>
<td>001001010</td>
<td>Description: NO POWER TO THE ROOM</td>
</tr>
<tr>
<td>001001011</td>
<td>Description: ELECTRICAL REPAIRS (STATE)</td>
</tr>
<tr>
<td>001001012</td>
<td>Description: ELECTRICAL DISTRIBUTION/PREVENTIVE MAINTENANCE (AUXILIARY)</td>
</tr>
<tr>
<td>001001013</td>
<td>Description: TEST FUME HOODS</td>
</tr>
<tr>
<td>001003002</td>
<td>Description: REPLACE FILTERS AND BELTS</td>
</tr>
<tr>
<td>001002001</td>
<td>Description: LOCK IS INOPERABLE</td>
</tr>
<tr>
<td>001002002</td>
<td>Description: DOOR ISSUES (SLAMMING/NOT CLOSING)</td>
</tr>
</tbody>
</table>
OO. Fill out the equipment field if needed.

PP. Fill out the Task List by tapping on the “Tap to Add” button.

QQ. Fill out the Alternate Requestor if needed.
RR. Fill out the Non-Available time if needed.

SS. Technicians can add notes or pictures to the child work order. Please see steps M through S on pages 11-12 for more information.

TT. Hit Submit to save and create the child work order.

UU. Note: Trying to go back or to another page once you have entered new information on a work order will prompt the following screen.

d. Submit – This will save all changes to the work order.

e. Abandon – This will discard all new changes to the work order.

f. Cancel – This will cancel the action of trying to go to another page; it will return you to the work order detail form.
X. Approving Labor

Approving Labor

a. Select Timecard to approve
b. Check the “Approve All Entries” or “Reject All Entries” to approve or Reject to entire Time Card.
c. Hit “Submit” to submit changes

d. Select the entry to approve/reject individual timecard entry.
XI. Approving Material Request

Approving Material Request

Parts/Material Requests function allows the technicians to add parts to FAMIS shopping cart in the “UNSUBMITTED” status. To complete the ordering process, the crew supervisor must go to “Shopping Cart Approval” inbox to approve the part request.

a. Check “Approve” box to approve shopping cart.

b. Check “Cancel” box to cancel shopping cart.

c. Hit “Submit” to submit changes