FAMIS SELF SERVICE KEY REQUESTS
**SELF SERVICE**

The Purpose of FAMIS Self Service Key Request is to enable authorized key requestors to request key(s) for their staff.

**ACCESSING FAMIS SELF SERVICE KEY REQUESTS**

Open Internet Explorer

- **CLICK** the **ADDRESS** field
- **TYPE** [www.usnhgateway.org](http://www.usnhgateway.org) in the address field
- **CLICK** **PRODUCTION SYSTEMS**
- **CLICK** **UNH FAMIS**
- **CLICK** **FAMIS SELF SERVICE**
• CLICK the **USERNAME** field
• TYPE your **USERNAME**
• PRESS TAB
• TYPE your **PASSWORD**
• CLICK the **LOGIN** button

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**FAMIS Self-Service Logins**

Please enter your username and password.  
*Additional Instructions*

[Image of login form]

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**SHORTCUT**

PRESS **ENTER** to connect to FAMIS after entering your password

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**TIP:**  If you PRESS the **Enter** key to navigate to the next field, FAMIS interprets the keystrokes as an attempt to login and you will get an error message if you have not entered a valid password.

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**Congratulations!**

If you have accessed the *FAMIS* Self Service page (as shown below), you have successfully logged onto *FAMIS*.
**ENTERING A KEY REQUEST**

You **must** enter a building or your key request will be canceled by the lock shop staff.

- **CLICK** the **BUILDING NUMBER** next to the building name for which you are requesting a key(s) for.

Or

- **PRESS F3** on your keyboard
- **TYPE** the **BUILDING NAME** or **PART OF THE NAME**
- **CLICK** the **NEXT** button until you find the building you are requesting key(s) for.
- **CLICK** the **BUILDING NUMBER** next to the building name for which you are requesting key(s) for.
• **CLICK** the **FLOOR NUMBER** (Optional – if you are requesting multiple keys it is better not to enter a floor unless all the keys are on the same floor, only key(s) that open rooms on that floor will show up after you are in the Key request form.)

• **CLICK** the **ROOM NUMBER** (Optional – only key(s) that open the room will show up after you are in the Key request form.) -use scroll bar if needed
• CLICK the **KEY REQUEST** button

![famis](image)

**301 - RECEPTION AREA - WAITING ROOM**

<table>
<thead>
<tr>
<th>Site</th>
<th>UU</th>
<th>DURHAM - MAIN CAMPUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>001</td>
<td>THOMPSON HALL</td>
</tr>
<tr>
<td>Floor</td>
<td>03</td>
<td>THIRD FLOOR</td>
</tr>
<tr>
<td>Room</td>
<td>301</td>
<td>RECEPTION AREA - WAITING ROOM</td>
</tr>
</tbody>
</table>

**General Information**

- **Assigned To**
- **Square Feet**

- **Service Requests**
- **Department**
- **Space Survey**
- **Key Request**

• CLICK on the **MAGNIFY GLASS** button to search for the key holder information. The default Key Holder will be you, the logged on user.

**NOTE:** Do Not manually enter the Key Holder’s ID Number. The displayed data will not be updated and you won’t be able to verify the Key Holder Information is correct. Always use the Magnify Glass Button!
- **PRESS F3** on your keyboard
- **TYPE KEY HOLDER NAME** or part of their name
- **CLICK** on NEXT button until you find the key holder you are requesting key(s) for.
- **SELECT** the KEY HOLDER from the list.

**NOTE:** Do Not fill in Account Number (Encumbrance) Information.

- **SELECT** the REQUEST TYPE – **New** for new requests and **Replace** for lost keys. If your key is damaged contact the Lock shop directly. You don’t need to process a key request to replace a damaged key. You will have to bring the damaged key with you to pick up your replacement.
- CLICK the **MAGNIFY GLASS** button to search for the key you are requesting.

**NOTE:** Key numbers now are prefixed with the building number followed by a hyphen then the key number.

- SELECT the **KEY NUMBER**

<table>
<thead>
<tr>
<th>Key #</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>001-301</td>
<td></td>
</tr>
<tr>
<td>001-KBkB</td>
<td></td>
</tr>
</tbody>
</table>
• CLICK in the QUANTITY field
• ENTER quantity of 1 for all requests.

**NOTE:** Repeat above steps to request keys for Key Holder for same building. If Key Holder requires key(s) for another building a separate key request will need to be entered for each building.

**NOTE:** If Key Requestor or Key Holder does not have an email address or phone number, please enter in the comments box. Facilities Control Center uses email and phone numbers to notify the Key Holder when their key(s) is ready for pick up.

• CLICK in the COMMENTS box
• TYPE COMMENTS add additional information to ensure that lock shop knows what key(s) you want for the key holder and what rooms you wish them to have access to.

• CLICK the CONTINUE button
Verify information is correct.

- CLICK the **SUBMIT** button

Or

- CLICK the **BACK** button to make changes.

**NOTE:** If Key Requestor or Key Holder does not have an email address or phone number, please enter in the comments box. Facilities Control Center uses email and phone numbers to notify the Key Holder when their key(s) is ready for pick up.

- CLICK the **EXIT** button to close the key request form.

Or

- CLICK the **NEW REQUEST** button to enter additional key requests.
LOGGING OUT OF SELF SERVICE

- CLICK the LOGOUT link

- CLICK the X to close your browser