

FACILITES MANAGEMENT SERVICES PORTAL

Welcome, Nora D Blanco | Sign Out | Support | Help

UCIRVINE FACILITIES MANAGEMENT

Home

Home Open in New Window My Bookmarks

Request Central

Select the type of request you would like to make

Facilities
Request Facilities Management Services

- Custodial/Housekeeping
- Electrical & Lighting
- Exterior & Grounds
- Fixtures/Furniture
- General Service Request
- Key Request
- Move Request
- Plumbing
- Safety & Lab Equipment Services
- Signs
- Temperature

My Pending Requests

Request ID	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
300027	Environmental Health and Safety Building			Key Request	Key Request			Submitted	07/16/2015 14:32:09
300011	Natural Sciences Unit 2			Lights Out	desc test			Submitted	07/15/2015 13:35:59
300010	Natural Sciences Unit 2			Lights Out	dafgggh			Submitted	07/15/2015 13:29:05
300005	Environmental Health and Safety Building	Floor 1		Moving Services	Move Nora's chair from lobby to patio.			Submitted	07/14/2015 14:55:36
300006	Environmental Health and Safety Building	Floor 1		Moving Services	Test 07/14/2015			Submitted	07/14/2015 14:54:35
300004	Environmental Health and Safety Building	Floor 1	Room 0126	Hot/Cold Climate	Room heating up!			Submitted	07/14/2015 14:51:32
300003	Environmental Health and Safety Building	Floor 2	Room 0210	Hot/Cold Climate	Testing 123- 07/14/2015			Submitted	07/14/2015 14:51:04
300001	Environmental Health and Safety Building			Lights Out	Testing 07/14/2015			Submitted	07/14/2015 14:46:08
300002	Environmental Health and Safety Building	Floor 1	Room 0126	Lights Out	Light bulbs flicking.			Submitted	07/14/2015 14:44:28

My Active FM Jobs

Job ID	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
300036	Environmental Health and Safety Building			Occupancy Sensor Repair/Replace/Install	Please estimate installation of occupancy sensor			Active	07/17/2015
210417	Environmental Health and Safety Building	Floor 1		Recycling and Refuse	EHS, hazardous waste area, please empty dumpsters once a week. Contact Kirk Matin with questions x4578			In Progress	12/02/2014

My Estimate Requests

Job ID	Status	Building	Floor	Room	Request Class	Description	Estimated Cost	Created
No data to display.								

Related Links - Request Central

- Reports
- Resources

Last Visited

Type	Name
Job	300036-\\Locations\UCN\Environmental Health and Safety Building - Occupancy Senso...
Service Request	300036-0
Service Request	300011-0
Service Request	300010-0
Request Class	Key Request
Service Request	300006-0
Service Request	300003-0
Service Request	300001-0

Table of Contents

Overview

[Accessing the Facilitates Management Portal](#) 2

[Common Icons](#) 2

[Basic Navigation](#) 2

[Portal Features](#) 3

[Portal Sections](#) 4

HOW-TOs

[HOW-TO – Access the Facilities Management Services Portal](#) 7

[HOW-TO - Request Facilities Management \(FM\) Services](#) 8

[HOW-TO – Attach Documents to a Request](#) 11

[HOW-TO – Copy a Request](#) 12

[HOW-TO - Submit a Request for Estimate](#) 13

[HOW-TO Review and Approve or Return/Reject an estimate](#) 14

OVERVIEW

The Facilities Management Services Portal replaces the Facilities Management Self-Service Online Service request form and FACserv.

Accessing the FM Services Portal

Open Internet Explorer and go to <https://service.fac.uci.edu/>

Log in using your UCInetID and password

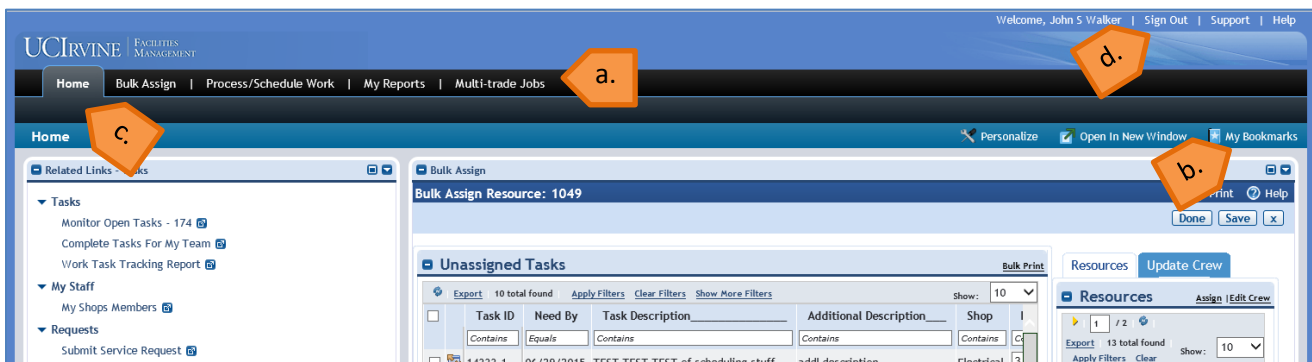
For additional information click on [HOW-TO – Access the Facilities Management Services Portal](#).



Common Icons

Icon	Description
	Refresh portal section data
	Calendar
<input type="checkbox"/>	Checkbox – select 1 or more records to process
<input type="radio"/>	Radio Button
	Dropdown List
	Clear a field
	Refresh Records/Section or report
	Expand or collapse a list
	Linked Records
	Submit transaction (example form button)
	Search

Basic Navigation



- a. **Tab**s are used to organize Activities
- b. **My Bookmarks** - Many Activities can be bookmarked. Any items that you bookmark are listed under My Bookmarks
- c. **Home** – Click on **Home** to refresh your screens and return to your home page
- d. **Log out by Clicking Sign Out**

Portal features

The screenshot shows the UC Irvine Facilities Management Services Portal. The top navigation bar includes the UC Irvine logo and 'FACILITIES MANAGEMENT SERVICES'. Below the navigation bar, there are several main sections:

- Request Central:** A sidebar on the left with a dropdown menu for 'Facilities' and a list of request types including Custodial/Housekeeping, Electrical & Lighting, Exterior & Grounds, Fixtures/Furniture, General Service Request, Key Request, Move Request, Plumbing, Safety & Lab Equipment Services, Signs, Temperature, and Special Event Request. Callout 1 points to this sidebar.
- Related Links - Request Central:** A section with links for Reports (FM Job Status Report, FM Recharged Jobs Report, FM Renovations Projects Status Report, Jobs in Managed Areas, My Request History) and Resources (Building Facilities Managers, FM Estimate Services, Generators/ATS Testing Schedule, Glossary of Job, Maintenance Funding Guide, Recharge Rates). Callout 2 points to the Reports section and Callout 3 points to the Resources section.
- My Pending Requests:** A table showing pending requests. Callout 4a points to this table.

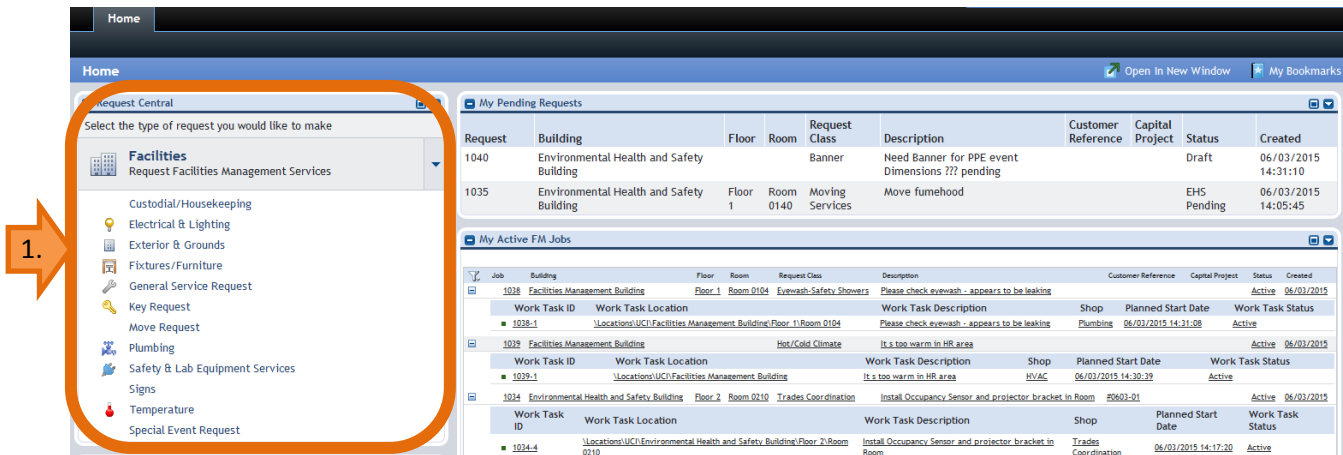
Request	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
1040	Environmental Health and Safety Building			Banner	Need Banner for PPE event Dimensions ??? pending			Draft	06/03/2015 14:31:10
1035	Environmental Health and Safety Building	Floor 1	Room 0140	Moving Services	Move fumehood			EHS Pending	06/03/2015 14:05:45
- My Active FM Jobs:** A table showing active jobs and their work tasks. Callout 4b points to this table.

Job	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
1038	Facilities Management Building	Floor 1	Room 0104	Eyewash-Safety Showers	Please check eyewash - appears to be leaking			Active	06/03/2015
1039	Facilities Management Building			Hot/Cold Climate	It's too warm in HR area			Active	06/03/2015
1034	Environmental Health and Safety Building	Floor 2	Room 0210	Trades Coordination	Install Occupancy Sensor and projector bracket in Room	#0603-01		Active	06/03/2015
1036	Environmental Health and Safety Building	Floor 2	Room 0244	Clos	Unclog upstairs bathroom sink			Active	06/03/2015
- My Estimate Requests:** A table showing estimate requests. Callout 4c points to this table.

Job	Status	Building	Floor	Room	Request Class	Description	Estimated Cost	Created
1037	Being Estimated	Environmental Health and Safety Building	Floor 1	Room 0140	Modular furniture/partition configuration/Install/Repair	Please estimate cost of reconfiguring cubicles	\$ 00	06/03/2015

1. Service-specific request forms
2. Reports - provide information related to your Facilities Management requests as well as requests submitted in areas you manage
3. Quick-links to Facilities Services information resources
4. Access to the status of your:
 - a. Facilities Service requests
 - b. Active Facilities jobs and related work tasks
 - c. Requests for estimates

Portal Section Overview



1. Request Central portal section - Request Facilities Management (FM) Services

This portal section lists Facility Request options. The Requestor selects the appropriate Request type and submits an online Request. If the Facility Request menu is collapsed and does not show any options, click on Drop Down arrow to expand the section and view the complete list of Requests.

Requests can be submitted on your behalf or someone else’s. The services available on the Request Central portal section are based on the role of the person logged in and the location or building the Request is for.

Features of the Service-specific request forms

Features may vary by the type of request. Some to note include:

Additional Detail - space to enter additional request details up to 1000 characters

Customer Reference - a field to enter your unique request identifier such as a reservation number, originator code, or internal reference number

Account information – Ability to split fund requests across multiple accounts by percent

2. Related Links – Request Central

Reports – The portal includes reports providing information related to your Facilities requests, as well as requests submitted in areas you manage. **Reports currently include:**

All My Jobs – Search, filter and view all jobs related to your FM service requests.

All Jobs in My Managed Areas - Search, filter and view all FM jobs related to spaces you manage whether or not you requested the service.

FM Job Status Report – Search, filter and view all FM jobs.

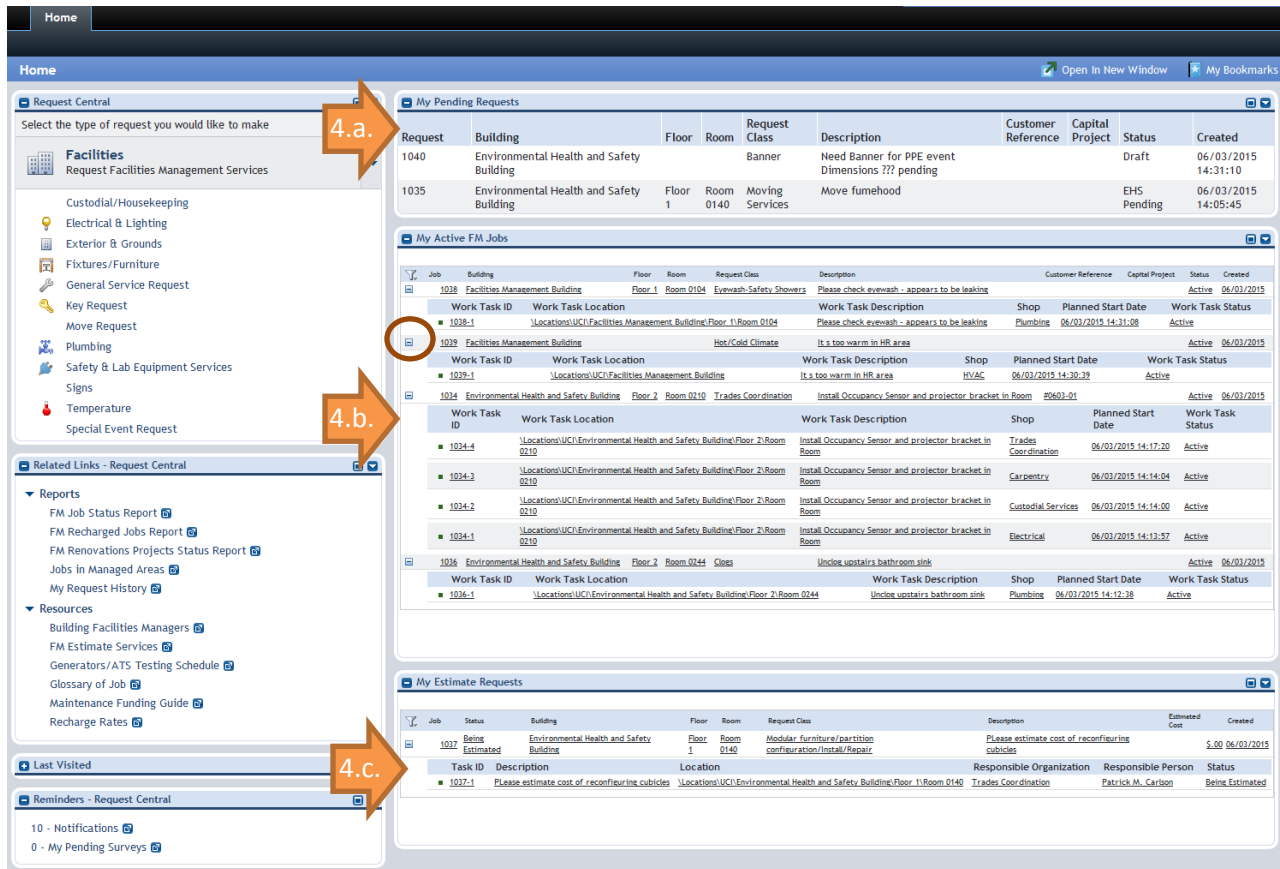
FM Recharged Jobs Report – Provides all financial transactions related to your recharge jobs. View summary or detail invoice information.

FM Renovations Projects Status Report - Provides information on projects being managed by the Facilities Management renovation project team.

My Request History - Search, filter and view all Facilities Management Service requests.

3. Quick-links

The portal includes quick-links to Facilities Management Services resources including portal HOW-TOs



4. Access to the status of your FM service requests and active jobs:

4.a. My Pending Requests

This section includes:

- Requests you have submitted to FM that have not yet been processed,
- Draft requests you have started and saved but not yet submitted
- Requests pending EH&S approval as applicable

4.b. My Active FM Jobs

This section includes all active and approved Facilities Jobs related to your requests. From this section you can see the status of work down to specific work tasks.

- Click on the “+” next to a specific job to expand
- Click on the “-” next collapse

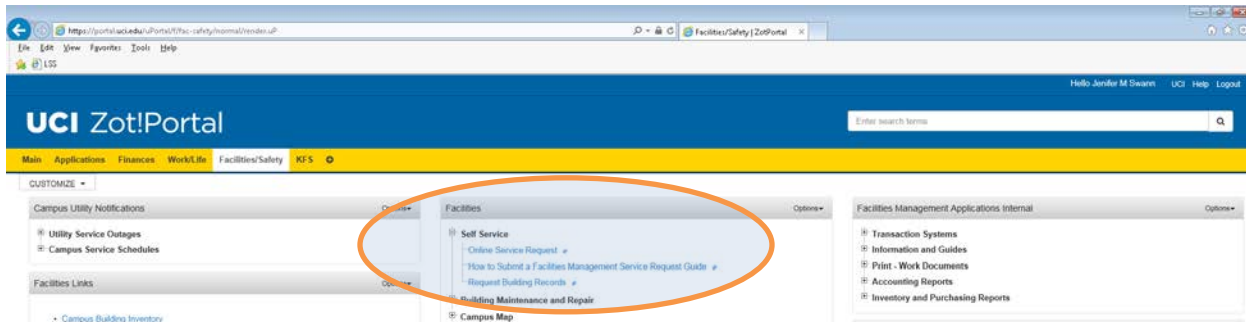
4.c. My Estimate Requests

This section includes all of your “request for estimate” jobs and allows you to see the status of the estimate. From this section you will be able to view and approve estimates provided by Facilities Management Trades Coordination

HOW-TO – Access the Facilities Management Services Portal

Access the Facilities Management Services Portal in three ways:

1. Directly via <https://service.fac.uci.edu> or,
2. From the Facilities Management Home page at <http://www.fm.uci.edu>
 - 2.1. Click on Facilities Management Services Portal or,
3. The UCI ZotPortal
 - 3.1. Login at <https://portal.uci.edu>
 - 3.2. Click on the Facilities/Safety tab
 - 3.3. Click on Self Service > Online Service Request



Browser compatibility

The Facilities Management Services portal is compatible with all current mainstream browsers.

For full functionality the settings below should be applied to your browser settings. Please note that if your computer is supported by OIT, these settings should already be in place.

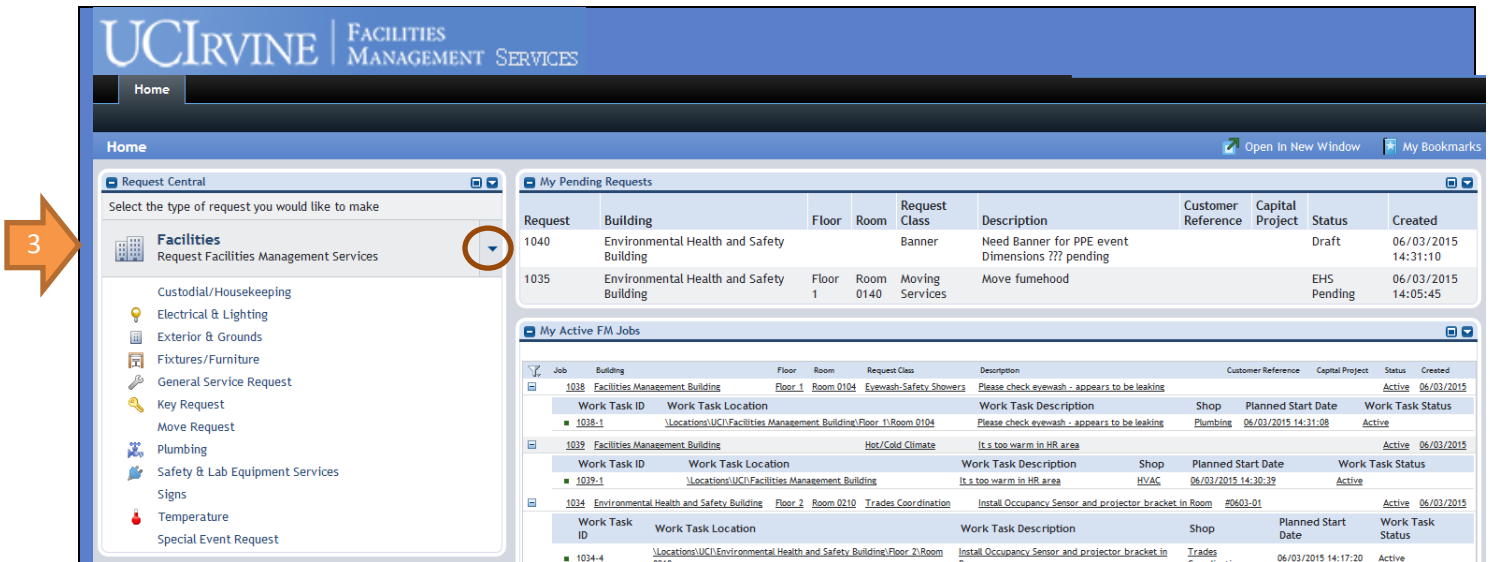
For assistance Please contact the OIT Helpdesk at oit@uci.edu or contact your local [Computer Support Coordinator at http://www.oit.uci.edu/help/csc/](http://www.oit.uci.edu/help/csc/).

Settings

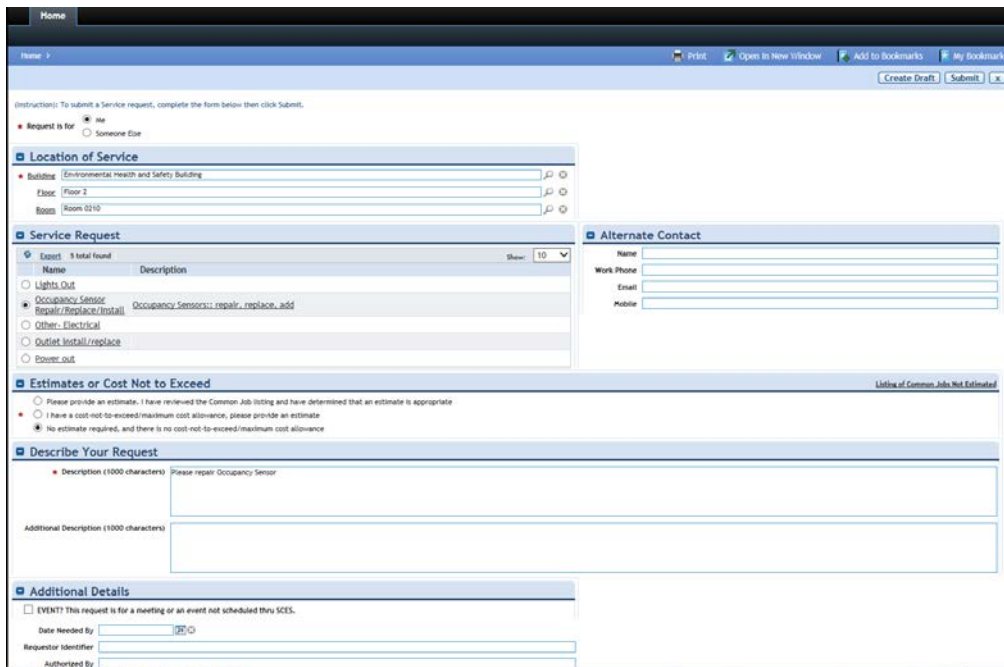
- The Facilities Management Services portal utilizes Java. <https://service.fac.uci.edu> should be added to the Java Exception List.
Instructions are available at: https://uci.service-now.com/kb_view.do?sysparm_article=KB0010295
- If you are using Internet Explorer, Compatibility mode should be set.
Instructions are available at: https://uci.service-now.com/kb_view.do?sysparm_article=KB0010296

HOW-TO - Request Facilities Management (FM) Services

1. Log into the Facilities Management Services Portal:
http://service.fac.uci.edu
2. On login, the Requestor Home page appears.
3. Select a specific service request from the Request Central Portal Section
If the Facility Request menu is collapsed, click on Drop Down to expand the section and view the complete list of Requests.



4. A service-specific request form will appear. Features of the Service-specific request forms may vary by the type of request and include:
 - a. **Additional Detail** - space to enter additional request details up to 1000 characters
 - b. **Requestor Identifier** - a field to enter your unique request identifier such as a reservation number, originator code, or internal reference number
 - c. **Account information** – Ability to split fund requests across multiple accounts by percent



The screenshot shows the UCIrvine Facilities Management Services Portal. The form is titled "Service Request Form" and includes the following sections:

- Location of Service:** Fields for Building (Environmental Health and Safety/Building), Floor (Floor 2), and Room (Room 0210).
- Service Request:** A list of request types including Lights Out, Occupancy Sensor (selected), Other Electrical, Outlet Install/replace, and Power out.
- Estimates or Cost Not to Exceed:** Radio buttons for selecting an estimate type.
- Describe Your Request:** Text area for Description (1000 characters) and Additional Description (1000 characters).
- Additional Details:** Checkboxes for EVENT?, Date Needed By, Requestor Identifier, Authorized By, and various project restrictions.
- Account Information:** A table for account details with a "Quick Add" button circled in red.
- Attachments:** A table for document uploads with an "Upload" button circled in red.
- Comments:** A table for adding comments.

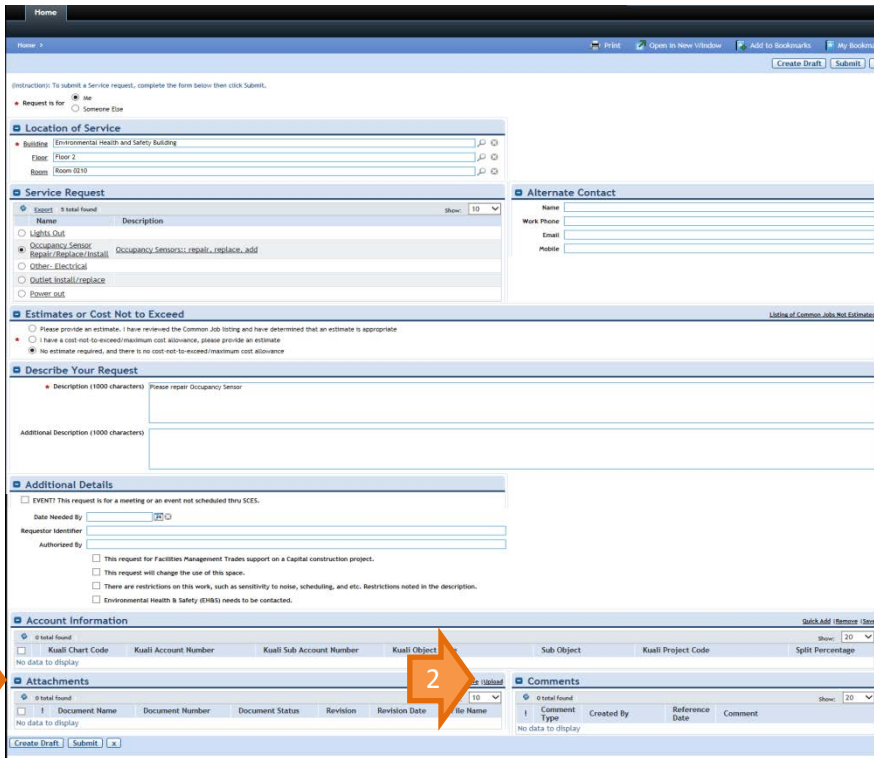
Navigation buttons at the bottom include "Create Draft" (5.a) and "Submit" (5.b).

Service Request Form

1. Enter required information, indicated by an asterisk (*) (e.g. Building)
2. Enter optional field information (e.g. Additional Description)
3. Account Information - Enter account information and for recharge purposes
 - a. Click on **Quick Add** to enter one or more accounts and distribution by present.
4. Attachments - Attach documents as needed
 - a. Click on **Upload** to search for and select attachments as needed. See **HOW-TO – Attach Documents to a Request**
 - b. for additional help to attach documents.
5. To finish your entry
 - a. Click **Draft** to save your request to submit later, or
 - b. Click **Submit** to submit your request to the FM Service Desk

HOW-TO – Attach Documents to a Request

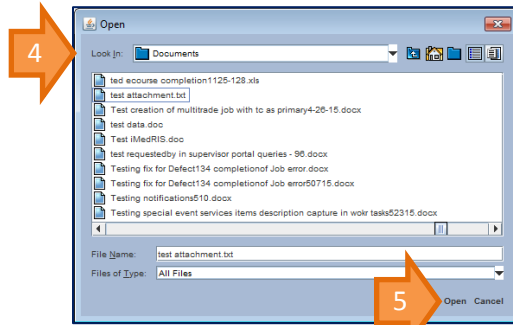
- 1. Scroll to the **Attachments** section
- 2. Click on **Upload**



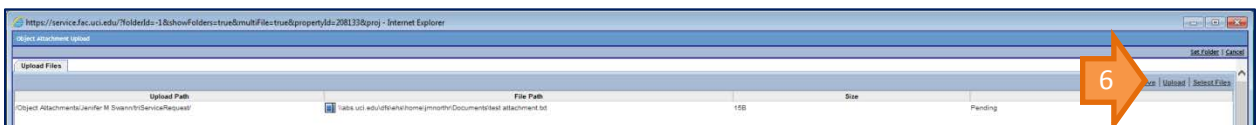
- 3. Click on **Select Files**



- 4. Browse and Select file from directory
- 5. Click **Open**



- 6. Once the file appears in the upload files list, Click **Upload**



HOW-TO – Copy a Request

1. In My Pending Requests – Click on the request you want to copy
2. The copy will appear on the screen
3. Enter required and optional information as needed
4. To finish your entry
 - a. Click **Create Draft** to save your request to submit later, or
 - b. Click **Submit** to submit your request to the FM Service Desk

The screenshot displays the user interface of the Facilities Management Services Portal. At the top right, there are links for 'Open In New Window' and 'My Bookmarks'. The main content area is divided into two sections: 'My Pending Requests' and 'My Active FM Jobs'.

My Pending Requests Table:

Request	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
1040	Environmental Health and Safety Building			Banner	Need Banner for PPE event Dimensions ??? pending			Draft	06/03/2015 14:31:10
1035	Environmental Health and Safety Building	Floor 1	Room 0140	Moving Services	Move fumehood			EHS Pending	06/03/2015 14:05:45

My Active FM Jobs Table:

Job	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created												
1038	Facilities Management Building	Floor 1	Room 0104	Eyewash-Safety Showers	Please check eyewash - appears to be leaking			Active	06/03/2015												
<table border="1"> <thead> <tr> <th>Work Task ID</th> <th>Work Task Location</th> <th>Work Task Description</th> <th>Shop</th> <th>Planned Start Date</th> <th>Work Task Status</th> </tr> </thead> <tbody> <tr> <td>1038-1</td> <td>\\Locations\UCI\Facilities Management Building\Floor 1\Room 0104</td> <td>Please check eyewash - appears to be leaking</td> <td>Plumbing</td> <td>06/03/2015 14:31:08</td> <td>Active</td> </tr> </tbody> </table>										Work Task ID	Work Task Location	Work Task Description	Shop	Planned Start Date	Work Task Status	1038-1	\\Locations\UCI\Facilities Management Building\Floor 1\Room 0104	Please check eyewash - appears to be leaking	Plumbing	06/03/2015 14:31:08	Active
Work Task ID	Work Task Location	Work Task Description	Shop	Planned Start Date	Work Task Status																
1038-1	\\Locations\UCI\Facilities Management Building\Floor 1\Room 0104	Please check eyewash - appears to be leaking	Plumbing	06/03/2015 14:31:08	Active																
1039	Facilities Management Building			Hot/Cold Climate	It s too warm in HR area			Active	06/03/2015												
<table border="1"> <thead> <tr> <th>Work Task ID</th> <th>Work Task Location</th> <th>Work Task Description</th> <th>Shop</th> <th>Planned Start Date</th> <th>Work Task Status</th> </tr> </thead> <tbody> <tr> <td>1039-1</td> <td>\\Locations\UCI\Facilities Management Building</td> <td>It s too warm in HR area</td> <td>HVAC</td> <td>06/03/2015 14:30:39</td> <td>Active</td> </tr> </tbody> </table>										Work Task ID	Work Task Location	Work Task Description	Shop	Planned Start Date	Work Task Status	1039-1	\\Locations\UCI\Facilities Management Building	It s too warm in HR area	HVAC	06/03/2015 14:30:39	Active
Work Task ID	Work Task Location	Work Task Description	Shop	Planned Start Date	Work Task Status																
1039-1	\\Locations\UCI\Facilities Management Building	It s too warm in HR area	HVAC	06/03/2015 14:30:39	Active																
1034	Environmental Health and Safety Building	Floor 2	Room 0210	Trades Coordination	Install Occupancy Sensor and projector bracket in Room	#0603-01		Active	06/03/2015												
<table border="1"> <thead> <tr> <th>Work Task ID</th> <th>Work Task Location</th> <th>Work Task Description</th> <th>Shop</th> <th>Planned Start Date</th> <th>Work Task Status</th> </tr> </thead> <tbody> <tr> <td>1034-4</td> <td>\\Locations\UCI\Environmental Health and Safety Building\Floor 2\Room 0210</td> <td>Install Occupancy Sensor and projector bracket in Room</td> <td>Trades Coordination</td> <td>06/03/2015 14:17:20</td> <td>Active</td> </tr> </tbody> </table>										Work Task ID	Work Task Location	Work Task Description	Shop	Planned Start Date	Work Task Status	1034-4	\\Locations\UCI\Environmental Health and Safety Building\Floor 2\Room 0210	Install Occupancy Sensor and projector bracket in Room	Trades Coordination	06/03/2015 14:17:20	Active
Work Task ID	Work Task Location	Work Task Description	Shop	Planned Start Date	Work Task Status																
1034-4	\\Locations\UCI\Environmental Health and Safety Building\Floor 2\Room 0210	Install Occupancy Sensor and projector bracket in Room	Trades Coordination	06/03/2015 14:17:20	Active																

HOW-TO - Submit a Request for Estimate

Request for estimating service can be done for any request type via a request form by

1. Clicking on either the **Please provide an estimate...** or **I have a cost not to exceed...** radio button.
***** PLEASE NOTE:** A link to the [“Listing of Common Jobs Not Estimated”](#) is provided. Please review this list before requesting an estimate. Facilities Management does not have “cost-not-to-exceed/maximum cost allowances.” For these requests, an estimate will be provided to the customer for approval.*******



(Instruction): To submit a Service request, complete the form below then click Submit.

Request is for: Me Someone Else

Location of Service

Building: Environmental Health and Safety Building
 Floor: Floor 2
 Room: Room 0210

Service Request

Export 5 total found (Show: 10)

Name	Description
<input type="radio"/> Lights Out	
<input type="radio"/> Occupancy Sensor Repair/Replace/Install	Occupancy Sensors: repair, replace, add
<input type="radio"/> Other- Electrical	
<input type="radio"/> Outlet Install/replace	
<input type="radio"/> Power out	

Estimates or Cost Not to Exceed [Listing of Common Jobs Not Estimated](#)

No estimate required, and there is no cost-not-to-exceed/maximum cost allowance
 Please provide an estimate. I have reviewed the Common Job listing and have determined that an estimate is appropriate
 I have a cost-not-to-exceed/maximum cost allowance, please provide an estimate

Describe Your Request

Description (1000 characters): Please estimate installation of motion sensor

Additional Description (1000 characters):

Additional Details

EVENT? This request is for a meeting or an event not scheduled through Student Center & Event Scheduling.

Date Needed By: [Date Picker]

Customer Reference: [Text Field]

2. Once your request has been submitted and processed, your submission will appear in the My Estimate Requests section of your portal with a status of “Being Estimated”

My Pending Requests

Request ID	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
300027	Environmental Health and Safety Building			Key Request	Key Request			Submitted	07/16/2015 14:32:09
300004	Environmental Health and Safety Building	Floor 1	Room 0104	Climate	Room heating up!			Submitted	07/14/2015 14:51:32
300002	Environmental Health and Safety Building	Floor 1	Room 0126	Lights Out	Light bulbs flicking.			Submitted	07/14/2015 14:44:28

My Active FM Jobs

Job ID	Building	Floor	Room	Request Class	Description	Customer Reference	Capital Project	Status	Created
300003	Environmental Health and Safety Building	Room 0217		Hot/Cold Climate	Testing 121-07/16/2015			Active	07/17/2015
300001	Environmental Health and Safety Building			Lights Out	Testing 07/16/2015			Active	07/17/2015
300005	Environmental Health and Safety Building	Floor 1		Moving Services	Move Nora's chair from lobby to 2035.			Active	07/17/2015
300006	Environmental Health and Safety Building	Floor 1		Moving Services	Test 07/16/2015			Active	07/17/2015
300011	Natural Sciences Unit 4			Lights Out	desc.test			Active	07/17/2015
300010	Natural Sciences Unit 4			Lights Out	dfaggh			Active	07/17/2015
300041	Environmental Health and Safety Building			Ice Machine Repair	Please provide estimate for repair of ice machine			Approved	07/17/2015
300010	Environmental Health and Safety Building			Exterior Building Sign	Please estimate small version of campus improvement signs for front of EHSS Building			Approved	07/17/2015
300039	Environmental Health and Safety Building	Floor 1	Room 0105	Other- Plumbing	Please estimate adding a sink in the 3027m			Approved	07/17/2015
300036	Environmental Health and Safety Building			Occupancy Sensor Repair/Replace/Install	Please estimate installation of occupancy sensor			Active	07/17/2015

My Estimate Requests

Job ID	Status	Building	Floor	Room	Request Class	Description	Estimated Cost	Created
300042	Being Estimated	Environmental Health and Safety Building	Floor 2	Room 0210	Electrical	Please estimate installation of motion sensor	\$,00	07/17/2015

HOW-TO Review and Approve or Return/Reject an estimate

When an estimate is ready for your review and approval you will see the Job in the my estimates section with a status of "Pending Approval"

Job ID	Status	Building	Floor	Room	Request Class	Description
300042	Pending Approval	Environmental Health and Safety Building	Floor 2	Room 0210	Requester Electrical	Please estimate installation of motion sensor

You will also receive an email requesting that you review and approve or return/reject the estimate and instructing you how to do so.

1. To Review the estimate
 - a. On the Job screen, Scroll to the **Related Documents** portal section, Click on attachment to open and review the estimate.

1.a

Job: 300042-Locations\UCI\Environmental Health and Safety Building\Floor 2\Room 0210 - Requester Electri

General Notifications

(Required): Maintain the general information about the project.

General

ID 300042 Status Pending Approval

* Date Created 07/17/2015

* Name \Locations\UCI\Environmental Health and Safety Building\Floor 2\Room 0210 - Requester Electrical

Priority Priority Rating 0

Date Needed By Actual End Date

Estimate Required Managed By Trades Coordination

Details

Additional Details

Organization Responsible

Responsible Person

Estimation Details

Account Information

Service Agreement

Accounting History

Comments - Job

Comments - All Work Tasks

Related Documents

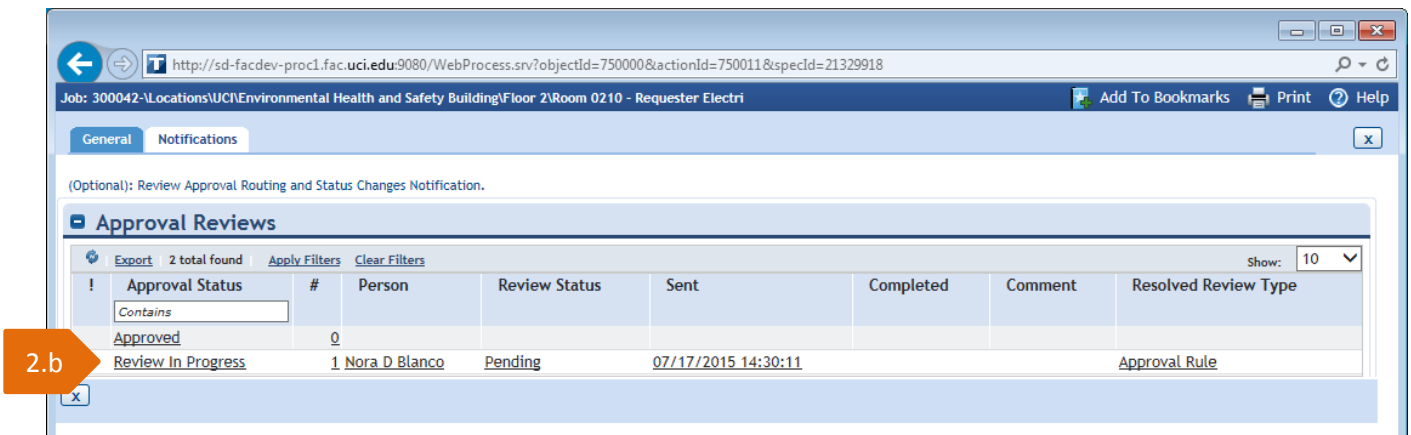
Export 1 total found Show: 20

Document Name	Document Number	Document Status	Revision	Revision Date	File Name
test_attachment.txt[1]		Work In Progress	0.0	07/17/2015 02:29 PM	test_attachment.txt

2. After reviewing the estimate, you may "Approve" for work to proceed, or "Return" to reject the estimate as follows:
 - a. Click on the **Notifications** tab of the Job

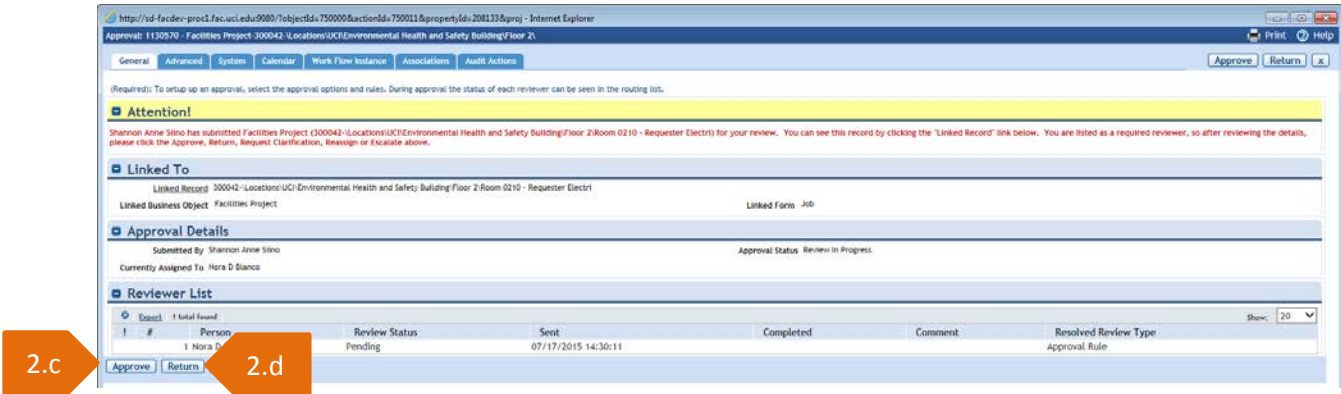


- b. In the **Approval Reviews** section, Click on the **Review In Progress** link



Approve or Return/Reject the estimate as follows:

- c. Click **Approve**, for work to proceed or,
- d. Click **Return** to reject the estimate



- e. Type in a short **Review Comment**
- f. Click **Continue**
- g. Close current window to return to your portal

