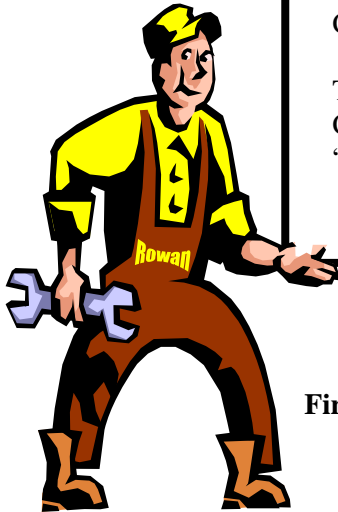


*Rowan University*  
*Director of Facilities, Resource Management*

## **ANNOUNCEMENT FOR STUDENTS**

The Rowan University Department of Facilities, Resource Management is pleased to welcome all new and returning Students of Rowan University. We would like to acquaint you with a web-based program to request services provided by Facilities.



Effective immediately, all Residential Students are able to request maintenance repairs directly through the web via the Student Campus Portal.

To access this resource and obtain instructions, go to the Student Campus Portal's far left side of the page and click on the link titled "[Facilities Management](#)" under "Frequently Visited Web Sites."

**First a couple of key points to keep in mind when using this product:**

➤ **BEFORE YOU ENTER FAMIS...**

Hundreds of work orders were entered into the system over the summer and many of them were completed. However, there are still many open work orders that have not been finished. During the first few weeks of the semester if you notice something in your room, apartment, or suite that needs some attention, **before you submit a work order into FAMIS check with your RA to see if it has already been reported.** Duplicate work orders bog down the system and should be avoided at all times.

➤ **NOT FOR EMERGENCIES:**

It's important to be aware that this new web service is ***NOT*** to be used for Emergencies. **CALL x4650 FOR EMERGENCIES ONLY.** Emergencies are situations described as causing threat to life or property such as leaks, power outages, unusual odors, no heat, broken windows, unsecured doors, etc. When you experience these problems, call (856) 256-4650 immediately. During evenings, nights, weekends, and holidays this telephone extension will refer you to Public Safety at x4911 who will in turn contact the appropriate Facilities personnel for response. *Use this new web resource for Non-Emergency Facilities Service Requests Only.*

➤ **PROCESSING WEB REQUESTS:**

Facilities Web Service Requests generated after 4:30PM Monday through Friday will be reviewed for issuance to the shops the next business day.