

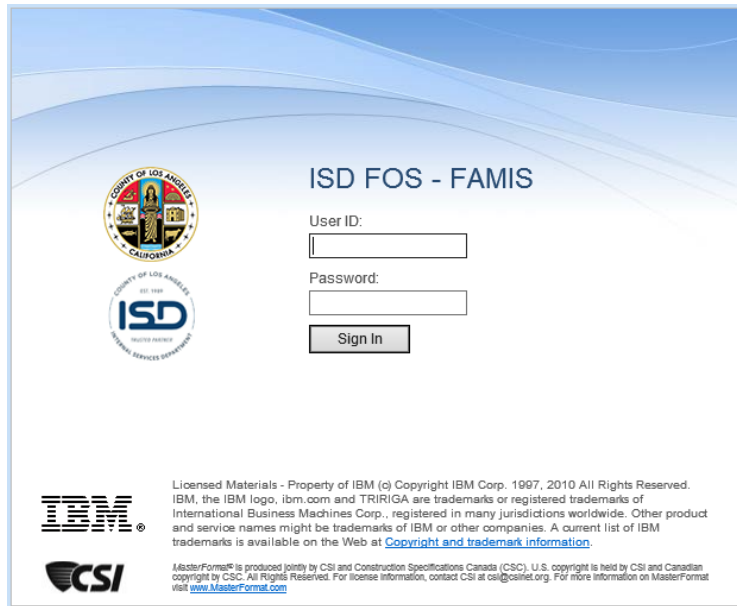
# Customer Service Portal Guide

## Contents

- How to access FAMIS ..... 2
- How to change password..... 3
- How to view reports ..... 5
- How to filter through the report ..... 6
- How to export report to excel..... 7

## How to access FAMIS

1. Go to the website: <http://famis.isd.lacounty.gov:9080/>
2. Login using FAMIS credentials



ISD FOS - FAMIS

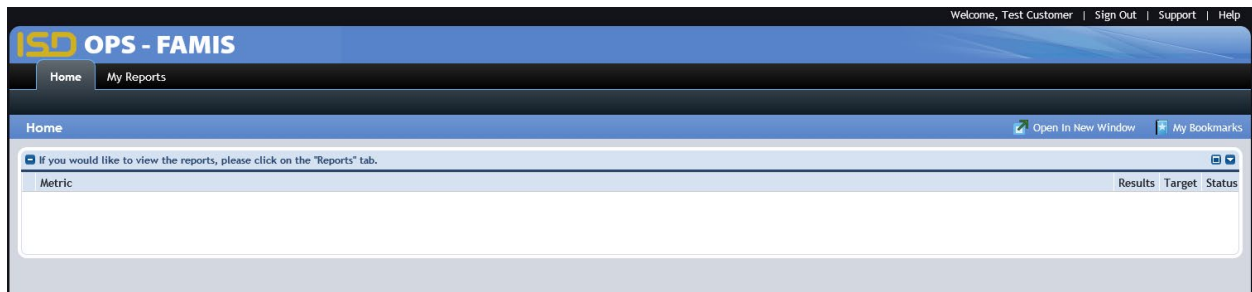
User ID:

Password:

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3. Logging in to enter the FAMIS Home Portal



Welcome, Test Customer | Sign Out | Support | Help

**ISD OPS - FAMIS**

Home My Reports

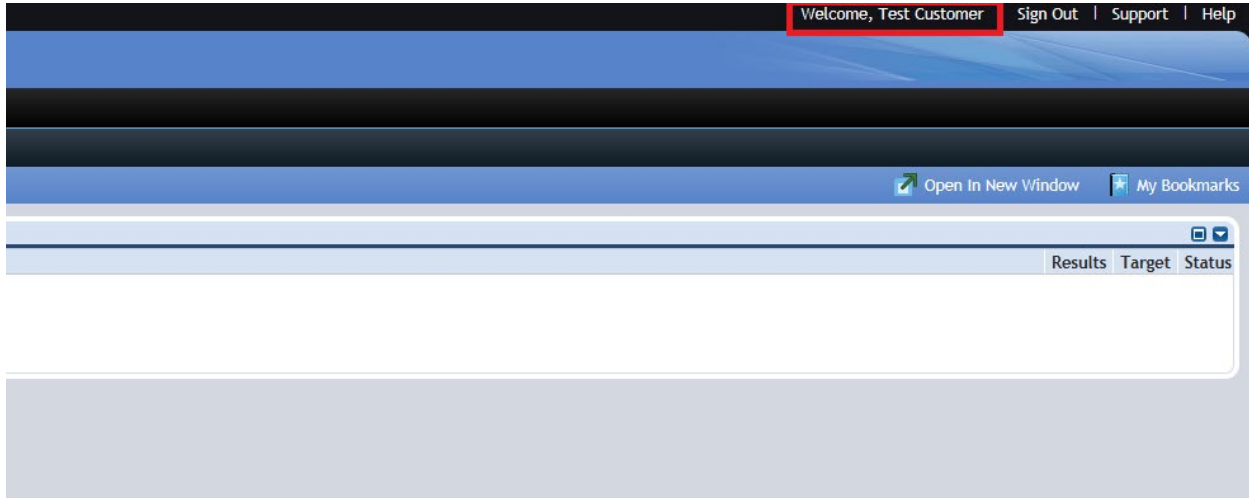
Home

If you would like to view the reports, please click on the "Reports" tab.

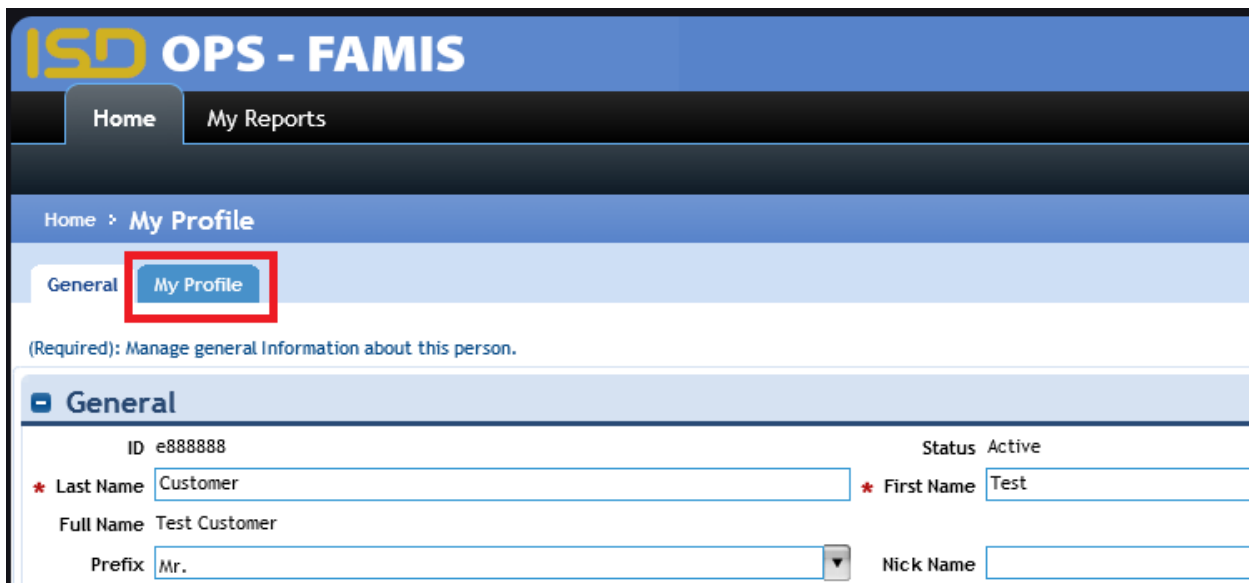
| Metric | Results | Target | Status |
|--------|---------|--------|--------|
|--------|---------|--------|--------|

## How to change password

1. From the Homepage, click on “Welcome, [Your Name]” at the top of the page.



2. Click on the “My Profile” tab



This screenshot shows the "My Profile" page in the ISD OPS - FAMIS system. The page title is "ISD OPS - FAMIS". The navigation bar includes "Home" and "My Reports". The breadcrumb trail is "Home > My Profile". The "My Profile" tab is highlighted with a red box. Below the tabs, there is a note: "(Required): Manage general Information about this person." The "General" section is expanded, showing the following information:

|             |               |              |        |
|-------------|---------------|--------------|--------|
| ID          | e888888       | Status       | Active |
| * Last Name | Customer      | * First Name | Test   |
| Full Name   | Test Customer |              |        |
| Prefix      | Mr.           | Nick Name    |        |

3. In the “My Profile” tab, input your new password in the following fields: New Password and Confirm Password. Click on “Save and Close” to confirm your new password. FAMIS has its own restrictions in terms of passwords. The system will let you know if you need to change the password to fit the restrictions.

The screenshot displays the 'My Profile' tab in the TRIRIGA system. The page title is 'TRIRIGA Account' and the sub-header is '(Optional): User Profile Information'. The interface includes a navigation bar with 'Home' and 'My Reports' tabs. A 'Save & Close' button is highlighted with a red box in the top right corner. The main content area contains several fields: 'User eMail for Login ID?' (checkbox), 'User Name' (e888888), 'User Account' (e888888), 'Service Only' (checkbox), 'New Password' (text input), 'Confirm Password' (text input), 'Password Question', 'Password Hint', 'Reset Password for Handheld' (checkbox), and 'Password Expiration'. A 'Save & Close' button is also highlighted with a red box at the bottom left of the form area.

## How to view reports

1. From the Homepage, click on “My Reports” tab to access the collection of reports.



2. Click on the “Run Report” icon next to the report you want to open.



Work Orders

Date : 01/30/2019 04:30 PM

Work Orders

1 / 10 454 total found Apply Filters Clear Filters Show More Filters

| WO Number | External Task Id | Work Order Type                             | Work Order Status | Facility Project Number | Facility Project Description | Accounting Code | Customer Name   | Contact Name    | Contact Number | LACD | LACD Name                                    | Address            | Created Date Time   | Arrival Date and Time | Estimated Completion Date | Date Completed | Work Order Description   |
|-----------|------------------|---|-------------------|-------------------------|------------------------------|-----------------|-----------------|-----------------|----------------|------|--|--------------------|---------------------|-----------------------|---------------------------|----------------|--|
| 1444920   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | C1314105910     | CESAR           | CESAR           | (213-215-4010  | X007 | FIRE # MICHAEL FREEMAN COMMAND & CONTROL FAC | 1320 N EASTERN AVE | 01/30/2019 03:07 PM |                       |                           |                | RADIO ROOM- TEMP DROPPING - TOO COLD**URGENT**   |
| 1444867   |                  | Service Request                             | In Progress       |                         |                              | A4020365140     | paul pelasky    | paul pelasky    | 1-213-369-1287 | 3488 | 028 - FIRE STATION 28                        | 7733 GREENLEAF AVE | 01/30/2019 12:02 PM |                       |                           |                | Emergency water intrusion project ,mold issues abatement per paul pelasky fire prevention bldg |
| 1444792   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | A4020249164     | Cesar Velasquez | Cesar Velasquez | 213-215-4010   | 3542 | FIRE-ADMINISTRATIVE HEADQUARTERS BUILDING    | 1320 N EASTERN AVE | 01/29/2019 09:41 PM |                       |                           |                | emergency demo project in south basement of facility per cesar velasquez                       |
| 1444791   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | A4020249164     | Cesar Velasquez | Cesar Velasquez | 213-215-4010   | 3542 | FIRE-ADMINISTRATIVE HEADQUARTERS BUILDING    | 1320 N EASTERN AVE | 01/29/2019 09:19 PM |                       |                           |                | Emergency water intrusion project in various areas of the facility per                         |

Export Cancel

## How to filter through the report

1. Once the report is open, you can use the filters to narrow down the data set you want to look at.

Work Orders

Date : 01/30/2019 04:30 PM

Work Orders

1 / 10 454 total found Apply Filters Clear Filters Show More Filters Show: 50

| WO Number | External Task Id | Work Order Type                             | Work Order Status | Facility Project Number | Facility Project Description | Accounting Code | Customer Name | Contact Name | Contact Number | LACO | LACO Name                                    | Address            | Created Date Time   | Arrival Date and Time | Estimated Completion Date | Date Completed | Work Order Description   |
|-----------|------------------|---|-------------------|-------------------------|------------------------------|-----------------|---------------|--------------|----------------|------|--|--------------------|---------------------|-----------------------|---------------------------|----------------|--|
| 1444920   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | C1314105910     | CESAR         | CESAR        | (213-215-4010  | X007 | FIRE-P MICHAEL FREEMAN COMMAND & CONTROL FAC | 1320 N EASTERN AVE | 01/30/2019 03:07 PM |                       |                           |                | RADIO ROOM- TEMP DROPPING - TOO COLD**URGENT**   |
| 1444867   |                  | Service Request                             | In Progress       |                         |                              | A4020365140     | paul pelasky  | paul pelasky | 1-213-369-1287 | 3488 | 028 - FIRE STATION 28                        | 7733 GREENLEAF AVE | 01/30/2019 12:02 PM |                       |                           |                | Emergency water intrusion project ,mold issues abatement per paul pelasky fire prevention bldg |
|           |                  | Trouble Call -                              |                   |                         |                              |                 |               |              |                |      |  | 1320 N             |                     |                       |                           |                | emergency demo project in south  |

2. Input the desired data such as work order type, building address, accounting code, work order status, etc

Work Orders

Date : 01/30/2019 05:35 PM

Work Orders

29 total found Apply Filters Clear Filters Show More Filters Show: 50

| WO Number | External Task Id | Work Order Type                             | Work Order Status | Facility Project Number | Facility Project Description | Accounting Code | Customer Name   | Contact Name    | Contact Number | LACO | LACO Name                                  | Address            | Created Date Time   | Arrival Date and Time | Estimated Completion Date | Date Completed | Work Order Description   | Shop Name                    |
|-----------|------------------|---|-------------------|-------------------------|------------------------------|-----------------|-----------------|-----------------|----------------|------|--|--------------------|---------------------|-----------------------|---------------------------|----------------|--|------------------------------|
| 1444792   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | A4020249164     | Cesar Velasquez | Cesar Velasquez | 213-215-4010   | 3542 | FIRE- ADMINISTRATIVE HEADQUARTERS BUILDING | 1320 N EASTERN AVE | 01/29/2019 09:41 PM |                       |                           |                | emergency demo project in south basement of facility per cesar velasquez               | HEAT & FROST - ST SUPPORT DU |
| 1444791   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | A4020249164     | Cesar Velasquez | Cesar Velasquez | 213-215-4010   | 3542 | FIRE- ADMINISTRATIVE HEADQUARTERS BUILDING | 1320 N EASTERN AVE | 01/29/2019 09:19 PM |                       |                           |                | Emergency water intrusion project in various areas of the facility per cesar velasquez | HEAT & FROST - ST SUPPORT DU |
|           |                  |   |                   |                         |                              |                 |                 |                 |                |      |  |                    |                     |                       |                           |                | IN THE CLINGER BLDG. DOWNSTAIR DOOR, IS  |                              |

3. Note: Be sure to clear filters if you want a new data set for the old filters may still be in place

# How to export report to excel

1. Click on the “export” button near the top of the page.

Work Orders

Date : 01/30/2019 05:36 PM Add To Bookmarks **Export** Cancel

**Work Orders**

1 / 10 454 total found Apply Filters Clear Filters Show More Filters Show: 50

| WO Number | External Task Id | Work Order Type                             | Work Order Status | Facility Project Number | Facility Project Description | Accounting Code | Customer Name   | Contact Name    | Contact Number | LACO | LACO Name                                     | Address            | Created Date Time   | Arrival Date and Time | Estimated Completion Date | Date Completed | Work Order Description   |
|-----------|------------------|---|-------------------|-------------------------|------------------------------|-----------------|-----------------|-----------------|----------------|------|---|--------------------|---------------------|-----------------------|---------------------------|----------------|--|
| 1444920   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | C1314105910     | CESAR           | CESAR           | (213-215-4010  | X007 | FIRE-P MICHAEL FREEMAN COMMAND B. CONTROL FAC | 1320 N EASTERN AVE | 01/30/2019 03:07 PM |                       |                           |                | RADIO ROOM-TEMP DROPPING - TOO COLD**URGENT**  |
| 1444867   |                  | Service Request                             | In Progress       |                         |                              | A4020365140     | paul pelasky    | paul pelasky    | 1-213-369-1287 | 3488 | 028 - FIRE STATION 28                         | 7733 GREENLEAF AVE | 01/30/2019 12:02 PM |                       |                           |                | Emergency water intrusion project ,mold issues abatement per paul pelasky fire prevention bldg |
| 1444792   |                  | Trouble Call - Covered Building Maintenance | In Progress       |                         |                              | A4020249164     | Cesar Velasquez | Cesar Velasquez | 213-215-4010   | 3542 | FIRE-ADMINISTRATIVE HEADQUARTERS BUILDING     | 1320 N EASTERN AVE | 01/29/2019 09:41 PM |                       |                           |                | emergency demo project in south basement of  |

2. At the bottom of the page, a pop-up will appear. Click on “Open”

|         |   |             |             |                 |                 |      |   |                    |                     |                     |
|---------|---|-------------|-------------|-----------------|-----------------|------|---|--------------------|---------------------|---------------------|
| 1443652 | Trouble Call - Covered Building Maintenance | Closed      | C1314105910 | Cesar Velasquez | Cesar Velasquez | 3542 | FIRE-ADMINISTRATIVE HEADQUARTERS BUILDING | 1320 N EASTERN AVE | 01/23/2019 10:11 AM | 01/23/2019 12:00 PM |
| 1443533 | Trouble Call - Covered Building Maintenance | In Progress | C1314104362 | REBECCA         | REBECCA         | 6333 | LOMITA ADMINISTRATIVE CENTER              | 24330 NARBONNE AVE | 01/22/2019 02:23 PM | 01/24/2019 01:00 PM |

Export Cancel

Do you want to open or save Work Orders by Customer Departments.xls from famis.isd.lacounty.gov? **Open** Save Cancel

3. After that, Excel will open and will ask for confirmation to open the file

|                |           |  |                      |                 |         |                     |   |      |                    |
|----------------|-----------|--|----------------------|-----------------|---------|---------------------|---|------|--------------------|
| 1/1/2019 7:30  | 1/28/2019 | December - for the monthly generator service of three FOS 45 KW portable generators. | ELECTRICAL - SUPPORT | MICHAEL VICKROY | e486296 | Emergency Generator | 9 | 5864 | 1102 N EASTERN AVE |
| 12/6/2018 8:30 | 1/24/2019 | December - for the monthly generator service of both ITS 70 KW portable generators.  | ELECTRICAL - SUPPORT | KENNETH TOLBERT | e605191 | Emergency Generator | 0 | 5864 | 1102 N EASTERN AVE |

Microsoft Excel

The file format and extension of 'Work Orders by Customer Departments.xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?

**Yes** No Help

4. Click on the “Enable Editing” at the top of the page to allow editing the document.

Work Orders by Customer Departments.xls [Protected View] -

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW DEVELOPER Team

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. **Enable Editing**

A1 : [X] [✓] [fx] Work Orders

|   | A                   | B                       | C                      | D                        | E                                   | F                      | G                    |
|---|---------------------|-------------------------|------------------------|--------------------------|-------------------------------------|------------------------|----------------------|
| 1 | <b>Work Orders</b>  |                         |                        |                          |                                     |                        |                      |
| 2 |                     |                         |                        |                          |                                     |                        |                      |
| 3 |                     |                         |                        |                          |                                     |                        |                      |
| 4 | 01/29/2019 10:44 AM |                         |                        |                          |                                     |                        |                      |
| 5 |                     |                         |                        |                          |                                     |                        |                      |
| 6 | <b>WO Number</b>    | <b>External Task Id</b> | <b>Work Order Type</b> | <b>Work Order Status</b> | <b>Facility Project Description</b> | <b>Accounting Code</b> | <b>Customer Name</b> |
| 7 | 1444224             |                         | Service Request        | In Progress              |                                     | A4020249223            | Michelle Veliz       |
| 8 | 1443789             |                         | Service Request        | Cancelled                |                                     | A4020249223            | FLAVIO MONTOYA       |

**Note:** When saving the document, save it as an excel file; it will default as a webpage.