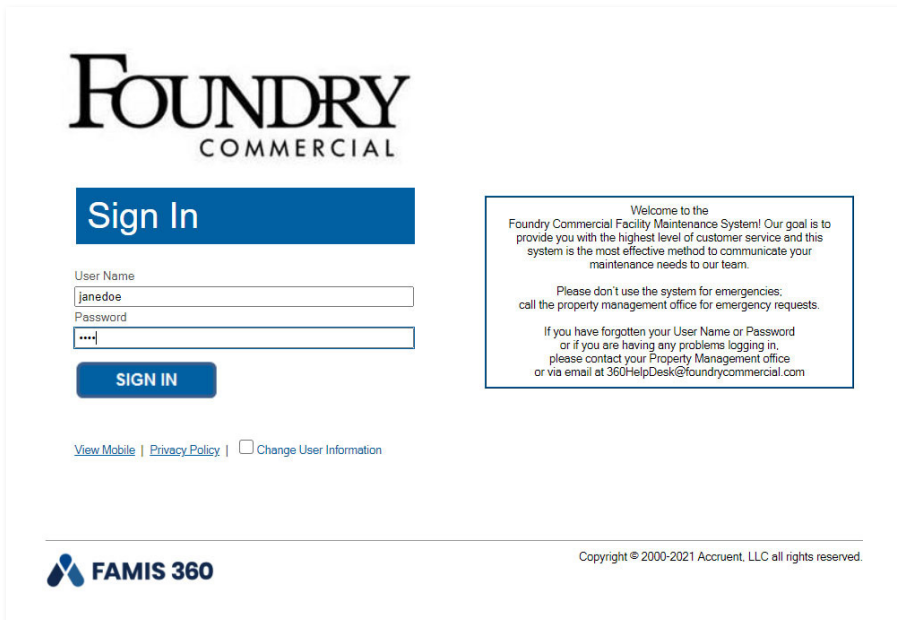


Tenant Service Request Instructions

FOUNDRY
COMMERCIAL

Sign In

User Name
janedoe

Password

SIGN IN

[View Mobile](#) | [Privacy Policy](#) | Change User Information

FAMIS 360

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Welcome to the Foundry Commercial Facility Maintenance System! Our goal is to provide you with the highest level of customer service and this system is the most effective method to communicate your maintenance needs to our team.

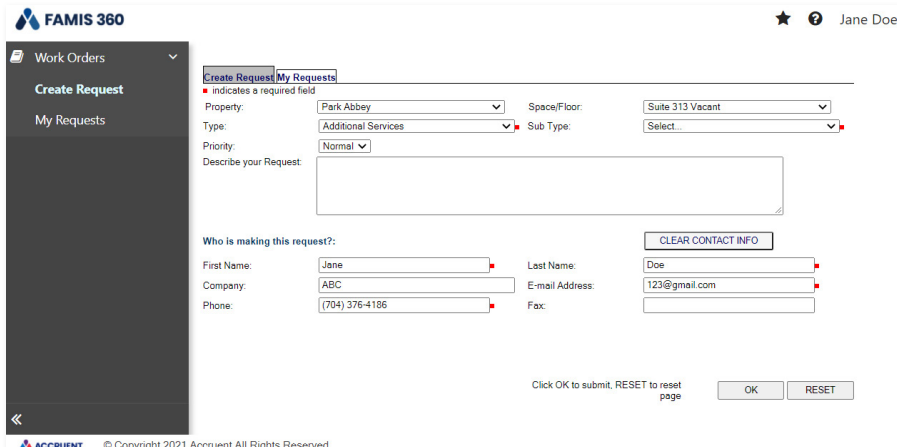
Please don't use the system for emergencies; call the property management office for emergency requests.

If you have forgotten your User Name or Password or if you are having any problems logging in, please contact your Property Management office or via email at 360HelpDesk@foundrycommercial.com

Sign In

- Go to <https://cml.360facility.net>
- You will see the Sign In page as pictured.
- Enter your **User Name** (for example, "janedoe").
- Enter your **Password** (passwords are case sensitive).
- Click **SIGN IN**
- If you would like to change your password, click the **Change User Information** checkbox before clicking on SIGN IN.

Create a Service Request



FAMIS 360 Jane Doe

Work Orders

Create Request

My Requests

Create Request | My Requests

Property: Park Abbey Space/Floor: Suite 313 Vacant

Type: Additional Services Sub Type: Select...

Priority: Normal

Describe your Request

Who is making this request?:

First Name: Jane Last Name: Doe

Company: ABC E-mail Address: 123@gmail.com

Phone: (704) 376-4186 Fax:

CLEAR CONTACT INFO

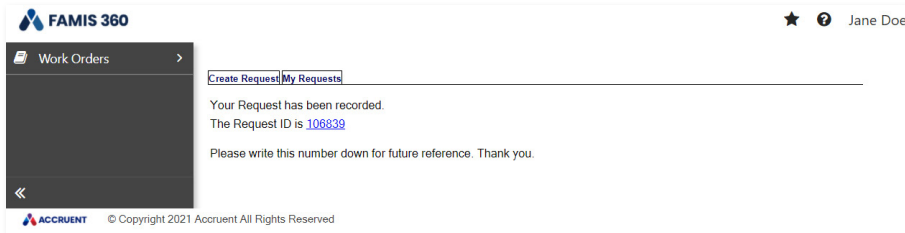
Click OK to submit, RESET to reset page

OK **RESET**

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- Click the **Create Request** tab
- The Property and Space will default to your location.
- Select the request **Type** – this describes the category of work (Temperature, Plumbing, Lighting).
- Select the request **Sub Type** – this describes the activity (Too Cold, Faucet Leak, Lights Out).
- **Describe your Request** – describe your request in further detail, please be as detailed as possible.
- **Who is making this request?** – This will default to your contact information. If you are entering this request on behalf of another person, edit the contact information as desired.
- **NOTE:** To receive updates via email on the status of your request, please make sure your email address is entered.
- Click **OK** to send the request.

CHARLOTTE PLAZA WORK ORDER SYSTEM



FAMIS 360 Jane Doe

Work Orders

Create Request | My Requests

Your Request has been recorded.
The Request ID is [106839](#)

Please write this number down for future reference. Thank you.

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Request Confirmation

- After the request is entered, the system will display a Request ID link. This can be used to access your request and review the status.



FAMIS 360 Jane Doe

Work Orders

Create Request | My Requests

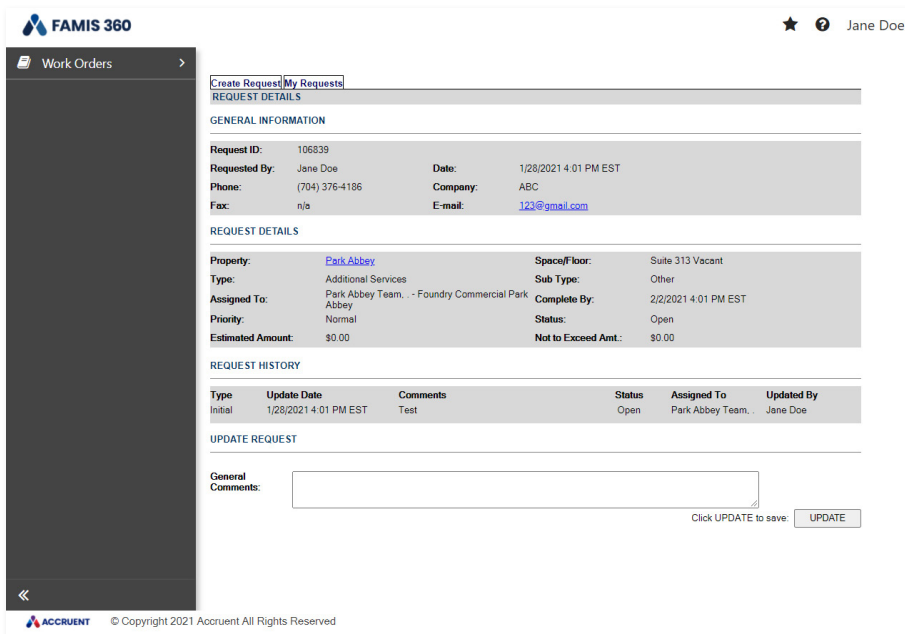
1 Open Requests for Jane Doe

Date	Request ID	Requested By	Property	Type/SubType	Assigned To	Status / Priority
1/28/2021 4:01 PM	106839	Jane Doe	Park Abbey Suite 313 Vacant	Additional Services Other	Park Abbey Team	Open / Normal

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Check Request Status

- Click the **My Requests** tab
- Open requests will be listed at the top and closed requests will be listed at the bottom.
- Click on the **Request ID** of the request you want to check on.
- The system will display the Request Details page below.



FAMIS 360 Jane Doe

Work Orders

Create Request | My Requests

REQUEST DETAILS

GENERAL INFORMATION

Request ID: 106839
 Requested By: Jane Doe Date: 1/28/2021 4:01 PM EST
 Phone: (704) 376-4186 Company: ABC
 Fax: n/a E-mail: 123@gmail.com

REQUEST DETAILS

Property: [Park Abbey](#) Space/floor: Suite 313 Vacant
 Type: Additional Services Sub Type: Other
 Assigned To: Park Abbey Team. - Foundry Commercial Park Complete By: 2/2/2021 4:01 PM EST
 Priority: Normal Status: Open
 Estimated Amount: \$0.00 Not to Exceed Amt.: \$0.00

REQUEST HISTORY

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	1/28/2021 4:01 PM EST	Test	Open	Park Abbey Team.	Jane Doe

UPDATE REQUEST

General Comments:

Click UPDATE to save:

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View Request Details

- The **GENERAL INFORMATION** section displays who made the request and when it was made.
- The **REQUEST DETAILS** section displays additional information like location, work type, and priority.
- The **REQUEST HISTORY** section shows all updates to the request made by the service personnel.

Make Updates

- If you would like to provide additional information, just type your comments in the **General Comments** field and click **UPDATE**. Your comments will be added to the Request History. You can log in and add additional comments at any time