

OCM Helpdesk

When to use OCM Helpdesk: Once the official keying-in deadline passes to edit the schedule inside PantherSoft, schedulers will have to submit any additions, cancellations, and modifications via OCM Helpdesk.

Login Information

Website: <https://intranet.fiu.edu/daa/opir/ocmhelp>

Username: your AD username

Password: your AD password

**If you don't have access: contact CASsched@fiu.edu to request access

OCM Helpdesk



Pressing this link refreshes the page

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- Discussions

- Available Forms
- Add Course
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 - Modify Course
 - Special Room Request



This is where you pick the type of request you would like to submit

Announcement

- Title
 - Spring 2013 Production Calendar
 - Spring 2013 Special Room Request Forms
 - Scheduler Access
 - OCM PRODUCTION CALENDAR Summer 2012 & Fall 2012
 - OCM Status Column Issue
 - Summer 2012 & Fall 2012 Key-IN Communication
 - Summer 2012 Special Room Request Forms may now be submitted on/before Nov. 11, 2011
 - Spring 2012 OCM Help Desk Submissions by October 31, 2011

+ Add new announcement

Content Menu


- Add New Course
- Delete Course
- Modify Course
- Special Room Request



This is where you check the status of the requests that you have already submitted



save when you are finished



Florida International University
Office of Class Management

Add Course

College Arts and Sciences Term 1131 Campus MMC

	Subject Prefix	Catalog number	Class Sect.	Instructor			Meeting Pattern				Gen. Purpose Classroom			
				Panther ID	Role	Grade Access	Days	TIME		Start Time	End Time	Need Room	Room Type	Request Cap
ADD	ENG	2850	U05	1234567	PI	S	M T W TH	O: <input type="text"/> :00	P <input type="text"/> M	C <input type="text"/> S	P <input type="text"/> M	Yes	M-Media	50
							<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Start Date	End Date	F S SU	<input type="text"/> 1/7/2013			

Scheduler Additional Comments: This request is to add the class above to the spring 2013 schedule

Dept. Ext. Dean/Chair /Scheduler

OCM Comments ONLY

Edit



Save



Close



Paste



Copy



Cut



Delete
Item

Commit

Clipboard

Actions

Sample Delete Course Request

 Florida International University Office of Class Management					Delete Course							
					College	Arts and Science s		Term	1131	Campus	MMC	
	Class Number	Subject Prefix	Catalog number	Class Sect.	Instructor				Students		Notification Email sent?	
					Panther ID	Role	Grade Access	PI's E-mail	Have Students Enrolled	Number of Students Enrolled		
Delete	14167	rel	3140	u01	1080253	PI	S		No	0	No	
Scheduler Additional Comments	Please cancel this course						Dept. Ext		Dean/Chair / Scheduler			
OCM Comments ONLY	Do not write here											
Role	PI = Primary Instructor SI = Secondary Instructor CA = Course Assistant Admin = Administrative							Grading Access	S = Submit G = Grade N = No Access			
Room Type	C = Computer Lab R = Any General Classroom M = Media (Room Characteristic #25)											



save when
you are
finished

Sample Modify Course Request

Edit



Save



Close



Paste



Copy



Cut



Delete Item

Commit

Clipboard


Actions

-Use for instructor changes, time/day changes, cap changes, course number swaps and classroom change requests

-Fill out all fields in the FROM row and only fill out the change you want in the TO row



save when you are finished



Modify Courses

Florida International University
Office of Class Management

College Arts and Sciences
Term 1131
Campus MMC

	Class Number	Subject Prefix	Catalog number	Class Sect.	Instructor			Meeting Pattern					Gen. Purpose Classroom.					
					Panther ID	Role *	Grade Access	Days				Time		Need Room	Room Type	Request Cap		
<i>From</i>	11126	SPT	4803	U01	1094755	PI	S	M	T	W	TH	12:30	PM	1:5	PM	Yes	M-Media	30
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Start Date		End Date					
								<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1/7/2013		4/20/2013				
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	*Only required for dynamic courses		*Only required for dynamic courses					
<i>To*</i>					1240583	PI	S	M	T	W	TH					Yes		30
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Start Date		End Date					
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								

Scheduler Additional Comments: Please change instructor from Leonel de la Cuesta to Karen Borgenheimer. EXT 728... Dean/Chair/Scheduler Melissa Fernandez;

OCM Comments ONLY:

Role PI=Primary Instructor SI=Secondary Instructor CA=Course Assistant Admin=Administrative Grading Access S=Submit G=Grade N=No Access

To Populate only the fields that require changing (i.e. time change request - only the times field should be filled out)

Room Type C=Computer Lab R=Any General Classroom M=Media (Room Characteristic #25)

Regarding Special Room Requests

- -Special Room Request Forms – are only to be used before classrooms are assigned in Panthersoft- these must be submitted prior to the keying-in deadline to have the schedule inputted into the schedule. Special Room
- Requests are processed by OCM based on availability, and are not guaranteed to be honored.
- Fill out special room requests for classes that need polycom technology, course capturing technology (Panapto), and for professors with disabilities.
- (DO NOT USE SPECIAL ROOM REQUESTS TICKETS to request a change of classroom once classrooms have been assigned to the schedule)

View



Edit Item



Alert Me



Delete Item



Close



Manage

Close

Sample Special Room Request

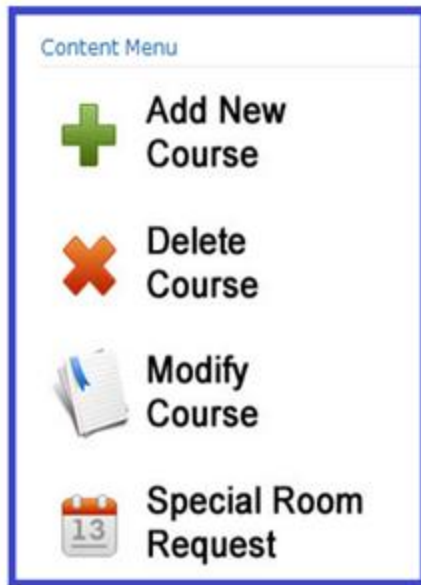
save when
you are
finished



 Florida International University Office of Class Management					Special Room Request College Arts and Sciences Term 1131 Campus BBAY												
Class Number	Subject Prefix	Catalog number	Class Sect.	Cap	Meeting												
					Days			Start Time	End Time	Start Date	End Date						
19280	AML	4624	B51M	50	M	T	W	TH	F	S	SU	02 00 PM	03 15 PM				
Is the course combined?					Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/>	Is the course back to back?					Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/>
Instructor Information																	
PID		Name/Alias				Phone Extension				Role							
1060717		Donna Weir-Soley				919-5857				<input checked="" type="checkbox"/> Primary <input type="checkbox"/> Secondary <input type="checkbox"/> CA							
Department Information																	
Department		English			Ext		919-58...		Dean/Chair/Schedule r				Marta A. Lee				
Requests must be submitted for specific room features (technology, room design) that cannot be met using the software. The scheduling software will attempt to match a classroom with the required features used in the PantherSoft program. Please do not use this form for feature or characteristic requests. REQUESTS FOR A SPECIFIC ROOM MAY NOT BE HONORED.																	
Please state the pedagogical justification or special need below:																	
Instructor requests a classroom in A1 or A2 because she has a chronic knee injury which makes it difficult for her to walk the distance from her office in A1 to MSB.																	
 Justification for special room request goes here																	
OCM Assigned Room :																	
** General Assignment Classroom Request Form applies to GENERAL ASSIGNMENT ROOMS, ONLY. *** Office of Class Management reserves the right to deny any form or document that has been altered.																	

Checking the Status of Your Tickets

- On the home page of OCM Helpdesk



This is where you check the status of the requests that you have already submitted

Checking the Status of Your Tickets

Once your form is created it is automatically assigned to an approver. There are three types of statuses the form can be in:

In-Progress

This means the form is pending review by an approver

Pending or Pending Credentialing Approval

Means that the form is either incomplete or requires more information. You will get an email when your form is in this status, notifying you of the steps needed to process your request correctly.

Complete

Once your form has been completed, it is set to complete status. You will receive an email with the form ID that will notify you the form has been completed.

You can check the status of your forms in this area of the page:

Special Room Request items created by me

<input type="checkbox"/>	Title	Status	Assigned To	Created By	Modified By
	OCM-7RQ	Complete	Annette Baham	Matt Xhemajli	Matt Xhemajli
	OCM-8RQ	In-Progress	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
	OCM-9RQ	Complete	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
	OCM-10RQ	In-Progress	Shelly Rodes	Matt Xhemajli	Matt Xhemajli

[+ Add new item](#)

Delete Course items created by me

<input type="checkbox"/>	Title	Status	Assigned To	Created By	Modified By
	OCM-46DEL	In-Progress	Dacia Simpson	Matt Xhemajli	Matt Xhemajli
	OCM-47DEL	In-Progress	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
	OCM-48DEL	In-Progress	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
	OCM-49DEL	In-Progress	Matt Xhemajli	Matt Xhemajli	Matt Xhemajli
	OCM-50DEL	In-Progress	Annette Baham	Matt Xhemajli	Matt Xhemajli
	OCM-52DEL	Pending	Dacia Simpson	Matt Xhemajli	Matt Xhemajli