

OCM Help Desk User Manual



FLORIDA INTERNATIONAL UNIVERSITY

Office of Class Management

HOME

CLASSROOMS

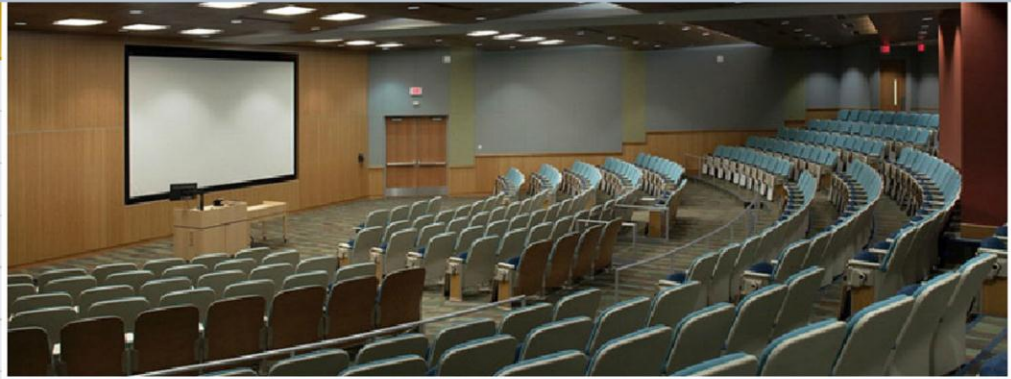
RESERVATIONS

UPDATES

OCM STAFF

INFORMATION

- › Home
- › Documentation
- › Policy & Procedure
- › Forms & Guidelines
- › Frequently Asked Questions
- › Contact Us



RESOURCES

PantherSoft
Campus Solutions
LOGIN

FIU FLORIDA INTERNATIONAL UNIVERSITY
OCM HELPDESK
LOGIN

R25 WebViewer
RESERVATION SYSTEM
LOGIN

FIUmail
LOGIN

POLL

Is the Final Week of the Semester Matrix easy to understand?

Yes
 No

powered by Poll4

Do You Think The OCM Website is...

Easy to Navigate
 Hard to Navigate

powered by Poll4

CALENDAR

JANUARY 2011

SUN	MON	TUES	WED	THURS	FRI	SAT
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

FIU OCM CALENDAR

CLICK HERE



FIU FLORIDA INTERNATIONAL UNIVERSITY
OCM HELPDESK
LOGIN

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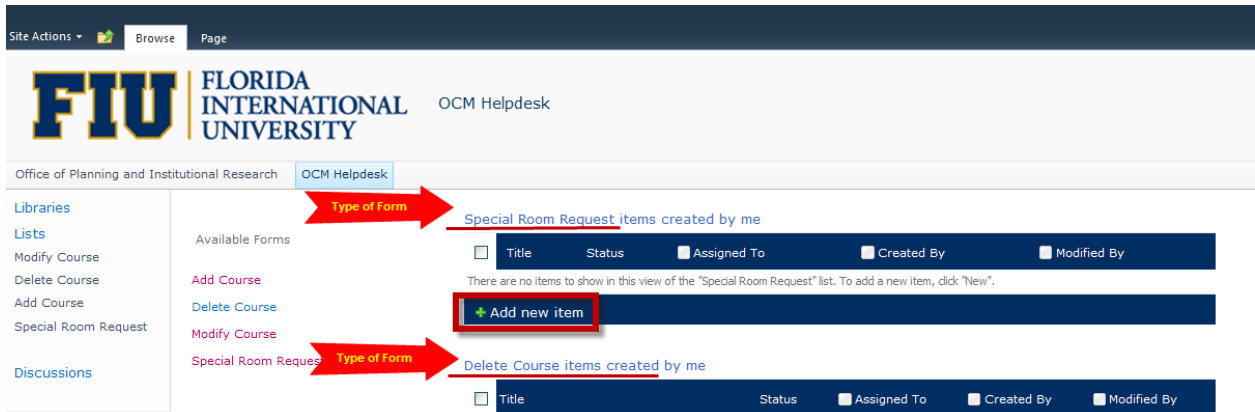
Access the forms

All the forms are located on the URL <https://intranet.fiu.edu/daa/opir/ocmhelp/default.aspx>.

All of the forms must be **Opened, Filled Out** and **Submitted** before OCM gets any of the information.

Note: You must be given access before you can start using the forms!

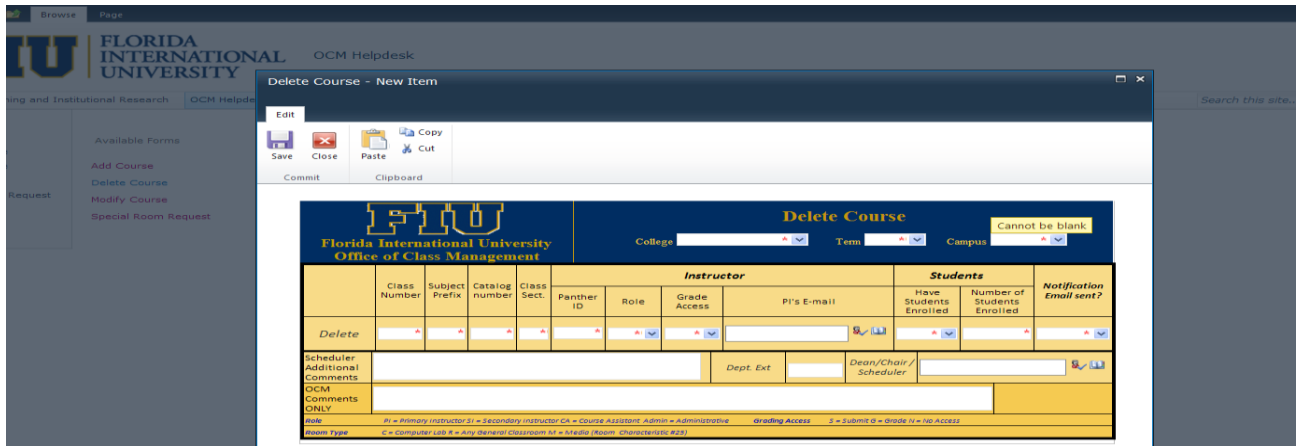
Forms can be found by clicking on “Add new Item”.  Please see bellow:



Each New form is saved immediately.

Create new form

When we clicking on “Add new Item” , we will see the form popup. Start filling out the form:



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Select the appropriate college

This is a very important step. When you choose your college, you are sending the form to a specific department to be reviewed by the approver. **Note: College of Business and College of Arts and Sciences will receive ALL forms for those colleges, regardless of the Campus; all other Colleges will be initially processed by offices that handle their respective campuses.**

The College is selected from the following menu on the form:

The screenshot shows the 'Delete Course' form with the 'College' dropdown menu open. The menu lists the following options: Arts and Sciences, Architecture and Health Sciences, Nursing and Health Sciences, Public Health & Social Work, Business Administration, Education, Engineering and Computer Science, Honors, Hospitality and Tourism, FIU Online, and Journalism and Mass Communication. The form also includes fields for Term, Campus, Class Number, Subject Prefix, Catalog number, Class Sect., Panther ID, Role, Grade Access, PI's E-mail, Have Students Enrolled, Number of Students Enrolled, and Notification Email sent?.

The same selection criteria applies to choice of Campus.

The screenshot shows the 'Delete Course' form with the 'Campus' dropdown menu open. The menu lists the following options: Cannot be blank, MMC, BBAY, and PINES. The form also includes fields for College, Term, Class Number, Subject Prefix, Catalog number, Class Sect., Panther ID, Role, Grade Access, PI's E-mail, Have Students Enrolled, Number of Students Enrolled, and Notification Email sent?.

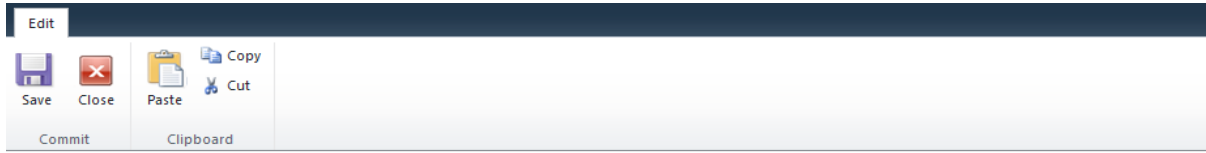
There are Four types of fields in each form:

- Fill in fields – where you enter a value
- Select fields – where you select a value from a list
- Validation field – where you enter a value, and it is validated for accuracy immediately
- Check Fields – you use these fields to select the days for a class.

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Fill-in fields

Fill-in fields are fields that you manually complete. An example of the Fill-in Fields are bellow:



Florida International University Office of Class Management					Delete Course						
					College	Term	Cannot be blank				
					College	Term	Campus				
Delete	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	
	*	*	*	*	*	↓	↓		↓	*	↓
Scheduler Additional Comments					Dept. Ext		Dean/Chair/Scheduler				
OCM Comments ONLY											
<small>Role: PI = Primary instructor SI = Secondary instructor CA = Course Assistant Admin = Administrative Grading Access: S = Submit G = Grade N = No Access</small>											
<small>Room Type: C = Computer Lab R = Any General Classroom M = Media (Room Characteristic #25)</small>											

Select fields


Select Fields are all menu's that allow you to chose a value. You are ONLY allowed to **select** values from these fields, not enter your own values. An example of the Selected Fields are the fields from bellow:

Florida International University Office of Class Management					Delete Course						
					College	Term	Cannot be blank				
					College	Term	Campus				
Delete	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	
	*	*	*	*	*	↓	↓		↓	*	↓
Scheduler Additional Comments					Dept. Ext		Dean/Chair/Scheduler				
OCM Comments ONLY											
<small>Role: PI = Primary instructor SI = Secondary instructor CA = Course Assistant Admin = Administrative Grading Access: S = Submit G = Grade N = No Access</small>											
<small>Room Type: C = Computer Lab R = Any General Classroom M = Media (Room Characteristic #25)</small>											

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Validation fields

An example of the Validation Fields are the fields from below. You can enter your own values into these fields, but they will be validated by the system, before you can submit your form. In these fields, the names of Dean's are validated for accuracy.

The validation will be done by clicking on the  symbol, next to the text box.



FIU Florida International University Office of Class Management				Delete Course								
				College	*	Term	*	Campus	*	Cannot be blank		
Delete	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		
	*	*	*	*	*	*	*	*		*	*	*
Scheduler Additional Comments							Dept. Ext.		Dean/Chair/Scheduler			
OCM Comments ONLY												
<small>Role PI = Primary instructor SI = Secondary instructor CA = Course Assistant Admin = Administrative Grading Access S = Submit G = Grade N = No Access</small>												
<small>Room Type C = Computer Lab R = Any General Classroom M = Media (Room Characteristic #25)</small>												

Check fields

These fields are used to checkmark values.

FIU Florida International University Office of Class Management				Add Course										
				College	Business Administration			Term	1115		Campus	MMC		
ADD	Subject Prefix	Catalog number	Class Sect.	Instructor			Meeting Pattern				Gen. Purpose Classroom			
	0	0	0	Panther ID	Role	Grade Access	Days	Start Time	End Time	Start Date	End Date	Need Room	Room Type	Request Cap
					CA	S	M T W TH [] [] [] [] F S SU [] [] []	01 :00 AM	01 :00 AM	8/1/2011	8/1/2011	Yes	C-Comp Lb	2
Scheduler Additional Comments							Dept. Ext.		Dean/Chair/Scheduler					

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Mandatory fields

Fields with the red star mark a **mandatory fields**, you Cannot submit the form without filling out all the mandatory fields.

Submit Form

Congratulations, you have completed all your fields and now you are ready to submit your form. Use the Save button to Submit the form. **Remember: You cannot submit the form without filling out all the mandatory fields.**



 Florida International University Office of Class Management					Delete Course						
					College	Term	Campus				
	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	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Check the Status of Your Form

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

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
<input type="checkbox"/>	OCM-7RQ	Complete	Annette Baham	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-8RQ	In-Progress	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-9RQ	Complete	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	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
<input type="checkbox"/>	OCM-46DEL	In-Progress	Dacia Simpson	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-47DEL	In-Progress	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-48DEL	In-Progress	Natalie Calzadilla	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-49DEL	In-Progress	Matt Xhemajli	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-50DEL	In-Progress	Annette Baham	Matt Xhemajli	Matt Xhemajli
<input type="checkbox"/>	OCM-52DEL	Pending	Dacia Simpson	Matt Xhemajli	Matt Xhemajli

Office of Class Management Questions and Answers

How to login from outside of FIU

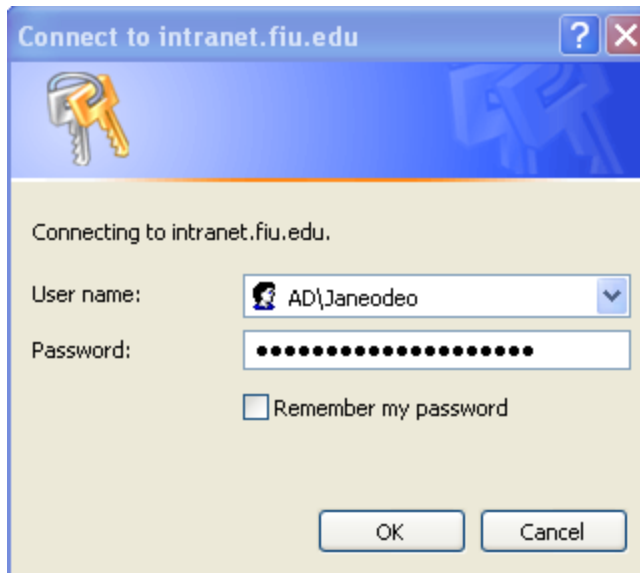
First type in the web address <https://intranet.fiu.edu>

The following login box will appear



Fill out the User name: using the AD\ domain before your Alias

Also provide your email address bellow



Once you get access to the intranet, copy and paste the following address on the same login bar

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

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Question: Do I have to use Internet Explorer only, to view my forms?

Answer: No, you do not have to use Internet Explorer, other browsers can also be used, but it is recommended to use Internet Explorer as it is compatible with SharePoint, which is also a Microsoft product.

Question: If my form has been placed in [Pending status](#), what are my options?

Answer: Once your form is set to [Pending status](#) an automatic email is sent out to you. You can either

- 1) chose to reply to the email address from the body of the email (please see highlighted in red bellow) and respond with the correct information:

Dear Matt Xhemajli,

Request OCM-94 could not be approved due to the following reason(s):

Please provide more information about the room type requested

Please reply to the approver for this request at mxhemajl@fiu.edu with the required information.

OR OPTION 2 (CONTINUED ON NEXT PAGE)

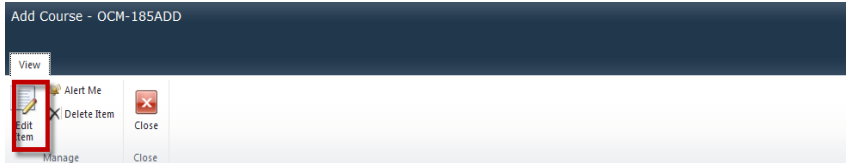
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2) Edit your form with the correct information and submit it again.

Note: If you edit your form, it will put your request at the back of the queue.

To edit your form, follow these steps:

- a) Open the form
- b) Edit the form



Florida International University Office of Class Management				Add Course														
				College: Architecture and the Arts			Term: 1118			Campus: MMC								
Subject Prefix	Catalog number	Class Sect.	Instructor			Meeting Pattern			Gen. Purpose Classroom									
			Panther ID	Role	Grade Access	Days	Start Time	TIME	End Time	Need Room	Room Type	Request Cap						
						M	T	W	TH	01	:00	PM	01	:50	PM			

c) Enter the new information

Florida International University Office of Class Management				Add Course														
				College: Architecture and the Arts			Term: 1118			Campus: MMC								
Subject Prefix	Catalog number	Class Sect.	Instructor			Meeting Pattern			Gen. Purpose Classroom									
			Panther ID	Role	Grade Access	Days	Start Time	TIME	End Time	Need Room	Room Type	Request Cap						
ADD	SLS	1501	U100	1319028	PI	S				01	:00	PM	01	:50	PM			
Scheduler Additional Comments			PC324 NEW INFORMATION			Dept. Ext.	1005	Dean/Chair/Scheduler	Barbara Pita ;									
OCM Comments ONLY			PC 324 is not a room															

d) Save the form

Florida International University Office of Class Management				Add Course														
				College: Architecture and the Arts			Term: 1118			Campus: MMC								
Subject Prefix	Catalog number	Class Sect.	Instructor			Meeting Pattern			Gen. Purpose Classroom									
			Panther ID	Role	Grade Access	Days	Start Time	TIME	End Time	Need Room	Room Type	Request Cap						
ADD	SLS	1501	U100	1319028	PI	S				01	:00	PM	01	:50	PM			
Scheduler Additional Comments			PC324 NEW INFORMATION			Dept. Ext.	1005	Dean/Chair/Scheduler	Barbara Pita ;									
OCM Comments ONLY			PC 324 is not a room															
			Complete															