OCM Help Desk User Manual

Office of Class Management

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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 **Submited** before OCM gets any of the information.

Note: You must be given access before you can start using the forms!
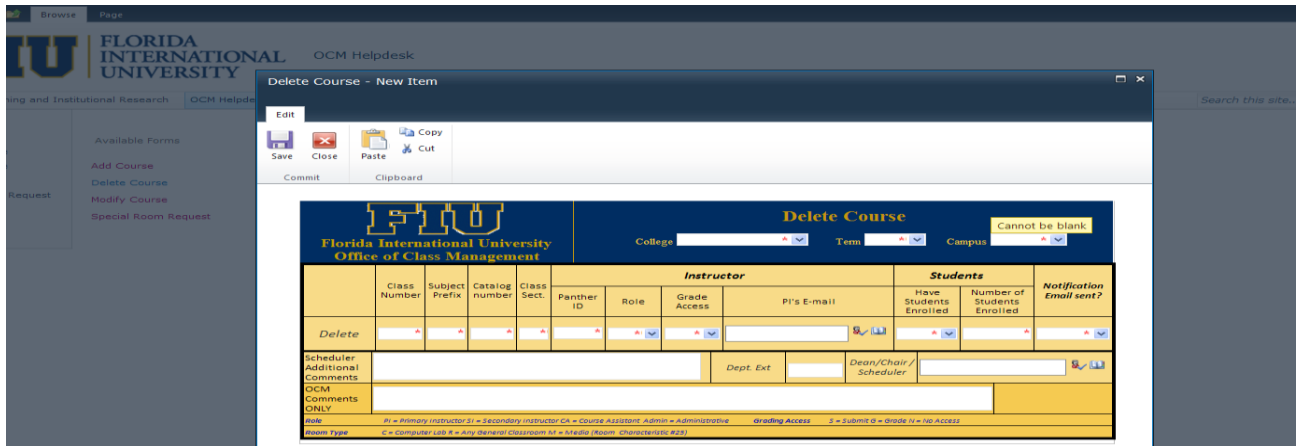
Forms can be found by clicking on "Add new Item". Please see bellow:
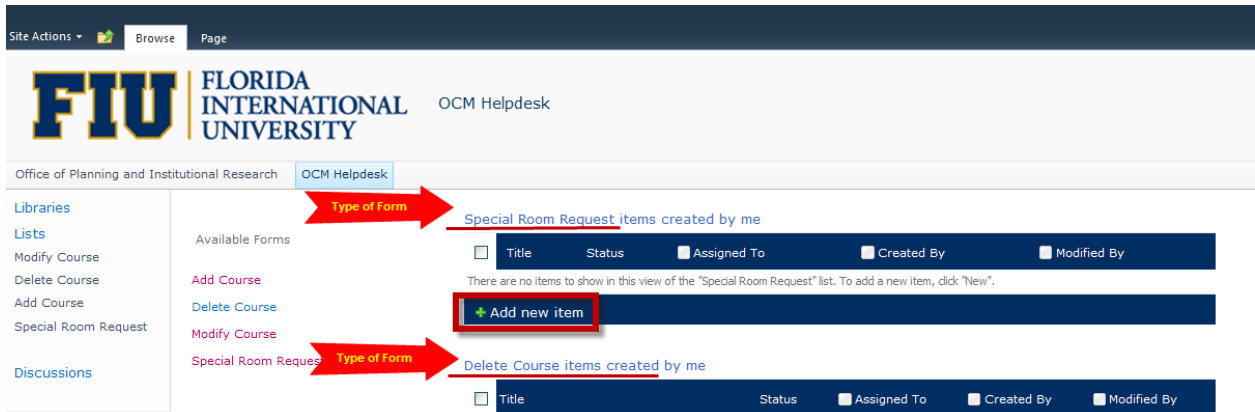
Each New form is saved immediately.

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:

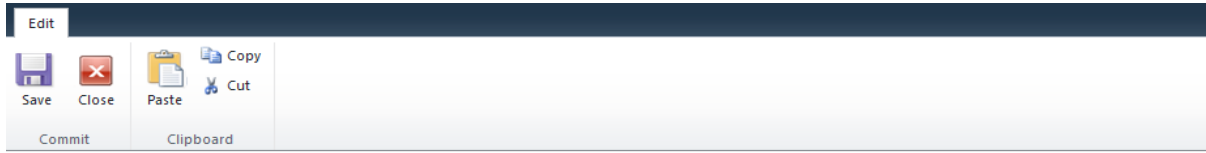The same selection criteria applies to choice of Campus.

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:

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:

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Validation fields

An example of the Validation Fields are the fields from bellow. 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] symbol, next to the text box.

Check fields

These fields are used to checkmark values.

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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.**

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

☐ 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

☐ 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

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Questions and Answers

How to login from outside of FIU

First type in the web address https://intranet.fiu.edu
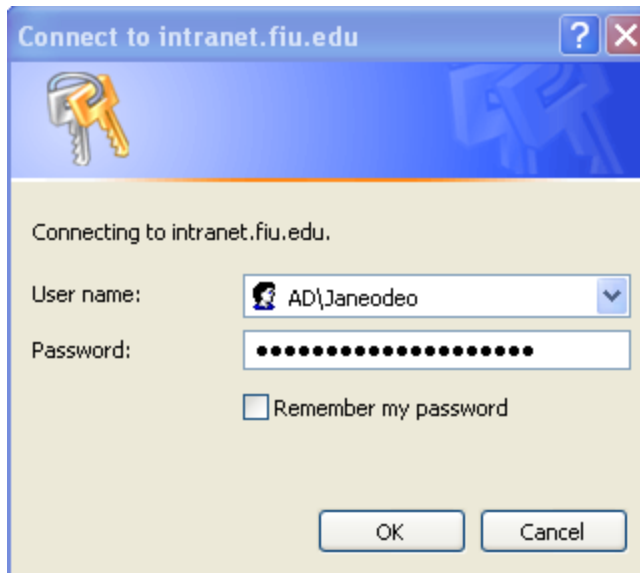The following login box will appear

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

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.
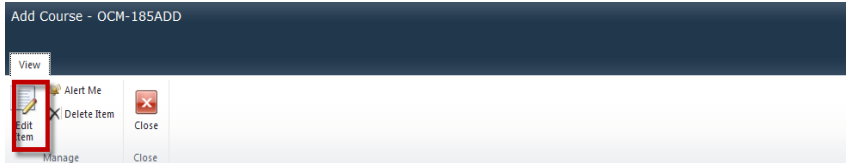
OR OPTION 2 (CONTINUED ON NEXT PAGE)

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

   c) Enter the new information

   d) Save the form