

OCM HelpDesk 2.0

Training Manual

HelpDesk Navigation – classroom.fiu.edu

Click icon to access
OCM HelpDesk.



**FLORIDA
INTERNATIONAL
UNIVERSITY**

Office of Class Management

Search OCM

MENU

- Home
- 25LIVE & Classrooms
- Forms & Guidelines
- Training Materials
- Additional Resources
- Contact Us









UPCOMING OCM TRAININGS

OCM HelpDesk 2.0 & 25Live Demonstration
December 5, 2014
2:00PM - 4:00PM
GL100 & AC2226A

UPCOMING OCM DEADLINES

Date	Process
9/15/2014	Fall 2015 Key-In Opens
11/14/2014	Fall 2015 Key-In Closes
11/14/2014	Special Room Request and Recitation forms due for Fall 2015

2015 OCM Production Calendar

Office of Class Management
Modesto A. Maidique Campus | Tel (305) 348-2369 | schedule@fiu.edu
Biscayne Bay Campus | Tel (305) 919-5751 | bbcsched@fiu.edu
FIU at I-75 | Tel (954) 438-8600 | broward.scheduling@fiu.edu

HelpDesk Homepage

Office of Class Management Helpdesk

Quick Links

Add Course List
Modify Course List
Cancel Course List
Special Room Request List

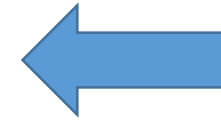
Other Links

OCM Homepage
OCM Helpdesk ARCHIVE

Welcome to OCM HelpDesk. If you have any questions, please contact Office of Class Management at schedule@fiu.edu or (305)348-2369. Thank you!



To create a new ticket, click on the icon of the ticket you want to submit.



A blank ticket form will pop up on the screen.

ADD Tickets

FIU OCM HELPDESK

Add Course

Basic Data

Term:	<input type="text"/>	Subject:	<input type="text"/>	Instruction Mode:	<input type="text"/>	Add Consent:	<input type="text"/>
Session:	<input type="text"/>	Catalog:	<input type="text"/>	Instructor ID:	<input type="text"/>	Drop Consent:	<input type="text"/>
College:	<input type="text"/>	Section:	<input type="text"/>	Instructor Role:	<input type="text"/>	Student Specific:	<input type="checkbox"/>
Campus:	<input type="text"/>	Grade Access:	<input type="text"/>				

Meeting Pattern

<div><div>Standard Meeting Pattern</div><div>Non-Standard Meeting Pattern</div><div>No Meeting Pattern</div></div>		Term: <input type="text"/> Days: <input type="text"/> Time: <input type="text"/>	Start Date: <input type="text"/> End Date: <input type="text"/>
Needs General Assignment Room:	<div><div>Yes</div><div>No</div></div>	Enter departmental space or "no room": <input type="text"/>	Enrollment Capacity: <input type="text"/>
Combined Section:	<div><div>Yes</div><div>No</div></div>	Enter Combined Section(s): <input type="text"/>	

Other

Scheduler Phone:	<input type="text"/>
Scheduler Comments:	<div>Any additional information you want to include goes here.</div>
Approver Comments:	<div></div>

Fill out course information.

- Make sure to indicate term, college and campus.

Standard Meeting Pattern

- Allows you to choose a standard meeting pattern based on term selected.

Non-Standard Meeting Pattern

- Allows you to manually enter the meeting pattern of a course that has non-standard meetings.

No Meeting Pattern

- Indicates that the course does not require meeting time/days.

Enter contact information.

Modify Tickets

Fill out course information.

- Make sure to indicate term, college and campus.

Fill out only the field where change is required.

FIU OCM HELPDESK			
Modify Course			
Term:	<input type="text"/>	Click a button below to auto-fill Current Class Info section by matching the Term and ...	
College:	<input type="text"/>	<input type="button" value="Class Number"/>	OR <input type="button" value="Subject/Catalog/Section"/>
Campus:	<input type="text"/>	Note: Only the FIRST meeting pattern is retrieved. If changes must be made to a different meeting pattern, please make a note in the comments. <i>Course Info accurate as of: n/a</i>	
<u>Current Class Info</u>			
Class Number:	<input type="text"/>	Mtg Start:	<input type="text"/> <input type="text"/> <input type="text"/> M T W T F S S
Subject:	<input type="text"/>	Mtg End:	<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"/>
Catalog:	<input type="text"/>	Instructor ID:	<input type="text"/>
Section:	<input type="text"/>	Enrollment Capacity:	<input type="text"/>
<u>Modifications</u>			
No Change to Meeting Pattern <input checked="" type="radio"/>		Mtg Start:	<input type="text"/> <input type="text"/> <input type="text"/>
Standard Meeting Pattern <input type="radio"/>		Mtg End:	<input type="text"/> <input type="text"/> <input type="text"/>
Non-Standard Meeting Pattern <input type="radio"/>			<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Enrollment Capacity:	<input type="text"/>	Add Consent:	<input type="text"/>
Instructor ID:	<input type="text"/>	Drop Consent:	<input type="text"/>
Instruction Mode:	<input type="text"/>	Student Specific:	<input type="checkbox"/>
Needs General Assignment Room:	Yes <input checked="" type="radio"/> No <input type="radio"/>	Enter departmental space or "no room": <input type="text"/>	
Combined Section:	Yes <input type="radio"/> No <input checked="" type="radio"/>	Enter Combined Section(s): <input type="text"/>	
<u>Other</u>			
Scheduler Phone:	<input type="text"/>	Enter contact information	
Scheduler Comments:	<input type="text"/>		
Approver Comments:	<input type="text"/>		

Prepopulate course information*

- Input class number and click Class Number button.

OR

- Input subject/catalog/section and click Subject/Catalog/Section button

Course information will generate in remaining fields.

You may also manually input the course information.

*Information will be pre-populated from Reporting database, so will be "as of last update" and is not "live."

Cancel Course Tickets

FIU OCM HELPDESK			
Cancel Course			
Term:	<input type="text"/>	Click a button below to auto-fill Current Class Info section by matching the Term and ...	
College:	<input type="text"/>	<input type="button" value="Class Number"/> OR <input type="button" value="Subject/Catalog/Section"/>	
Campus:	<input type="text"/>	<i>Course Info accurate as of: n/a</i>	
Class Number:	<input type="text"/>	Is this a Combined Section?	yes <input type="radio"/> no <input checked="" type="radio"/>
Subject:	<input type="text"/>	Cancel all Combined Sections?	yes <input type="radio"/> no <input type="radio"/>
Catalog:	<input type="text"/>		
Section:	<input type="text"/>		
Instructor ID:	<input type="text"/>		

Prepopulate course information*

- Input class number and click Class Number button.

OR

- Input subject/catalog/section and click Subject/Catalog/Section button

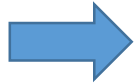
Course information will generate in remaining fields.

You may also manually input the course information.

*Information will be pre-populated from Reporting database, so will be “as of last update” and is not “live.”

Special Room Request Tickets

- Fill out course information.
- Make sure to indicate term, college and campus.



FIU OCM HELPDESK					
Special Room Request					
<u>Basic Data</u>					
Term:	<input type="text"/>	Class Number:	<input type="text"/>	Instructor ID:	<input type="text"/>
Session:	<input type="text"/>	Subject:	<input type="text"/>	Back-To-Back:	<input type="checkbox"/>
College:	<input type="text"/>	Catalog:	<input type="text"/>	Enrollment Capacity:	<input type="text"/>
Campus:	<input type="text"/>	Section:	<input type="text"/>		
<u>Meeting Pattern</u>					
Standard Meeting Pattern <input checked="" type="radio"/>		Term: <input type="text"/>	Start Date: <input type="text"/>		
Non-Standard Meeting Pattern <input type="radio"/>		Days: <input type="text"/>	End Date: <input type="text"/>		
		Time: <input type="text"/>			
<u>Room Request</u>					
Room being Requested:	<input type="text"/>	Indicate which specific room you are requesting			
<u>Other</u>					
Scheduler Phone:	<input type="text"/>	Enter contact information			
Pedagogical Reason:	<input type="text"/>	State pedagogical reason for requesting specific space.			
Approver Comments:	<input type="text"/>	i.e. disability, special equipment, computer software, etc.			

Access Existing Tickets

To access existing tickets, click on one of the following list links.

This will take you to a new screen with all submitted tickets for that category.



Office of Class Management Helpdesk

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Modify Course List

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Special Room Request List


Other Links


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 **ADD**

 **MODIFY**

 **CANCEL**


 **SPECIAL ROOM REQUEST**

Existing Ticket List - Example




FLORIDA
INTERNATIONAL
UNIVERSITY

Office of Class Management Helpdesk ▶ AddPage



I Like It



Tags & Notes

Office of Class Management Helpdesk

Ticket Number

The department who the ticket is assigned to.

Search this site...

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OCM Helpdesk ARCHIVE

Add Course - Created by Me

Ticket Number	Status	Assigned To	Term	Subject	Catalog	Section	Created By	Created	Modified By	Modified
ADD - 1148 - Fall 2014 - 199 	Submitted	Approvers - OCM	1148 - Fall 2014	abx	123s	u01	cnstaff	11/4/2014 10:22 AM	cnstaff	11/4/2014 10:22 AM
 Add new item										

Submitted – has been submitted to OCM Help Desk.

In Progress – is being worked on by the person it is assigned to.

Pending Credentials – OCM was unable to process due to credentialing. Has been assigned to Maria Corrales for further review.

Completed – ticket has been completed.

Denied – requested change could not be honored.

Person who last worked on ticket.