OCM HelpDesk 2.0

Training Manual

HelpDesk Navigation – classroom.fiu.edu

Click icon to access OCM HelpDesk.

HelpDesk Homepage

Office of Class Management Helpdesk

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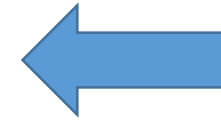Cancel Course List
Special Room Request List

Other Links
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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:	▼	Subject:		Instruction Mode:	▼	Add Consent:	No Consent ▼
Session:	▼	Catalog:		Instructor ID:		Drop Consent:	No Consent ▼
College:	▼	Section:		Instructor Role:	▼	Student Specific:	☐
Campus:	▼			Grade Access:	▼		

Meeting Pattern

Standard Meeting Pattern ◉
Non-Standard Meeting Pattern ○
No Meeting Pattern ○

Term: ▼
Days: ▼
Time: ▼

Start Date: ▦
End Date: ▦

| Needs General Assignment Room: | Yes ◉ No ○ | Enter departmental space or "no room": | Enrollment Capacity: | |
| Combined Section: | Yes ○ No ◉ | Enter Combined Section(s): | | |

Other

Scheduler Phone:

Scheduler Comments: Any additional information you want to include goes here.

Approver Comments:

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.

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.

Enter contact information

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

Cancel Course Tickets

Prepopulate course information*
- Input class number and click Class Number button.

OR

- Input subject/catalog/section and click Subject/Catalog/Section button
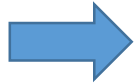
Course information will generate in remaining fields.

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.

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Special Room Request

Basic Data

Term:	▼	Class Number:	*	Instructor ID:	*
Session:	* ▼	Subject:	*	Back-To-Back:	☐
College:	* ▼	Catalog:	*	Enrollment Capacity:	*
Campus:	* ▼	Section:	*		

Meeting Pattern

Standard Meeting Pattern ⦿	Term:	* ▼	Start Date:	
	Days:	▼		
Non-Standard Meeting Pattern ○	Time:	* ▼	End Date:	

Room Request

| Room being Requested: | * | ← Indicate which specific room you are requesting |

Other

| Scheduler Phone: | * | ← Enter contact information |

| Pedagogical Reason: | | ← State pedagogical reason for requesting specific space. |

i.e. disability, special equipment, computer software, etc.

| Approver Comments: | |

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.

Existing Ticket List - Example

FLORIDA INTERNATIONAL UNIVERSITY

Office of Class Management Helpdesk ▸ AddPage

I Like It

Tags & Notes

Office of Class Management Helpdesk

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OCM Helpdesk ARCHIVE

Ticket Number

The department who the ticket is assigned to.

Search this site...

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 🆕 NEW	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

Person who last worked on ticket.

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.