Click icon to access OCM HelpDesk.
HelpDesk Homepage

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.
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.

Any additional information you want to include goes here.
Modify Tickets

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

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.

Fill out only the field where change is required.

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.

Indicate which specific room you are requesting
Enter contact information
State pedagogical reason for requesting specific space.
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.
Existing Ticket List - Example

<table>
<thead>
<tr>
<th>Ticket Number</th>
<th>The department who the ticket is assigned to.</th>
<th>Status</th>
<th>Assigned To</th>
<th>Term</th>
<th>Subject</th>
<th>Catalog</th>
<th>Section</th>
<th>Created By</th>
<th>Created</th>
<th>Modified By</th>
<th>Modified</th>
</tr>
</thead>
</table>

- **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.