How to Get Help for Technical or Functional Issues with Fibi

Email ORIS

Users can email the ORIS team at oris@jhu.edu for any technical issue they may have using Fibi.

During Proposal Creation - ORIS Support Tab

If a user is in the midst of creating a proposal and is having technical difficulty, the ORIS team can be reached directly through the Proposal Development record.

- Click on the ORIS Support tab at the top of the screen.

- Click on the Request for Support button in the upper right corner.

The following box will open requesting input:

- Choose the appropriate category from the Support Section dropdown and type in your question in the Question field.

ORIS will respond and you will receive a notification email. The response will show in the record on the ORIS Support tab in which the question was initiated.