How to Get Help
for Technical or Functional Issues
with Fibi
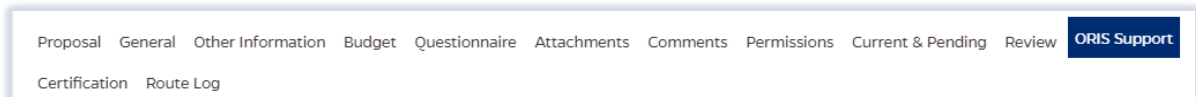
Email ORIS

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.