

How to Get Help for Technical or Functional Issues with Fibi

Email ORIS

Users can email the ORIS team at <u>oris@jhu.edu</u> 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.

	Proposal General Other Information Budget Questionnaire Attachments Comments Permissions Current & Pending Review ORIS Support	1
	Certification Route Log	
С	Click on the Request for Support button in the upper right corner.	
	Proposal General Other Information Budget Questionnaire Attachments Comments Permissions Current & Pending Review ORIS Support ? : •	
	Support Request for Support	

The following box will open requesting input:

Need clarification?		×
*Support Section		
General	~	
•Question		
Describe your question here		4
		4000 characters remaining
		Submit Question

□ 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.

