



FIMS Common Help Desk Questions and Issues

FIMS ANNUAL TRAINING

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Consolidated Help Desk Team

- Support for both FIMS and CAIS
- All team members have access to the consolidated email and phone
- FIMS user community – approximately 700 users
- CAIS user community – approximately 500 users

FY 2022 Help Desk Support

In FY 2022 the help desk responded to:

- More than 2100 requests for support with FIMS
- More than 600 requests for support with CAIS
- Highly elevated hotline activity at year end between September and December

Update Your Email Address and Phone Number



- ▶ Update your FIMS profile if your email address or phone number changes
- ▶ Changes can be made by clicking on your name in the upper right, and choosing Profile
- ▶ If you are on the FIMS email distribution list and your email address has changed, contact the FIMS Helpdesk so we can update the email distribution list
- ▶ Just because you have a FIMS account doesn't mean you are automatically on the email distribution list. You need to request this through the Help Desk

FIMS URL

- ▶ The correct URL to access FIMS is:
<https://fims.doe.gov/FIMS>
- ▶ Update any old browser bookmarks
- ▶ If you use a different URL you could get errors trying to access FIMS
- ▶ The URL for the FIMS informational public website is **<https://fims.doe.gov/fimsinfo>**

Can't Log In

- You can reset your own expired password
- If you receive a “password expired” email, try logging in to see if you can change your password
- Use the password that expired
- If it is within 60 days of password expiration, you will be able to change the password yourself


Password Reset

New Password:

Confirm New Password:

The password may consist of 8 to 20 alphanumeric characters. It must start and end with a nonnumeric character.
It must contain at least one number and one of the following special characters within the first seven positions. ! # \$ % & () *

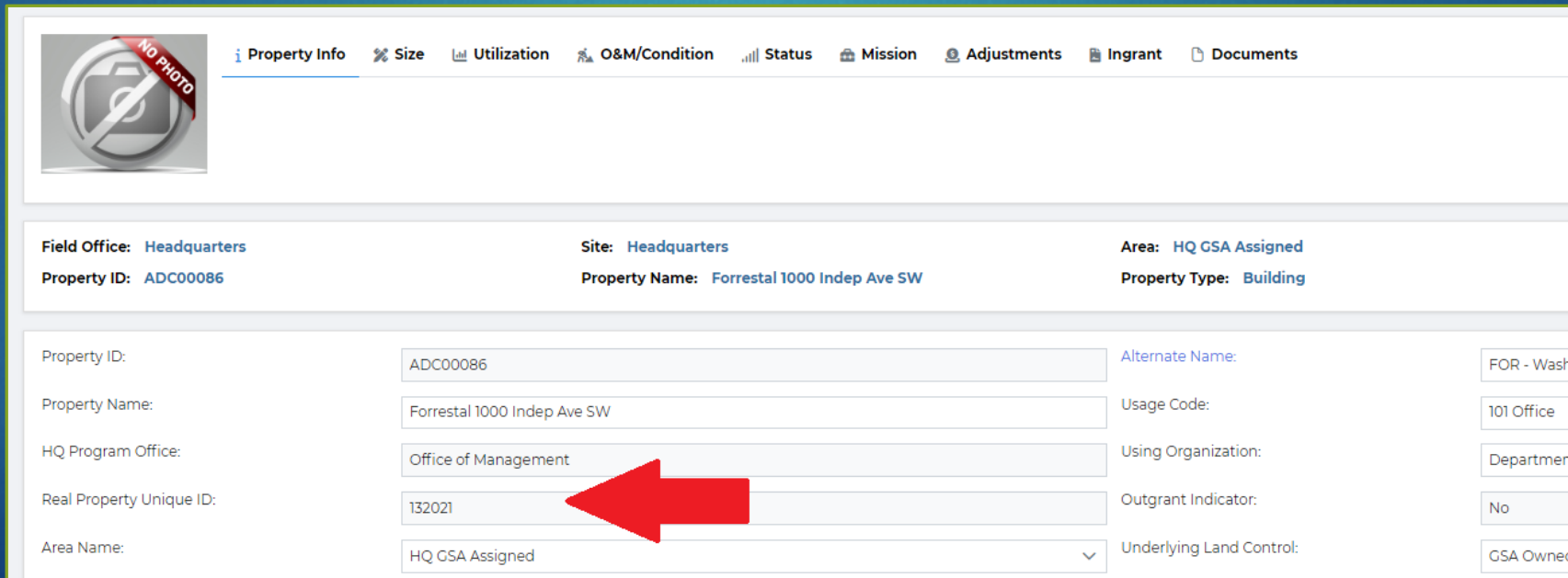
Rules of Behavior

Accept Rules of Behavior: No 

Save

Use Real Property Unique ID (RPUID)

- Use **Real Property Unique ID** (RPUID) in your request (especially when changing **Ownership** or **Property Type**)
- Find RPUID on the Property Info window
- RPUID can also be found in the Ad Hoc query tool
- Assets in different Sites and Areas can have the same Property ID or Property Name. They can't have the same RPUID

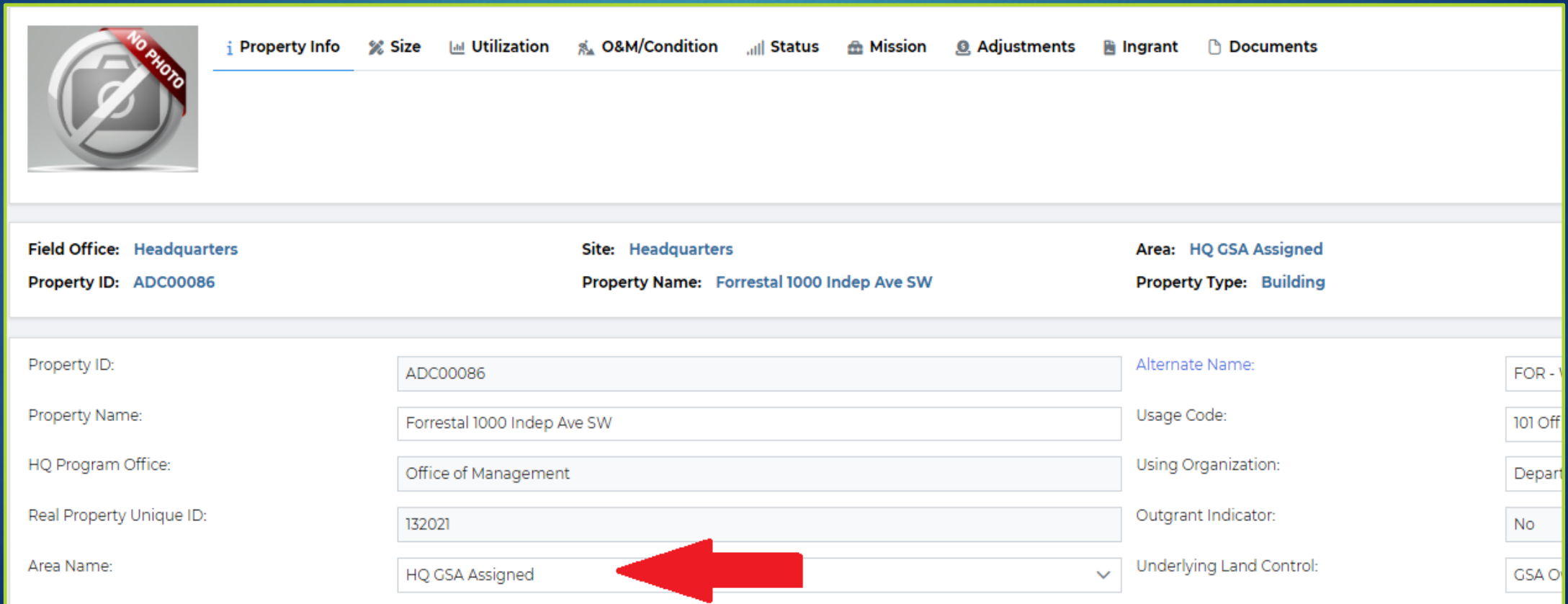


The screenshot displays the 'Property Info' window with a navigation bar at the top containing icons for Property Info, Size, Utilization, O&M/Condition, Status, Mission, Adjustments, Ingrant, and Documents. Below the navigation bar, a 'NO PHOTO' placeholder is visible. The main content area shows property details organized into three columns: Field Office (Headquarters), Site (Headquarters), and Area (HQ GSA Assigned). Below these, the Property ID (ADC00086), Property Name (Forrestal 1000 Indep Ave SW), and Property Type (Building) are listed. A table below contains various fields: Property ID (ADC00086), Alternate Name (FOR - Wash), Property Name (Forrestal 1000 Indep Ave SW), Usage Code (101 Office), HQ Program Office (Office of Management), Using Organization (Department), Real Property Unique ID (132021), Outgrant Indicator (No), Area Name (HQ GSA Assigned), and Underlying Land Control (GSA Owned). A large red arrow points to the 'Real Property Unique ID' field, which contains the value '132021'.

Field	Value
Field Office	Headquarters
Site	Headquarters
Area	HQ GSA Assigned
Property ID	ADC00086
Property Name	Forrestal 1000 Indep Ave SW
Property Type	Building
Property ID	ADC00086
Alternate Name	FOR - Wash
Property Name	Forrestal 1000 Indep Ave SW
Usage Code	101 Office
HQ Program Office	Office of Management
Using Organization	Department
Real Property Unique ID	132021
Outgrant Indicator	No
Area Name	HQ GSA Assigned
Underlying Land Control	GSA Owned

Change Area for an Asset

- **Area Name** picklist is found on the Property Info screen
- No need to contact FIMS Help Desk to make this change



The screenshot displays the 'Property Info' screen in the FIMS system. At the top, there is a navigation bar with tabs: Property Info (selected), Size, Utilization, O&M/Condition, Status, Mission, Adjustments, Ingrant, and Documents. Below the navigation bar, a 'No PHOTO' icon is visible. The main content area shows property details in a grid-like format. A red arrow points to the 'Area Name' picklist, which is currently set to 'HQ GSA Assigned'.

Field	Value
Field Office:	Headquarters
Property ID:	ADC00086
Site:	Headquarters
Property Name:	Forrestal 1000 Indep Ave SW
Area:	HQ GSA Assigned
Property Type:	Building

Property ID:	ADC00086	Alternate Name:	FOR - V
Property Name:	Forrestal 1000 Indep Ave SW	Usage Code:	101 Off
HQ Program Office:	Office of Management	Using Organization:	Depart
Real Property Unique ID:	132021	Outgrant Indicator:	No
Area Name:	HQ GSA Assigned	Underlying Land Control:	GSA O

Documents not Uploading

- ▶ We have removed the maximum file size restriction. So the issue is probably:
- ▶ Must be one of these file types:
 - ▶ .docx (Word)
 - ▶ .jpg (Photo)
 - ▶ .png (Photo)
 - ▶ .gif (Photo)
 - ▶ .pdf (Adobe)
 - ▶ .xlsx (Excel)



Upload is Rejected

- ▶ Remove any spaces at the end of the **Property ID**
- ▶ Generate an Upload template for all uploads
 - ▶ Errors can be caused by adding new column headings or typing over the existing headings
- ▶ The FIMS User's Guide outlines in detail how to perform uploads



Retrieve Asset from Archive

- If the asset was archived in this fiscal year, it can be restored from the archive
 - Send an email to the FIMS Help Desk requesting to restore the asset from the archive
- If the asset was archived in a prior fiscal year, it cannot be restored. Assets archived in prior years have already been reported as a disposition to the FRPP
 - Instead, create a new FIMS record for the asset
 - Run the archive Ad Hoc report to retrieve data for the archived asset. This information can also be found in the Complete Information Standard Reports (001-008).
 - The Property ID can't be re-used. If the same Property ID needs to be used, contact the FIMS Help Desk to change the Archived **Property ID**

Un-Excessing

To change the **Excess Indicator** back to No:

- Email the DOE Excess Screening Coordinator at **RP-ExcessScreening@hq.doe.gov** and request to un-excess the asset
- When confirmation is received to un-excess the asset, forward that email to the FIMS Help Desk and request for the **Excess Indicator** to be changed to No

Change Requests

- Send completed Change Requests to the FIMS Help Desk at FIMS_CAIS_Help@hq.doe.gov
- Requests we receive will be distributed to appropriate personnel and the FIMS Advisory Committee (FAC)
- Change request form can be downloaded from the FIMS informational website under the “Changes” tab

U. S. Department of Energy
Facilities Information Management System
Request for Change
Change Request #: 16-12

Requestor Name:	Leah Wilson	Date:	5/17/2016	Applicant:	
Email Address:	Leah.Wilson@hq.doe.gov	Phone No:	202-586-0571	OCB	0
Program Office:	WFOA			Contractor	
Proposed Change:	Add an HQ Program selection box on the front-end of the Anomaly Report.				
Justification:	The anomaly reports will be invaluable in the field, but HQ Programs need to run them as well. Using the HQ Program selection on the front-end will save a lot of time – I won't have to run the reports for each field office.				
Please Do Not Type Below This Line					
FAC Remarks:	05/17/2016 – FAC Recommended				
OAM Remarks:					
FODC Remarks:	11/8/2016 – FODC Approved				
Implemented:					

Complete form and send to: SB-Support@hq.doe.gov
Form can be downloaded from the FIMS website: <http://fims.doe.gov/fimsweb/fimsweb.html>

Contact the FIMS Help Desk

- Email: **FIMS_CAIS_Help@hq.doe.gov**
- Telephone hotline: (202) 287-1397