Introducing FMP

Our Fordham Messaging Platform (FMP) is powered by the Acoustic Campaign system, formerly named IBM Watson.

How to Request Access

1. Go to the portal – Click upon the “Tech Help” tab

2. EASY VISTA - Click upon the blue shopping cart icon in the center of the screen to initiate a Service Request.
3. Scroll down to “University Applications Access”.

4. You will see the “Fordham Messaging Platform (Acoustic)” application. Click the “Add to Cart” icon to initiate the request.
5. Scroll to the right to see “My Shopping Cart”, and click on the “Create Request” button

6. You will see the following “Create Request” dialog box. Hit the red “?” to begin the questionnaire.

7. Complete the account request form.

*Note: The distribution of a broadcast email requires access to “create” it as well as access to “approve” it. Below is the list of key user types.*

Before completing the form, identify the type of user access that you will need to request.

<table>
<thead>
<tr>
<th>User type</th>
<th>Has access to</th>
<th>Does not have access to</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Creator</td>
<td>Create broadcast emails</td>
<td>Approve broadcast emails</td>
</tr>
<tr>
<td>2. Approver</td>
<td>Approve broadcast emails developed by creators</td>
<td>Create broadcast emails</td>
</tr>
</tbody>
</table>
3. **Super user**

Create broadcast emails and approve them

Complete the form as follows:

- Need access to create broadcast emails?
  - Select “Yes” if you will be creating broadcast emails (e.g., as a “Creator”, “Super user” or an “Approver” that can optionally create broadcast emails).
  - Select “No” if you will only be approving them (e.g., as an “Approver”).

- Supervisor’s Name
  - Enter the name of the supervisor in your department.

- Department
  - Choose your department from one of the areas in the listing.
  - If your department is not listed, select “Other” from the drop down and type your department name in the space provided.

- Need access to approve broadcast emails? (Access as an approver requires VP level approval)
  - Select “No” if you will only be creating broadcast emails but not approving them (e.g., as a “Creator”)
  - Select “Yes” if you will if you will be approving them (e.g., as an “Approver” or “Super user”)

- Do broadcast emails created by you require approval by designated resources in your department?
  - Select “No” if you are requesting “Super user” access.
  - Select “Yes”, if you are requesting any other access.

- Who is the dedicated approver for your department?
  - If you are a dedicater approver for your department, enter your name (e.g., You may be an “Approver” or “Super user”).
  - Otherwise, enter the name of one of the dedicated approvers for your department.
• Comments
  o Include any other questions, comments or special circumstances here (e.g., By exception, if you are a dedicated approver for a second department, you may comment that you need approval access for the additional department here.)

8. On the next screen, the system will list the default entries about your request (i.e., recipient, location, urgency, service). Click “Next”.

9. A new service request will be created, beginning with a SR, followed by a unique number for your tracking purposes.

10. Next Steps
    - Once your request is approved, you will receive an email that your account has been set up.
    - If you have questions regarding your Fordham Messaging Platform account, email BroadcastEmails@fordham.edu.