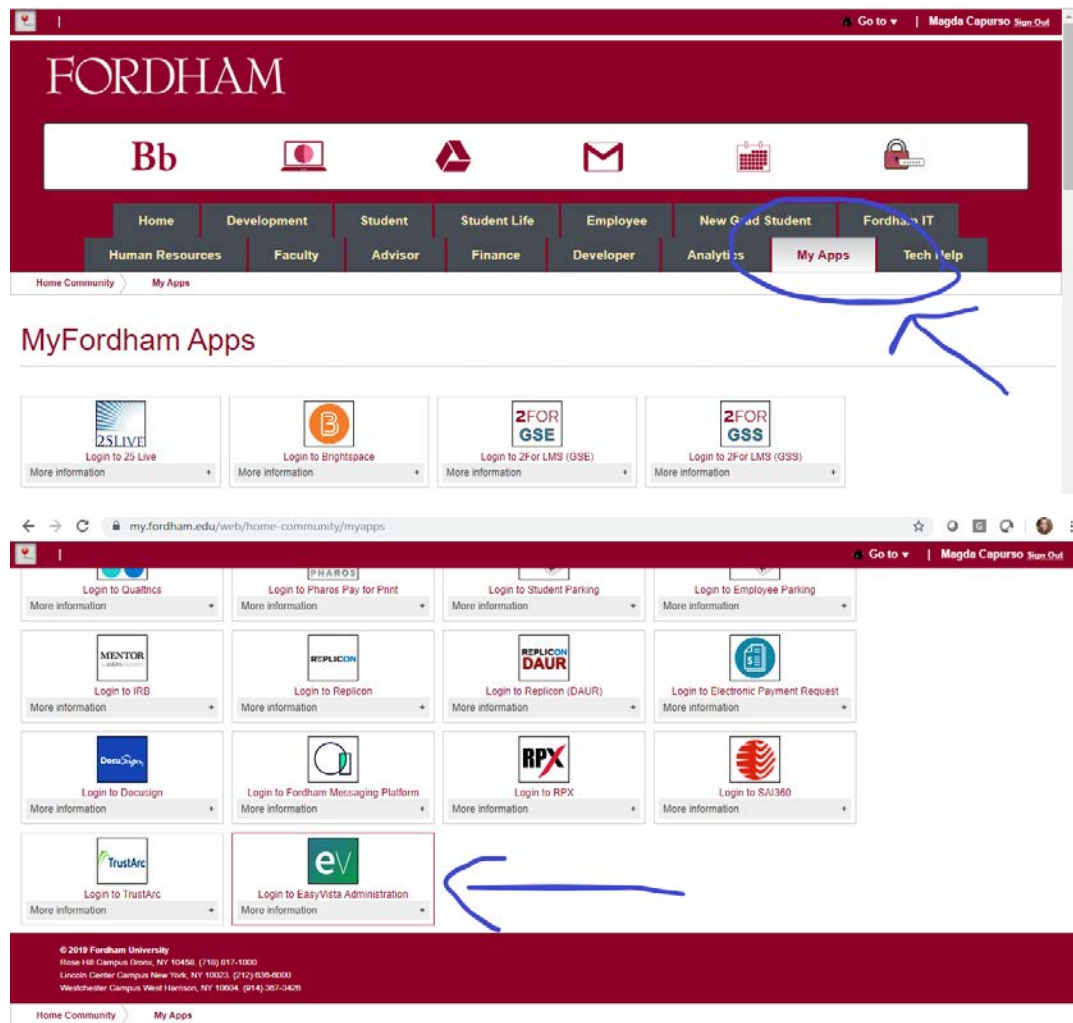


Introducing FMP

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

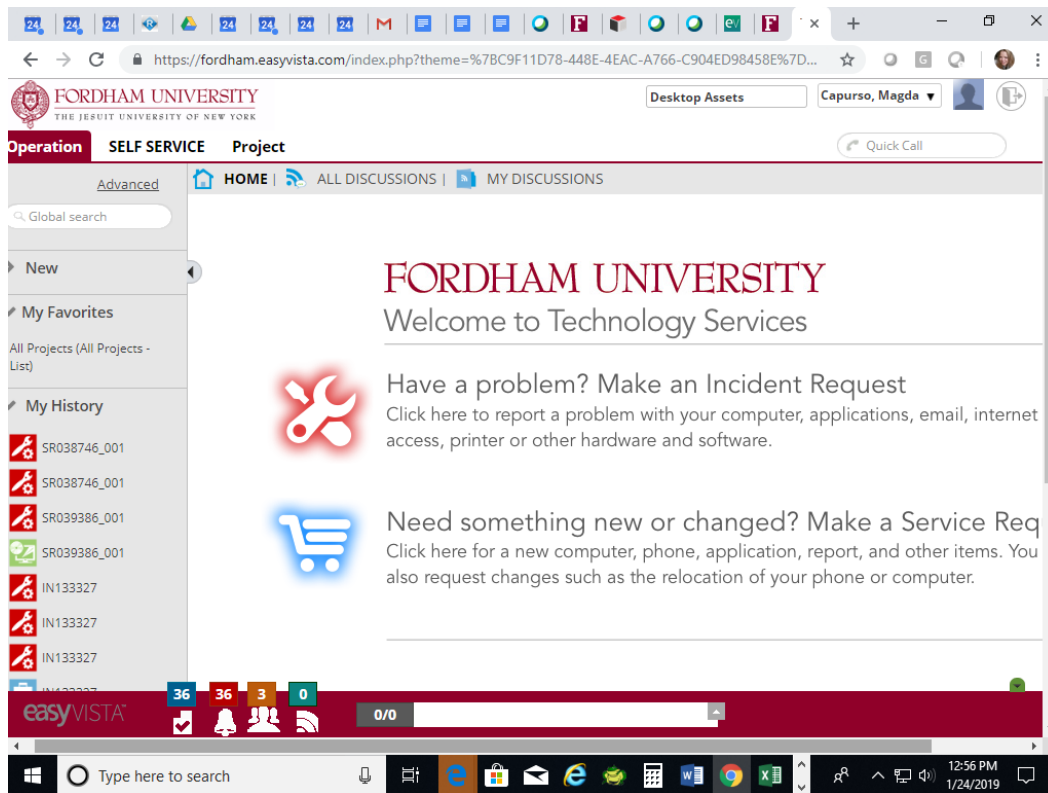
How to Request Access

1. Visit the portal <https://my.fordham.edu> and click upon the “My Apps” tab. Scroll down and click upon the EasyVista (EV) link.

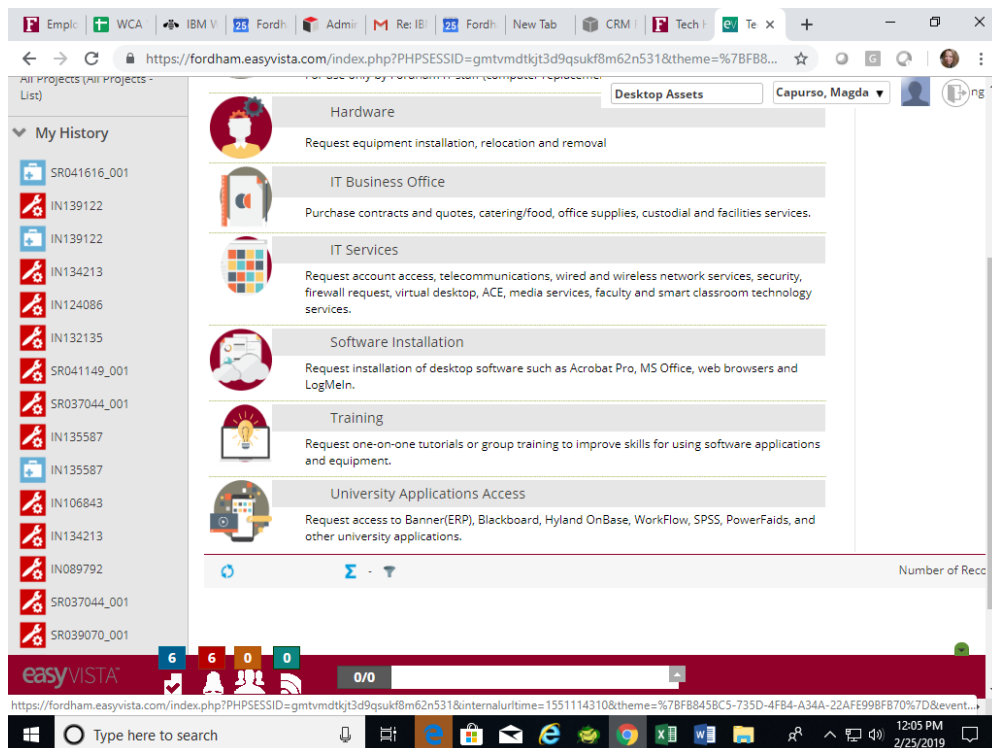


2. EASY VISTA - Click upon the blue shopping cart icon in the center of the screen to initiate a Service Request.

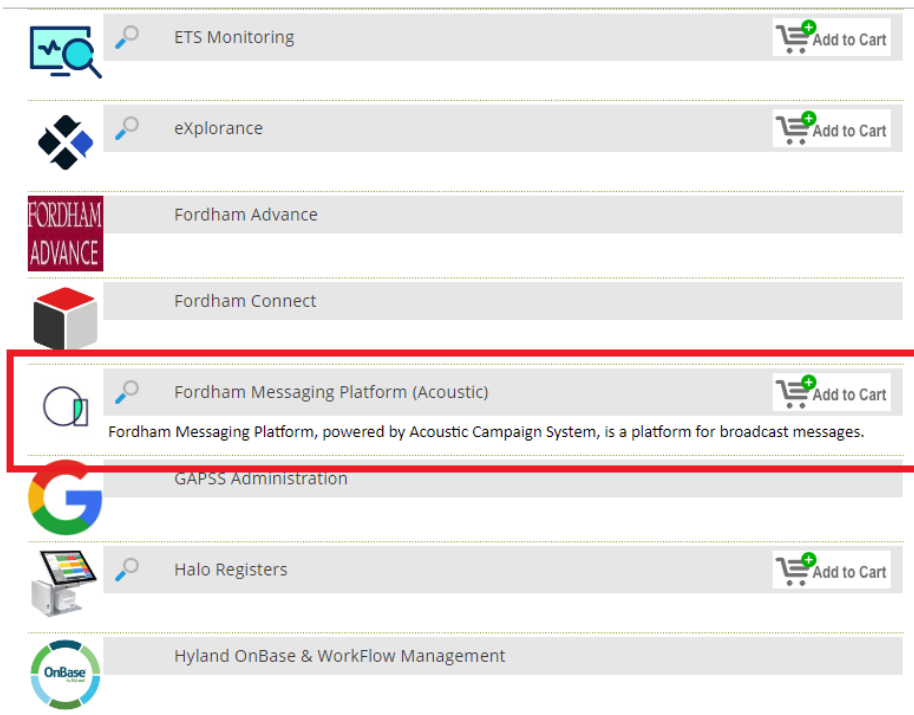
HOW TO REQUEST ACCESS – FORDHAM MESSAGING PLATFORM (FMP)



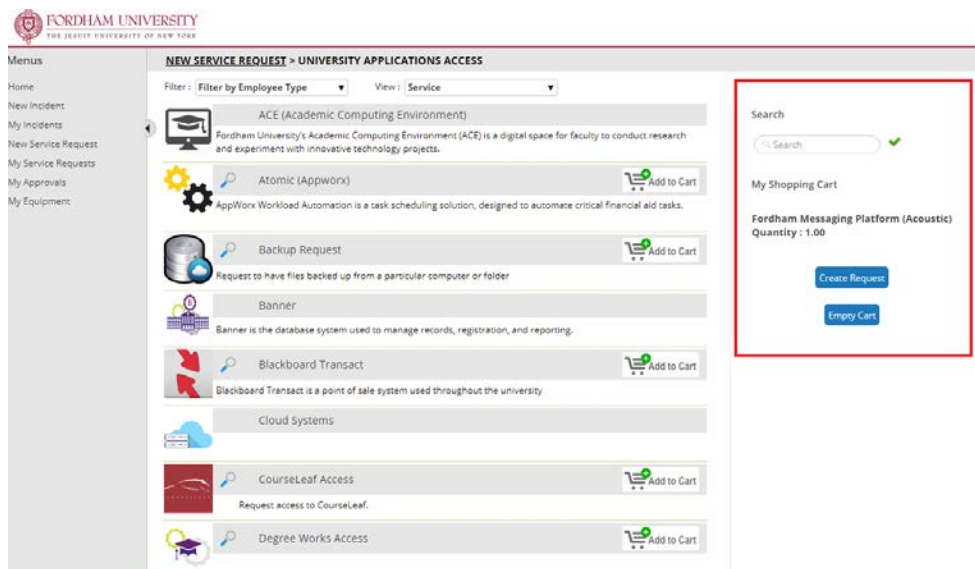
3. Scroll down to “University Applications Access”.



- You will see the “Fordham Messaging Platform (Acoustic)” application. Click the “Add to Cart” icon to initiate the request.

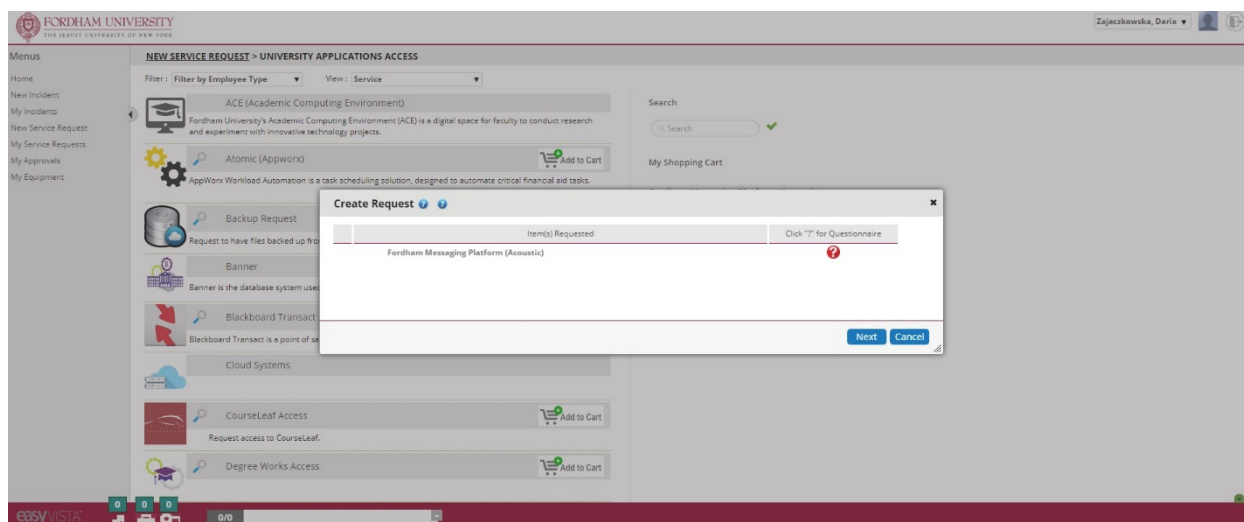


- Scroll to the right to see “My Shopping Cart”, and click on the “Create Request” button.



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

HOW TO REQUEST ACCESS – FORDHAM MESSAGING PLATFORM (FMP)



7. Complete the account request form.

Note: The process to distribute a broadcast email is a two-step process. It requires a user with access to “create” the mailing 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.

<i>User type</i>	<i>Has access to</i>	<i>Does <u>not</u> have access to</i>
1. <i>Creator</i>	Create broadcast emails	Approve broadcast emails
2. <i>Approver</i>	Approve broadcast emails developed by other creators. (e.g., you may be a designated approver for the department.)	Create broadcast emails
3. <i>Super user</i>	Create broadcast emails and approve them on your own. (e.g., you may be a super user as well as an approver for the department.)	-

NEW SERVICE REQUEST > UNIVERSITY APPLICATIONS ACCESS

Filter: Filter by Employee Type View: Service

Fordham Messaging Platform (Acoustic)

* Need access to create broadcast emails? Yes

Supervisor's Name Muller, Kevin K.

* Need access to approve broadcast emails? (Access as an approver requires VP level approval) Yes

* Are emails for your area managed by one central office or resource? Yes

* Who is the dedicated approver for the area? Charles-Henri Sanson

* Department Fordham IT

* What is your email address?

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. Such access will also require VP level approval.)

Cancel Next

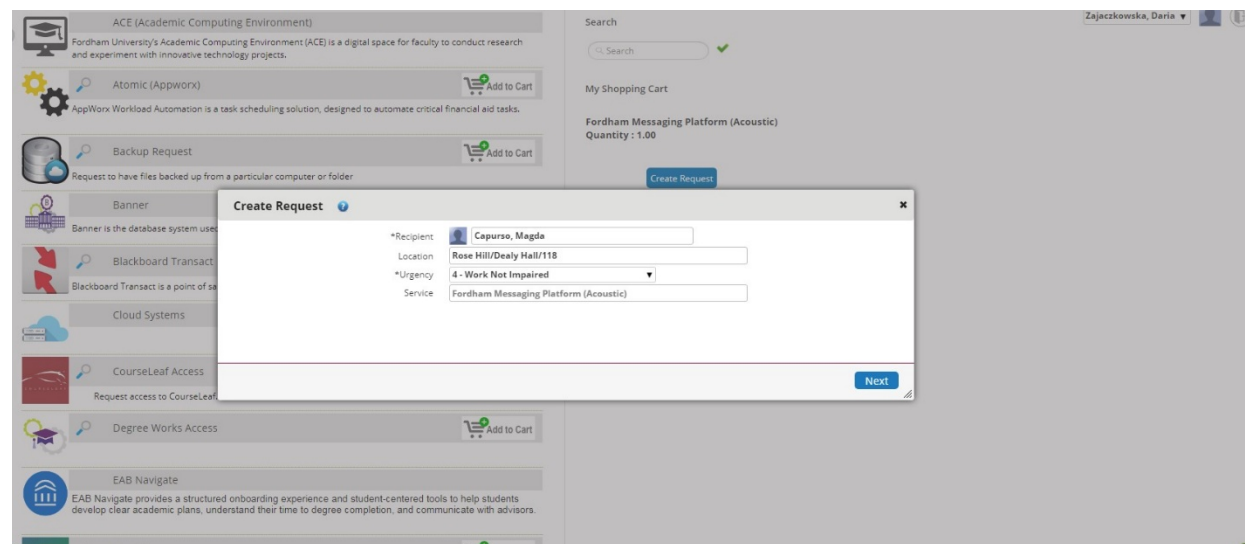
Complete the form as follows:

- Need access to create broadcast emails?
 - Select “Yes” if you will be creating broadcast emails (e.g., as a “Creator”, or “Super user”, or an “Approver” that can also create broadcast emails).
 - Select “No” if you will be only approving them for the department and not creating them (e.g., as an “Approver”).
- Supervisor’s Name
 - Enter the name of the supervisor in your department. Once you complete the Easy Vista ticket, this supervisor will receive an email to approve your request.
- 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 dedicator approver for your department, enter your name (e.g., you may be an “Approver” and/or “Super user”).
 - Otherwise, enter the name of one of the dedicated approvers for your department.
- Department
 - Enter your Department name.
- Email Address
 - Enter your Fordham.edu email address.
- Comments

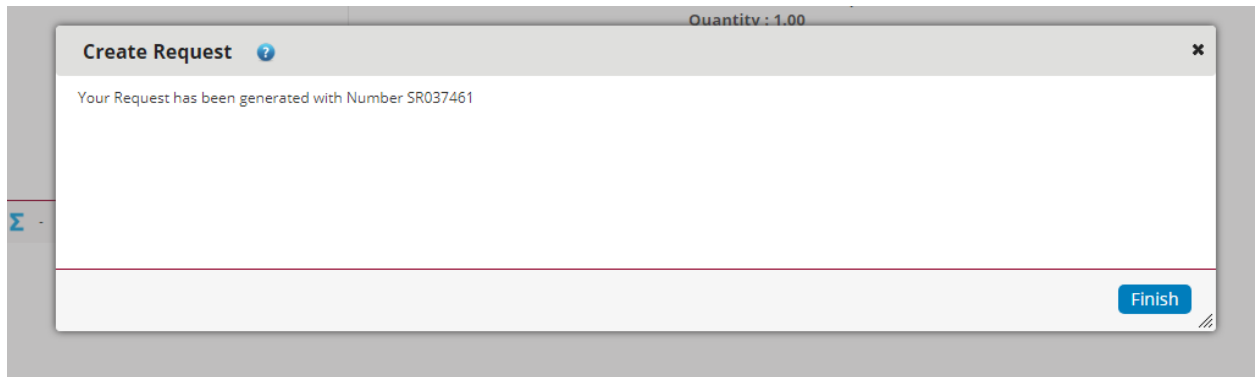
- *Let us know about the population(s) that you will need to email. FMP has a number of predefined queries that you may use to systematically identify the email addresses of people that are categorized by any the following populations. Copy any of these queries into the comments box.*

1. All Staff Excluding Non-Benefit (NB) Employees (Admin Clerical Maintenance)
2. All Staff Only Non-Benefit (NB) Employees (Admin Clerical Maintenance)
3. All Staff (Admin Clerical Maintenance) - combining the above two populations
4. All Faculty
5. All Employees (Faculty Adjuncts Admin Clerical Maintenance)
6. All Guests (Friend of Fordham)
7. All Active Students
8. All Undergraduate Students
9. All Graduate Students (excluding Law)

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



9. A new service request will be created, beginning with “SR”. Record this service request number for your tracking purposes.



10. Next Steps

- Once your request is approved, you will receive an email that your account has been created.
- If you have questions or comments, email BroadcastEmails@fordham.edu .