User Guides and Training Materials

The Systems Branch User Guides (left navigation pane) and FBMS Work instructions are your best resources as you navigate your way through SAP and PRISM to process financial assistance awards, grants and cooperative agreements. If there is not a Systems Branch user guide for a specific transaction/process, you will need to use the FBMS work instructions. The work instructions can be found on the FBMS Portal at https://www.fbms.doi.net/irj/portal.

User guides specific to FWS are located on the left navigation pane.

The FBMS work instructions are located on the FBMS Portal. Click on the “HOME” tab and then click on the link “Help on FBMS Portal.” This will display a list of Work instructions for all functional areas. Click on Financial Assistance for grant and cooperative agreement specific help.

If the users have any other issues that cannot be addressed by the work instructions or other guidance or training materials such as:

- System access - I cannot get into the system or my access is not consistent with the roles assigned to me....
- Process - I followed the work instruction but I am stuck on this one step...
- Technical Issues - Something doesn't work the way it should...
- Reports - How do I pull this information in one report...

Send an email to FBMS_helpdesk@ios.doi.gov. Their helpdesk ticket will be sent to IBC for resolution. If IBC is unable to provide help, their helpdesk ticket will be sent to the FAS Branch.

This process allows FWS to document, track, and resolve their concerns. From the helpdesk tracking system, the Systems Branch can analyze the most frequently asked questions and provide further training or resources to address them.