Facility Online Management (FOM)

What is FOM?

The Facility Online Management (FOM) system (www.fomnetworks.com) is an instrument management tool used by several research institutions. From a user facility manager standpoint, FOM allows the manager to limit the access times of an instrument (e.g. daytime use vs. all-day use; 30-minute usage time increments vs. 1 hour, etc.), communicate to all registered users, monitor usage, and bill the users based on their saved recharge accounts. From an instrument user standpoint, FOM is used to reserve times on an instrument and to log on/log off the instrument to reflect actual usage time.

In the University of Wyoming, FOM is currently used to manage the High Resolution Transmission Electron Microscope (HRTEM) in the Earth Sciences Building and the X-ray Photoelectron Spectrometer (XPS) in the Physical Sciences Building. We own a basic FOM license that limits our billing functionality but allows us to use the system on an unlimited number of instruments. The URL of the UWyo FOM is https://www.instrumentschedule.com/fom/?lid=0077
Signing up for FOM

Creating Account

From the login screen, click on *I am a new user*.

![User registration form](image)

On the next screen, choose *Internal* or *External* user then fill out all the fields with the necessary information. For *Username*, you may choose any unique name that has no space. It does not necessarily have to be your UWyo username. If your department or supervisor is not listed, click on *My department is not listed here* or *My supervisor is not listed here* to email the managers to add your department or supervisor. For the first and last name fields, use your real name. Once all fields and filled, hit *Submit*. 
Adding a recharge account

On the next screen, click *Click here to add account number*. 

**WARNING:** You must add a valid financial account number before continuing, unless you are registering as a manager or a supervisor assistant. *Click here to add account number*

If you are registering as a manager or supervisor assistant, please close the window and inform your facility administrator so she can upgrade your user role.

On the next screen, fill out at least *Project name* and *Account number*. If your lab tracks several grants for several projects, specify the *project and lab name*. If you only have one project or you do not know the grant name, specify the *Project and lab name*. Likewise, if you don’t know the recharge account number, write your *P.I.’s name* in the account field. Click *Add this account*.

<table>
<thead>
<tr>
<th>#</th>
<th>Project Name</th>
<th>Account number / Project number / Financial code</th>
<th>Is Active?</th>
<th>Set as default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Smith Biomas</td>
<td>SCHEMS05</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Sometimes it is called Project number or Financial code for internal users. External users may put the word “external” here.*

Add a new account

- **Project name:** Smith Biomas
- **Account number:** SCHEMS05
- **Category:** Physical Sciences
- **Description:** DOE Organic Petrovskite for H2 Conversion

After clicking the add account button, you should get the message *Account [Number] has been successfully added and activated* and the account should appear on the list of active accounts on the top of the screen.

Applying for an Instrument

On the left-hand menu, click on *User – home* (1). A list of available instruments should appear on the right side of the main frame under the heading *Available Instruments (Click to apply)* (2). Click on the desired instruments and the *New User Application Form* window will pop up with the required training indicated (3). Write a short note then click *Apply*. You will get a confirmation message of your application.
The instrument you just applied to will appear on the left side of the main frame under *Authorized Instruments (Click to view schedule)*.

**Authorized Instruments (Click to view schedule)**
- FEI Tecnai G2 F20 S-Twin TEM (University of Wyoming): To Be Trained, AVAILABLE

If you have not completed the required training or have not been approved by the manager, clicking on the instrument name will show a calendar with the times deactivated/greyed-out (1). Once approved, these times will be activated (2) and you can now use FOM to make reservations on the instrument.

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**Using FOM**

**Reserving/Canceling Instrument Time**

Log on to FOM with your username and password then hit *Submit*.

This will take you to the next screen. The left frame shows the server time, the navigation menu, and a drop-down list of your approved instruments. The right-hand frame lists all the available instruments on the UWyo FOM and the ones that you are authorized to use.
Clicking on the instrument name brings you to the calendar page. To reserve instrument time, click on the desired time then the *Instrument Reservation* window will pop up. Select the recharge account to be used for this session, select the start and end times, add an optional comment, then hit *Reserve* to sign up for instrument time.

The reserved time highlighted in green will now show up on the calendar. To modify or cancel the reservation, click on the reserved time and the *Modify/Cancel Reservation* window will pop up. Change or cancel the reserved time as desired from this window. Note that most instruments require modification and cancellation more than 24 hours prior to the reserved time. Otherwise, the user will be charged 50% of the time.
Logging on/off an Instrument

Prior to using an instrument, you need to log on using FOM. You can log on an instrument in two ways. If the instrument is not reserved currently, you can do Express Logon by clicking on the Click to logon box highlighted in yellow. The Instrument Reservation window (1) will pop up where you specify the recharge account, specify the end time, and log on instantly. If you reserved time previously, click on your reserved time and the Instrument Logon window will pop up where you can log on to begin your reserved instrument time (2).

Once you are logged on to the system, the system will show the current session in green with the actual start time.

After using the instrument, you need to log off by clicking on the green box in the calendar. (You may need to log on to FOM again because the login session times out after 30 minutes.) The Logoff window will pop up where you need to indicate if the instrument was ok or if you encountered problem. In the Comments field, describe any problem you encountered. Check again that you have the correct recharge account for the session then hit Logoff. Your session will completely disappear from the calendar so don’t be surprised. At a later time, the calendar will reflect your completed session with the actual start and end times. NOTE: Your usage time will continue to accrue up to an hour if you fail to log off your session.
Billing Policies

Cancellation

As stated previously, cancellation must be done at least 24 hours prior to your reserved time to avoid charges. Cancellation within 24 hours will be charged for 50% of the reserved time. This fee will only be waived for occasional illness/emergencies or if you find someone else who will use the instrument on your reserved time. Saying your sample is not ready is not a valid excuse. Habitual last-minute cancellations will lead to revocation of user privileges.

No-shows

Failing to show up or log on to your session within 30 minutes of the start of your reserved time is considered a no-show. No-shows are charged 100% of the reserved time. This fee will only be waived for occasional illness/emergencies or if someone else uses your reserved time. Habitual no-shows will lead to revocation of user privileges.

Usage Time Calculations

Users are charged the hourly rate; there are no pro-rated rates. For users who reserved time prior to use, you will be charged hourly for the reserved time plus additional usage time that exceeds 15 minutes. This policy is to discourage unreasonably long reservation times. In the case of express logon, you are charged by the hour on actual use and you have a 15-minute grace period before you are charged the full hour. The following scenarios illustrate how usage is billed.

Scenario 1: You reserved the instrument 11 am – 1 pm and you used it from 11:08 am – 12:19 pm. You will be charged for 2 hours.

Scenario 2: You reserved the instrument 11 am – 1 pm and you used it from 11:00 am – 1:11 pm. You will be charged for 2 hours.

Scenario 3: You reserved the instrument 11 am – 1 pm and you used it from 11:21 am – 1:18 pm. You will be charged for 3 hours.

Scenario 4: You reserved the instrument 11 am – 1 pm and you used it from 11:32 am – 1:05 pm. You will be charged for 2 hours but this will be marked as a no-show (showing up late for more than 30 minutes) and you will be warned.

Scenario 5: You reserved the instrument 11 am – 1 pm and you used it from 11:02 am – 11:13 am because you realized you prepared the wrong sample. You will be charged 2 hours.
Scenario 6: You reserved the instrument 11 am – 1 pm and you came in 10:30 am and saw it was free so you used it from 10:30 am – 12:35 pm. You will be charged 2 hours.

Scenario 7: You reserved the instrument 11 am – 1 pm and you came in 10:30 am and saw it was free so you used it from 10:34 am – 11:41 pm. You will be charged 2 hours.

Scenario 8: You reserved the instrument 11 am – 1 pm and you came in 10:30 am and saw it was free so you used it from 10:31 am – 12:59 pm. You will be charged 3 hours.

Scenario 9: You used Express Logon and used the instrument for 10 minutes before you found out you have the wrong sample. You will not be charged.

Scenario 10: You used Express Logon and used the instrument for 23 minutes. You will be charged 1 hour.

Scenario 11: You used Express Logon and used the instrument for 1 hour 13 minutes. You will be charged 1 hour.

Scenario 12: You used Express Logon and used the instrument for 1 hour 17 minutes. You will be charged 2 hours.