

CruzFix Training Bulletin

for
All Users



Date: 05/01/2022

Bulletin Number: TB00001

How to Point Mobile Devices to the CruzFix System that Goes Live on May 2, 2022

Audience

All CruzFix Users

Overview

This Training Bulletin provides instructions on how to update the **App ID** on the FAMIS 360 app on your Android or Apple mobile device (phone or tablet) so it can access the CruzFix Production system and not the CruzFix Stage system (sandbox).

Issue

Some CruzFix users already have the FAMIS 360 app installed on their mobile device and have been using it to access the non-production CruzFix Stage system for testing or training purposes, or just to practice using CruzFix as they prepare for the production version of CruzFix to go live on May 2, 2022. In order to access CruzFix Production, these users need to update the **App ID** on their FAMIS 360 app.

Resolution

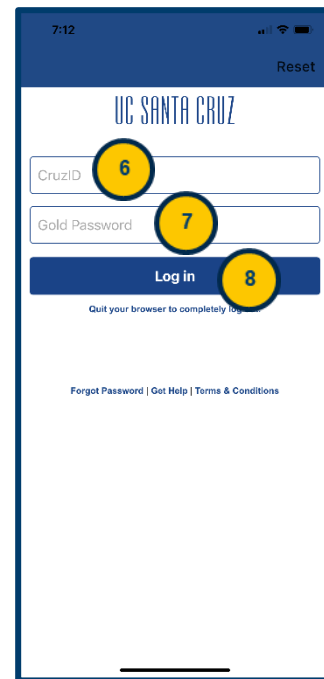
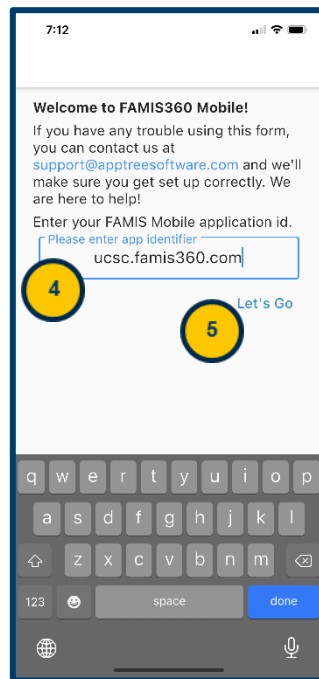
The instructions below will guide you on how to update the **App ID** on the FAMIS 360 app on your Android or Apple mobile device and then log in to CruzFix Production to get your full system permissions activated.

Preliminary Information

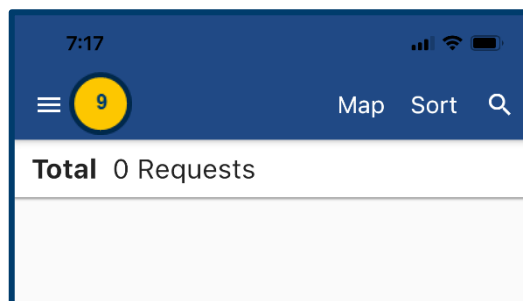
Your mobile device is also able to access CruzFix through its web browser (Chrome for Android devices and Safari for Apple devices). In order to reach CruzFix Production by using your web browser, all you have to do is to visit its web address: [here](https://login.ucsc.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=UCSCProd) (https://login.ucsc.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=UCSCProd).

Steps

1. On your mobile device, launch the FAMIS 360 app

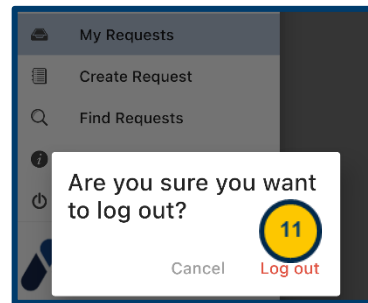
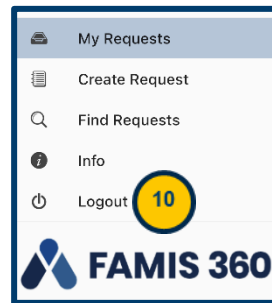


2. When the FAMIS 360 **Log in** screen displays, check the bottom left-hand corner for the app's current **App ID**. If it is "st-ucsc.famis360.com" then it is set to the CruzFix Stage system and you need to update it.
3. Select **Change App** in the bottom right-hand corner of the screen.
4. In the **Please enter app identifier** field, enter "ucsc.famis360.com".
5. Select **Let's Go**.
6. When the UC Santa Cruz single sign-on (SSO) screen displays, enter your CruzID in the **CruzID** field.
7. Enter your Gold Password in the **Gold Password** field.
8. Select **Log in**.



9. Once logged in to CruzFix Production, select the **Hamburger (≡)** button.





10. When the main menu displays, you should see a short menu with a minimal number of items. In order to have your full user permissions activated, select **Logout**.
11. When the **Are you sure you want to log out?** confirmation message displays, select **Log out**.

Note: Once you have logged out, it will take a few minutes for your full user permissions to be activated. Wait 5 to 10 minutes and then log in again. If you don't see additional items on the main menu after 15 minutes, then send an email to CruzFixHelp@ucsc.edu requesting assistance.

