Submitting a Telecom Request or Trouble Ticket

Point your browser to http://my.it.ufl.edu

If you know your Gatorlink ID and need Telephone related services, click on the

*Communication and Collaboration* Link
Click on the **Telephony** link.

Then click on the **Telephones, Voicemail, and Telephone Conference Calls** link.
Fill in the Request *Description* and the *UFIT customer number*.

You're about to submit a ticket in the category of Telephones, Voicemail, and Telephone Conference Calls, which falls under Communication and Collaboration and Telephony.

That's not what I wanted!

Please fill out the following information so that we can better assist you. Fields marked with an asterisk (*) are required for submission.

Describe the issue or request you have: *

Please provide details including UFIT Customer Number, Department Name and Location of the Request.

Attachments that will help us help you:

Browse... No files selected.

We'll be sending emails to kristina@ufl.edu, but what's the best number for us to reach you at?

(____) ______

Are you submitting on behalf of, or involving, another user? *

© Yes © No

Add any attachments as needed.

Enter alternate contact information

if needed. Click *Submit*
You will then receive an email confirmation from the UFIT Service Desk with the Request or Incident number. The email also has a direct link to your Request or Incident which allows you to add comments, view the status and notes.

If you do not have a UF Gatorlink ID, click on the *Get help accessing your account* link.
Fill out your **Contact Information** and the request **Description**

Click on **Submit Inquiry**

To get help with this tool, please call the UF HelpDesk at 352-392-HELP (4357)