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 green Technology Services link.

Click on the Telephone Services link.
Click on the Telephone service that you need help with.

Fill in the Request **Description and the UFIT customer number.**

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 new tool, please call the UF HelpDesk at 352-392-HELP (4357)