Self Service

- ➢ Log into Self Service to submit Trouble Ticket or request help with IT Services.

Online IT Service Request

- ➢ An alternative option to the paper IT Service Request form.

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Frequently Asked Questions:

What services can I request with the Online IT Service Request?

- Authorization Code
- Billing/Online Statements
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- Directory W&Y Pages
- Telephone/Network/Voicemail
- Cellular
- Pager

What makes the IT Service Request more user- friendly?

- Submit requests from any location.
- Attach screen shots, documents, and pictures to service requests.
- Check status of request at any time.
- Receive immediate notification that request was received.

Can I still use the paper IT Service Request?

The paper IT Service Request will still be available to the University community. However, we encourage users to submit their requests online to automate the process and support the University's Go Green initiatives.

Step 1.
Navigate to Online IT Service Request Form and Self Help Trouble Ticket Portal:

Go to: www.rochester.edu/it/needhelp

- Click on the Self Service & IT Service Request Icon.
- If prompted, log in with your Active Directory user name and password:

EX: UR\jsmith
Same credentials you use to log into your computer

Step 2.
Finding the *Online Service Request Form* in Self Help:

- Click on the Service Requests link on the top menu bar.
- Choose from the Service Requests options displayed.

Step 3. Fill out the form.

Step 4. Enter Ledger information:

Format X-XXXXX-XXXX

*A University Ledger-Subcode is required to process all service requests.

Format: 0-00000-0000

*Recurring	
*One Time	

Step 5. Add Attachments:

- At the bottom of the Service Request screen there is an option to "Add an Attachment". Click on the attachment link.
- Browse for your attachment and upload it to the Service Request.

≽ Journals - 0	Add a new Note
≽ Attachments	Add an Attachment

Heat Self Service

Description:	[ ]
File to upload:	[ ] Browse...

Upload   Cancel

Step 6. Enter Last Name of Approver:

Enter the *Last Name* of the Request Approver then press Tab:

Example: If your looking for Amanda **Mercer**
Enter: Mercer
Press: "Tab*"*

- This will bring you to a list of University of Rochester Approvers.

- Search box displays:
  Last Name, Common Name, Department, Title, First Name, Email ID, Customer ID.
  You can find your approver and select their name.

- Press OK

- Press SUBMIT

Find people by specific details:
Last Name, Common Name, Department, Title First Name, Email ID, Customer ID

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LastName	CommonName	Department	Title	FirstName	EMailID
MERCER	KERMIT R MERCER	Biochemistry and Biophysics	Associate	Kermit	jackie.schild@rochester.edu
MERCER	JUDITH MERCER	Surgery Billing Office	Jr Accountant	Judith	jackie.schild@rochester.edu
MERCER	AMANDA L MERCER	University IT / DC	Systems Analyst (Tools Management)	Amanda	jackie.schild@rochester.edu

Navigate pages to find more people.

Page 1 of 1   Displaying 1 - 3 of 3

mercer   Filter

Ok   Cancel

Once you find your approver, click on their name, then press "OK"

Scroll for more details.

What Happens to my Service Request after I press submit?

- University IT will be notified they have a new request.
- You will be notified that your request was received.
- You and the request approver will receive a copy of your request to keep on their files.

How do I cancel or modify a Request?

- Please call University IT at 275-2000 and request cancellation or modification to your request.

How do I check status of my request?

- Click on **Issue Tickets** on the Top Menu bar of Self Service.
- Find the request number in list.
- You can click on the Call ID number to open your request.

Home   Issue Tickets   Service Requests   New Issue

Click on Issue Tickets to:
- Check the status of current requests
- View all of your requests

Click on Service Requests to:
- Submit a trouble ticket
- Submit a University IT Service Request

New Issue:
- New Issue link at the top of screen is a vendor provided default that can not be changed at this time. University IT is not utilizing this default, instead, please click on the Service Requests link to Submit a Ticket (New Issue) or to submit an Information Technology Service Request.

Requests may be submitted 24 hours a day, 7 days a week.
University IT will respond during normal business hours: Weekdays 8AM - 5PM.
If you need assistance outside of normal business hours, please contact University IT by phone.

***Note: For Immediate/Critical service, please contact University IT at 585-275-2000

Hot Issues

No Issues to display.

Home   Issue Tickets   Service Requests   New Issue

All Issues

CallID	CustID	CallStatus	RecvdDate	ModDate	ClosedDate	CallDesc	CallType
90000033	amercer	Open	9/20/11	9/20/11			Cellular
90000034	amercer	Open	9/20/11	9/20/11			Cellular
90000035	amercer	Open	9/20/11	9/20/11		(IT Service Request Form) See Detail Screen	Cellular
90000036	amercer	Open	9/20/11	9/20/11		(IT Service Request Form) See Detail Screen	Cellular
90000037	amercer	Open	9/20/11	9/20/11		This is a Service Request Form (See Form D...	Authorization C.
90000038	amercer	Open	9/20/11	9/20/11		This is a Service Request Form (See Form D...	Authorization C.
90000039	amercer	Open	9/20/11	9/20/11		This is a Service Request Form (See Form D...	Authorization C.
90000040	amercer	Open	9/20/11	9/20/11		This is a Service Request Form (See Form D...	Authorization C.
90000041	amercer	Open	9/20/11	9/20/11		This is a Service Request Form (See Form D...	Authorization C.

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Submit a Ticket New Issue

Note: All tickets received through Self Help will be considered normal priority. For high priority tickets please call University IT at x52000.

- Enter ticket information in the text box provided on the screen.
- Attach documents, if necessary.
- When complete, please press the **Submit Ticket** button.

Submit Ticket

Trouble Ticket Number

Home   Issue Tickets   Service Requests   N

New Issue / 90000129

Submit   Cancel

≫ Subset

First Name:	Amanda	Phone:	5852752000	Ext.	
Last Name:	MERCER	Email:	amercer@ur.rochester.edu		
Common Name:	AMANDA L MERCER	Department:	University IT / DC		
NetID	amercer				

≫ CallLog

≫ Details

*Enter your issue/ticket below:

Submit Ticket   2:41 PM   **Time Created**
9/23/11   **Date Created**

≫ Journals - 0   Add a new Note

≫ Attachments   Add an Attachment

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Authorization Code Request

3 Form Options:

- Request a new Authorization Code
- Make changes to an existing Authorization Code
- Disconnect an Authorization Code

* This information is required to process your service request

To request a new Authorization Code:

☐ URGENT (may incur additional charges)

[_____] 🔲 Desired Completion Date

*Quantity	Type
	⌄
	⌄
	⌄

Additional Comments/Instructions

*A University Ledger-Subcode is required to process all service requests.

Format: 0-00000-0000

*Recurring	
*One Time	

*Enter Last Name of Person Authorized to Approve Service Request (Then Press Tab)

[_____]   ⚡ Submit

To change an existing Authorization Code:

*Extension/Authorization Code

Additional Comments/Instructions

To disconnect an Authorization Code:

*Extension/Authorization Code

Additional Comments/Instructions

Billing /University IT Online Statements

4 Form Options:

- Questions regarding University IT Online Statements
- Request an Account Code Ledger Change
- Request a Name Change
- Request a Department Audit

* This information is required to process your service request

For questions regarding IT Online Statements:

Data Access Authorization Form:

http://www.rochester.edu/it/networking/assets/documents/DirAdminAccess.pdf

Additional Comments/Instructions

☐ URGENT (may incur additional charges)

☐ Desired Completion Date

*A University Ledger-Subcode is required to process all service requests.

Format: 0-00000-0000

| *Recurring | |
| *One Time | |

*Enter Last Name of Person Authorized to Approve Service Request (Then Press Tab)

[⚡ Submit]

To request an Account Code (Ledger) Change:

Additional Comments/Instructions

To request a Name Change:

Additional Comments/Instructions

To request a Department Audit:

Additional Comments/Instructions

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Conference Call Request

3 Form Options:

- Setup a New Conference Call
- Change an Existing Conference Call
- Cancel a Conference Call

* This information is required to process your service request

To setup a new Conference Call:

*Host Phone Number	*Host Name
*Date of Call	*Start Time

*Number of Ports (number of people dialing in)

* Duration (min)

Rent a Polycom (If Applicable)

Polycom Delivery Location (If Applicable)

Additional Comments/Instructions

☐ URGENT (may incur additional charges)

Desired Completion Date

*A University Ledger-Subcode is required to process all service requests.

Format: 0-00000-0000

| *Recurring | |
| *One Time | |

*Enter Last Name of Person Authorized to Approve Service Request (Then Press Tab)

⚡ Submit

To change an existing Conference Call:

*Date of Call	*Host Name

Conference ID (Optional)

Additional Comments/Instructions

To cancel a Conference Call:

*Host Name	Conference ID (Optional)

*Date of Call

Additional Comments/Instructions

Directory White and Yellow Pages Request

4 Form Options:

- Request New or Make Changes to an Existing 411/911 Listing
- Questions Regarding Faculty/Staff Online Directory
- Questions Regarding W&Y Page Listings
- Questions Regarding Internet/External Listings

* This information is required to process your service request

To request a new 411/911 listing or
to make changes to an existing 411/911 listing:

Additional Comments/Instructions

☐ URGENT (may incur additional charges)

Desired Completion Date

*A University Ledger-Subcode is required to process
all service requests.

Format: 0-00000-0000

| *Recurring | |
| *One Time | |

For questions regarding Faculty/Staff Online Directory:

✍ Access directory authorization form online

Additional Comments/Instructions

*Enter Last Name of Person Authorized to Approve
Service Request (Then Press Tab)

⚡ Submit

For questions regarding W&Y Page Listings:

Additional Comments/Instructions

For questions regarding Internet/External Listings:

Additional Comments/Instructions

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Telephone/Network/Voicemail Request

4 Form Options:

- Order a New Telephone/Voicemail Service
- Make Changes to an Existing Telephone/Voicemail Service
- Disconnect a Telephone/Voicemail Service
- Request Network Service

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* This information is required to process your service request

☐ URGENT (may incur additional charges)

☐ Desired Completion Date

To request Network Service:
[🌀 Computer Sales]

(If this is a network request for the Medical Center please submit 312 Requisition Form to ISD Box 700)

*Quantity	*Location/Room

Cabling Required	☐
Requisition #	
On-site Contact Name	
On-site Contact Phone #	
Additional Comments/Instructions	

*A University Ledger-Subcode is required to process all service requests.

Format: 0-00000-0000

| *Recurring | |
| *One Time | |

*Enter Last Name of Person Authorized to Approve Service Request (Then Press Tab)

[🌀 Submit]

To order a new Telephone:
[🌀 Telephone and Voicemail Rates]

Qty	Model Type	Voice Mail Service	Location

Long Distance	☐	Additional Comments/Instructions
Cabling Required	☐	
Consultation Required	☐	

To make changes to an existing Telephone:

| Cabling Required | ☐ |

*Number/Extension	*Type of Change (Location to and from)

Additional Comments/Instructions

To disconnect a Telephone:

*Location/Room

*Number/Extension

Additional Comments/Instructions

Cellular Request

3 Form Options:

- Order a New Cell Phone
- Upgrade or Make Changes to an Existing Cell Phone
- Disconnect an Existing Cell Phone

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Pager Request

3 Form Options:

- Order a New Pager
- Cancel a Pager
- Upgrade or Downgrade an Existing Pager

* This information is required to process your service request

To order a new Pager:

◆ Pager Rates

*Quantity	*Pager Type (Alpha, Digital, Etc.)
	▾
	▾
	▾

*Delivery Location

Additional Comments/Instructions

☐ URGENT (may incur additional charges)

[ ] 🗓 Desired Completion Date

*A University Ledger-Subcode is required to process all service requests.

Format: 0-00000-0000

*Recurring	
*One Time	

*Enter Last Name of Person Authorized to Approve Service Request (Then Press Tab)

[ ]   ⚡ Submit

To upgrade or downgrade an existing Pager:

*Pager Number (with area code)

*Pager Type (Alpha, Digital, Etc.) ▾

*Delivery Location

Additional Comments/Instructions

To cancel a Pager:

*Pager Number (with area code)

NOTE: Return pager(s) to University IT
727 Elmwood Avenue, Town House
Suite 102, PO Box 278937
Rochester NY 14627-8937

Contact Us

Email: univithelp@rochester.edu

Phone: 585-275-2000

Press 1—Students

Press 2—Telephone, cellular, and paging

Press 3—Medical Center email, application, and computer support

Press 4—All other questions