

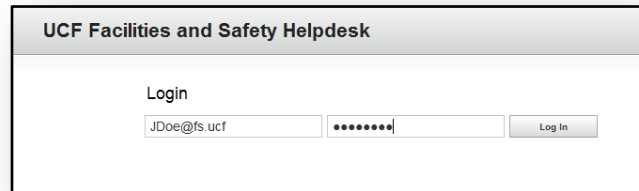
### Access the Helpdesk Ticket System

1. Launch Internet Explorer
2. Click on “**Favorites**” and select “**Information Technology Help Desk**”

### Login to the System

1. Enter your [**computer user name**]@fs.ucf (e.g., JDoe@fs.ucf) and your computer password
2. Click the “**Log In**” button on the right

**NOTE:** If you receive a “Security Certificate” error message, click “Continue to this website”



### Submit a New Ticket

1. Click “**New Ticket**” at the left end of the menu bar at the top of the screen
2. From the “**To**” drop-down menu, select “**IT**”
3. In the “**Subject**” field, type a brief description of the issue or problem you are having (e.g., “Printer is not working,” “Computer keeps crashing,” “Software needs updating”)
4. In the message body, describe the issue or problem in as much detail as possible
5. Click the “**Submit**” button at the bottom left of the screen (To add an attachment or change the ticket priority, follow the instructions below and then click “Submit”)

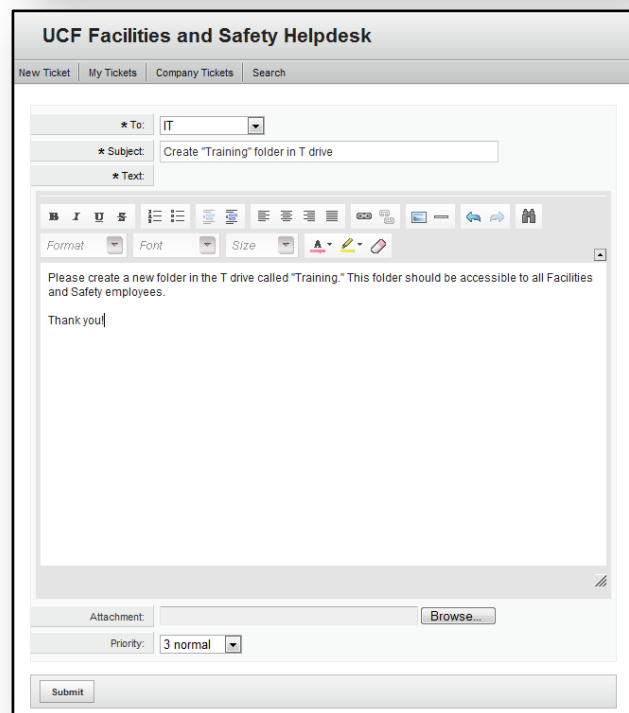
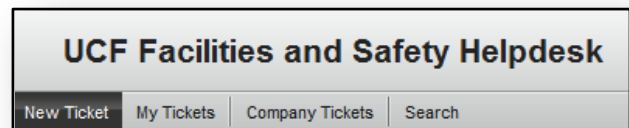
**NOTE:** Once you have submitted a ticket, you will receive an automatic email. **DO NOT REPLY TO THE EMAIL.** Whenever an action has been taken in response to your request, you will also receive an email.

### Add an Attachment

1. Click the “**Browse**” button at the lower right of the screen and navigate to the file you want to add
2. Double-click on the file name to add the attachment

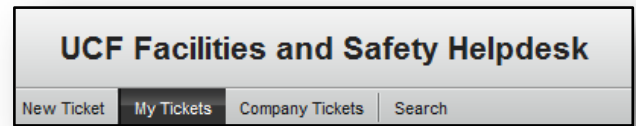
### Change the Ticket Priority

Click the “**Priority**” drop-down menu and select the desired priority (default is “3 normal”)



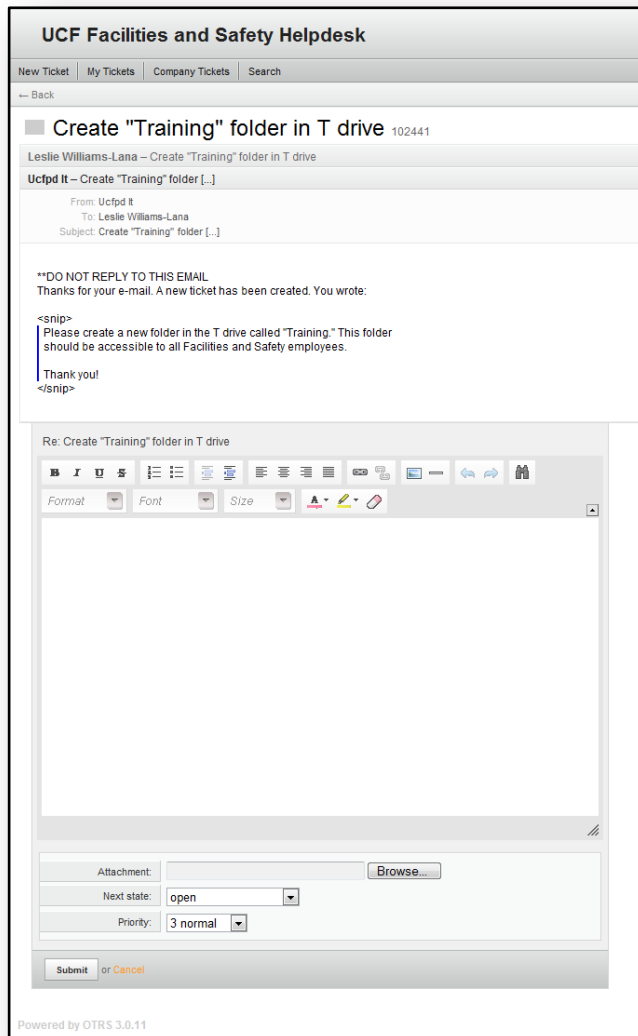
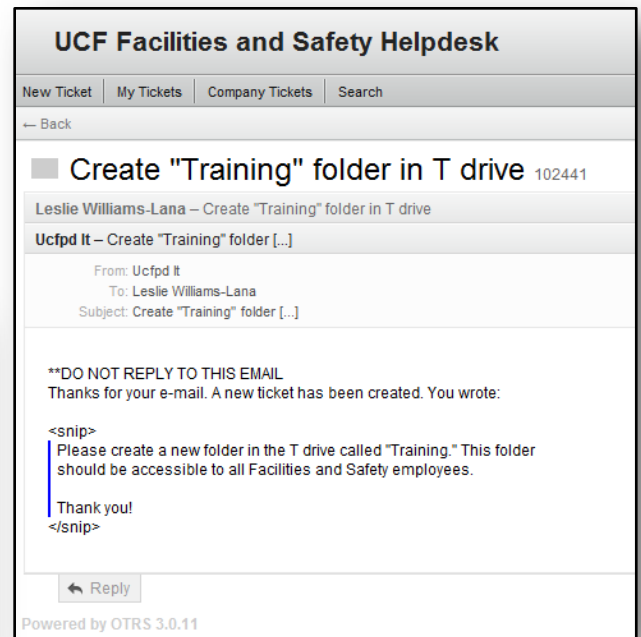
### View Open Tickets

1. Login to the Helpdesk Ticket System
2. Click **“My Tickets”** in the menu bar at the top left of the screen



### Reply to a Ticket

1. Follow the instructions above to view your open tickets
2. Click to select the ticket you would like to reply to and click the **“Reply”** button at the bottom left of the screen
3. Type your reply in the space provided and click **“Submit”** at the bottom left of the screen



### IT Support Phone Numbers

#### For Public Safety and Parking Services

407.823.5760

407.823.5388

#### For all other departments

407.823.3589

407.823.5559

#### Division IT Manager

407.882.0183