

INTRODUCING AN ENHANCED *MYFSU* SERVICE CENTER EXPERIENCE



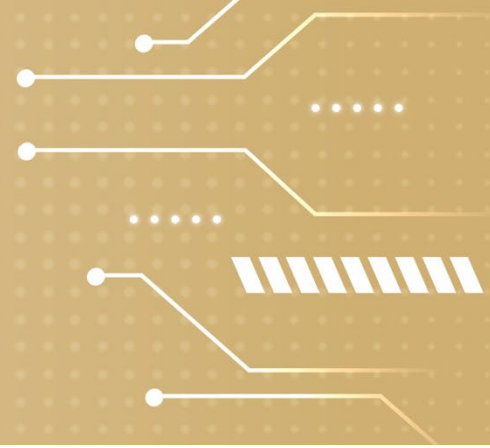
Billable Services Crosswalk

Requesting services and reporting problems for all ITS services can be submitted using the [myFSU Service Center](#). Below are crosswalks of the list of services from the TSR/RN forms to provide you with the values to select using the new dynamic form in the myFSU Service Center.

Request a Service (formerly TSR)

TSR Selection	myFSU Service Center Selection
<i>Cellular Plans & Features</i>	Telephone Services > Cellular Phones
<i>Data Circuits – Off Campus</i>	Internet/Network > Internet/Network Access (Off Campus)
<i>Data Circuits – On Campus</i>	Internet/Network > Internet/Network Access (On Campus)
<i>Desktop Support</i>	Employee Desktop Support > Computer Management
<i>Telephone Line</i>	Telephone Services > Phone Lines
<i>Calling Features</i>	Telephone Services > Phone Lines
<i>800 Number</i>	Telephone Services > Phone Lines
<i>Managed Port Fees</i>	Network Services > Data Ports
<i>Off-Campus Phone Line</i>	Telephone Services > Phone Lines
<i>Contact Center Service</i>	Telephone Services > FSU Contact Center (RingCentral)
<i>Software Licensing</i>	Research Software > Analytics Software (SAS)
	Research Software > Analytics Software (MATLAB)
	Research Software > Qualitative Analysis Software (Nvivo)
	Research Software > Statistics Software (SPSS)
<i>Individual Location Change</i>	Telephone Services > Phone Lines
<i>Telephone Instruments/Equipment & Accessories</i>	Telephone Services > Phone Lines
<i>Budget Changes (including Chart Field changes)</i>	Select specific service requiring updated budget information
<i>External Account (Add or Update)</i>	FSU Comptroller Form
<i>Voice Mail (Updates/Passcode Resets)</i>	Telephone Services > Phone Lines
<i>VOIP Consultation</i>	Telephone Services > Phone Lines

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Report a Problem (formerly RN)

<i>RN Selection</i>	myFSU Service Center Selection
<i>Telephone Line/Service/Equipment</i>	Telephone Services > Phone Lines
<i>Voice Mail/Calling Feature Problem</i>	Telephone Services > Phone Lines
<i>Cellular/Wireless Service Issues</i>	Telephone Services > Cellular Phones
<i>ACL, DHCP, Subnet, VLAN Requests</i>	Network Services > IP Address Management
<i>Networking/Ethernet Problem</i>	Network Services > Network Cabling