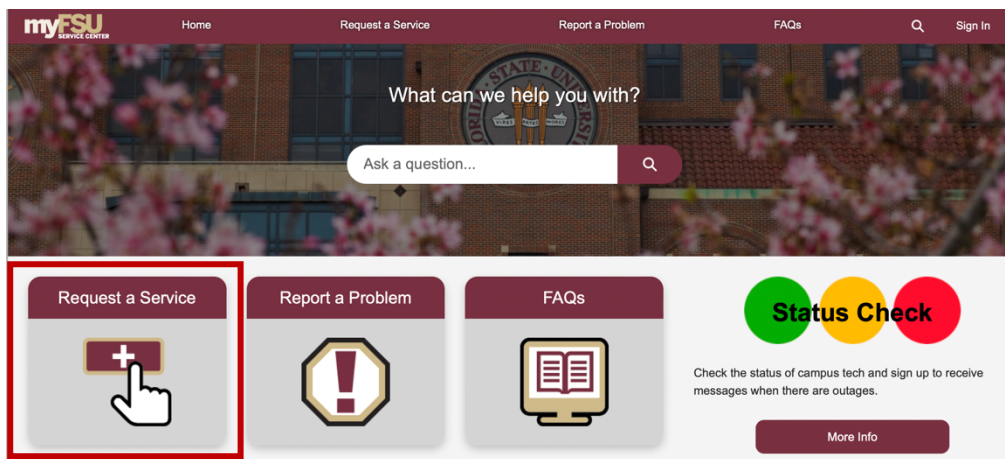


INTRODUCING AN ENHANCED *MYFSU* *SERVICE CENTER* EXPERIENCE

ENTERING NEW SERVICE REQUEST

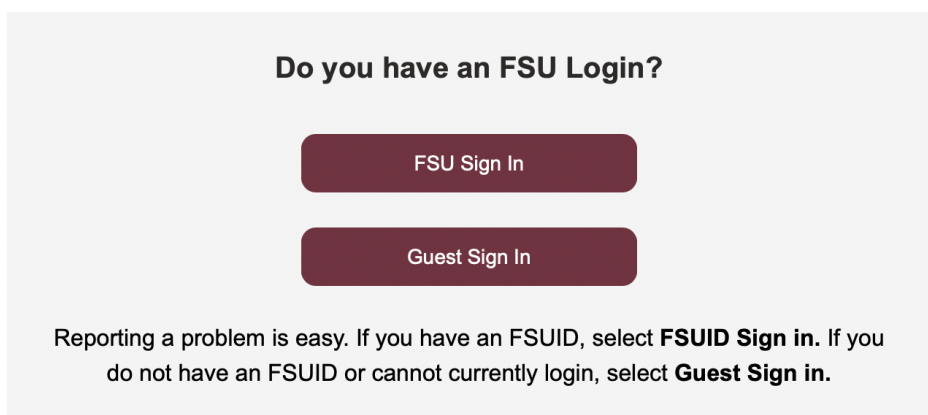
Formerly Technology Service Request (TSR)

1) Navigate to servicecenter.fsu.edu. Click **Request a Service**



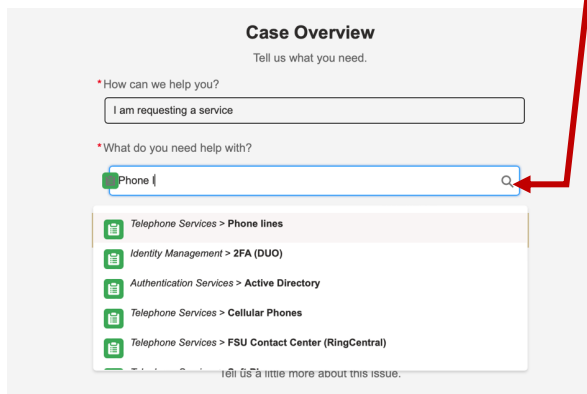
- FSU Employees: Click **FSU Sign In**

- Non-Employees: Click **Guest Sign In**



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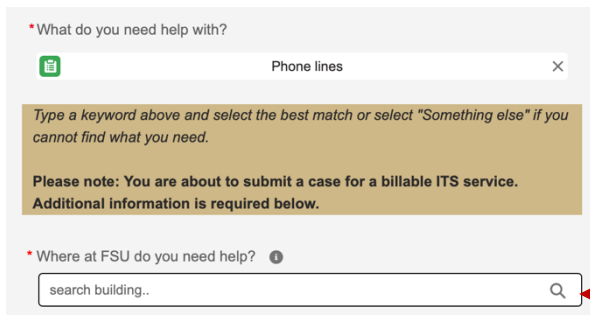
- 2) In the **“What do you need help with box”**, begin typing the name of the service you are requesting and click on your selection



The screenshot shows a 'Case Overview' form with the following fields:

- How can we help you?**: A text input field containing 'I am requesting a service'.
- What do you need help with?**: A dropdown menu with a magnifying glass icon. The current selection is 'Phone'. A red arrow points to this field.
- Search Results**: A list of suggestions:
 - Telephone Services > Phone lines
 - Identity Management > 2FA (DUO)
 - Authentication Services > Active Directory
 - Telephone Services > Cellular Phones
 - Telephone Services > FSU Contact Center (RingCentral)

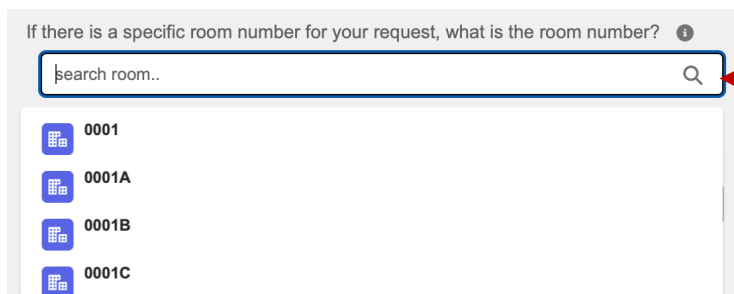
- 3) Begin typing the name of the building in the box under **Where at FSU do you need help?** and click the **magnifying glass**



The screenshot shows the 'Where at FSU do you need help?' field with the following elements:

- What do you need help with?**: A dropdown menu with 'Phone lines' selected.
- Instructions**: A text box stating 'Type a keyword above and select the best match or select "Something else" if you cannot find what you need.'
- Note**: A text box stating 'Please note: You are about to submit a case for a billable ITS service. Additional information is required below.'
- Where at FSU do you need help?**: A search box with the placeholder text 'search building...' and a magnifying glass icon. A red arrow points to this field.

- 4) Select the building for the service location. In the **If there is a specific room number for your request, what is the room number?** box, begin typing the room number and click the **magnifying glass** to see search results



The screenshot shows the 'If there is a specific room number for your request, what is the room number?' field with the following elements:

- Search Box**: A search box with the placeholder text 'search room...' and a magnifying glass icon. A red arrow points to this field.
- Search Results**: A list of room numbers:
 - 0001
 - 0001A
 - 0001B
 - 0001C

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5) If there is a **Phone Number** associated with your request, enter the 7-digit phone number in the box

If there is a phone number associated with your request, please enter the 7-digit phone number. (Example: 6444357)

6) Select the **impact** of your request

*We treat all requests with priority. How is this issue impacting you?

Medium: I need help, but I can keep going

7) Complete the **Case Details** section providing a **Subject** and **Description**

Case Details
Tell us a little more about this issue.

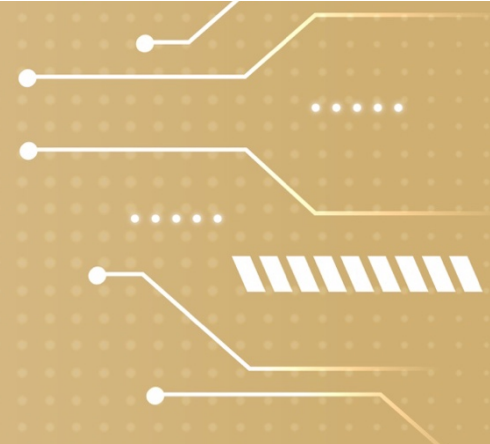
* Subject

Description

Attach File
 Or drop a file here

(1 file per case, Max: 5 MB)
Formats: Formats: bmp, csr, doc, docx, jpeg, jpg, pdf, png, ppt, pptx, tif, tiff, txt, xls, xlsx, xlsm, xlsx)

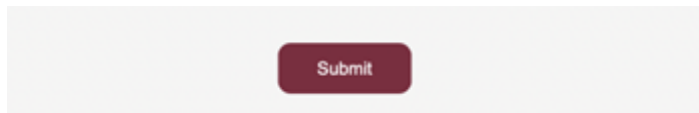
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8) Complete the **Contact Details** section providing **First Name, Last Name, Preferred Contact Method, Email, & Phone Number**.

Note: FSU authenticated users **will not** be able to edit the contact First name or Last name. Guest Users will be required to enter **First Name** and **Last Name**.

9) Click **Submit**



FSU Authenticated Users: View the case in My Community Cases list and email confirmation

C...	Subject	St...	P...	Case Owner Alias	Date/Time O...	D...
1	00575354 Staci Test 1 - ...	New	P3	ITS-Service Desk Fulf...	5/30/2024, 2:58 ...	

Non-FSU Authenticated Users: Receive an email confirmation with case details

