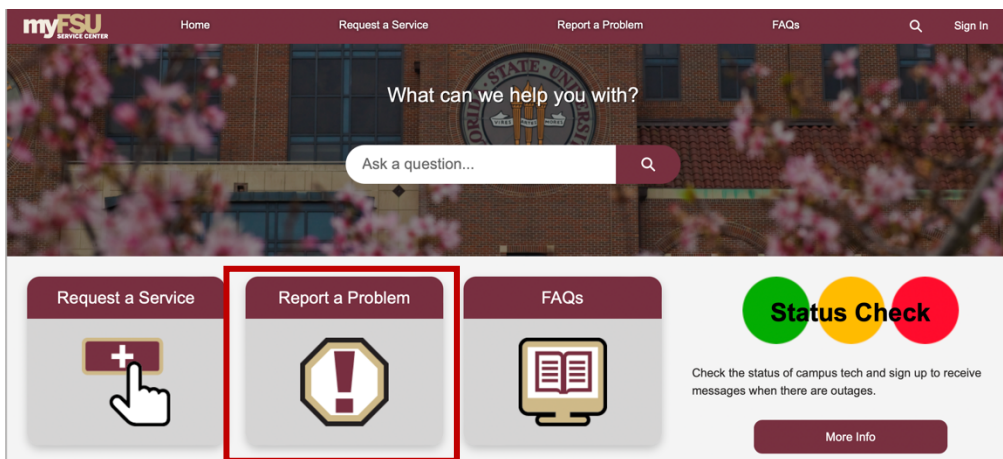


# INTRODUCING AN ENHANCED *MYFSU* *SERVICE CENTER* EXPERIENCE

## ENTERING A REPAIR REQUEST

### Formerly Repair Number (RN)

1) Navigate to [servicecenter.fsu.edu](http://servicecenter.fsu.edu). Click **Report a Problem**



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

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

**Do you have an FSU Login?**

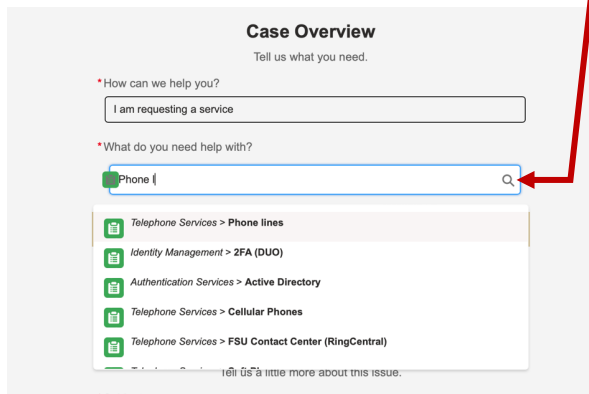
[FSU Sign In](#)

[Guest Sign In](#)

Reporting a problem is easy. If you have an FSUID, select **FSUID Sign in**. If you do not have an FSUID or cannot currently login, select **Guest Sign in**.

# INTRODUCING AN ENHANCED *MYFSU* *SERVICE CENTER* EXPERIENCE

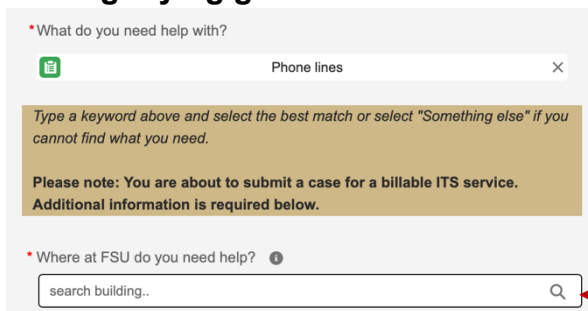
- 2) In the **“What do you need help with box”**, begin typing the name of the service you need repairs on and click on your selection



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

- How can we help you?**: A text input field containing 'I am requesting a service'.
- What do you need help with?**: A search input field containing 'Phone'. Below it is a dropdown menu with the following items:
  - Telephone Services > Phone lines
  - Identity Management > 2FA (DUO)
  - Authentication Services > Active Directory
  - Telephone Services > Cellular Phones
  - Telephone Services > FSU Contact Center (RingCentral)

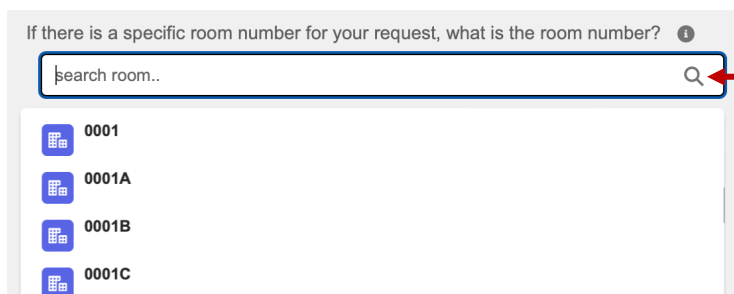
- 3) Begin typing the name of the building in the box under **Where at FSU do you need help?** and click the **magnifying glass**



The screenshot shows a form with the following fields and content:

- What do you need help with?**: A search input field containing 'Phone lines'. Below it is a dropdown menu with the following items:
  - Telephone Services > Phone lines
- Where at FSU do you need help?**: A search input field containing 'search building..'. Below it is a dropdown menu with the following items:
  - 0001
  - 0001A
  - 0001B
  - 0001C

- 4) Select the building for the repair 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 a form with the following fields and content:

- If there is a specific room number for your request, what is the room number?**: A search input field containing 'search room..'. Below it is a dropdown menu with the following items:
  - 0001
  - 0001A
  - 0001B
  - 0001C

# INTRODUCING AN ENHANCED *MYFSU* *SERVICE CENTER* EXPERIENCE

5) If there is a **Phone Number** associated with your repair, 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

Upload 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, xlsx)

# INTRODUCING AN ENHANCED *MYFSU* *SERVICE CENTER* EXPERIENCE

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.**

### Contact Details

Tell us how to contact you.

\* First Name

\* Last Name

\* Preferred Contact Method

\* Email

\* Phone


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

Thank you! Case 00592856 has been received ref:00D1U0Fpqz.! 5008Z02LXp5U:ref

 myFSU Service Center <myfuservicecenter@fsu.e... Friday, May 17, 2024 at 10:54 AM

To:  Staci Smith

Hello Staci Smith,

Thanks for reaching out to FSU Support.

Your case has been received and will be processed as soon as possible. A member of our team will be in touch with you with more details.