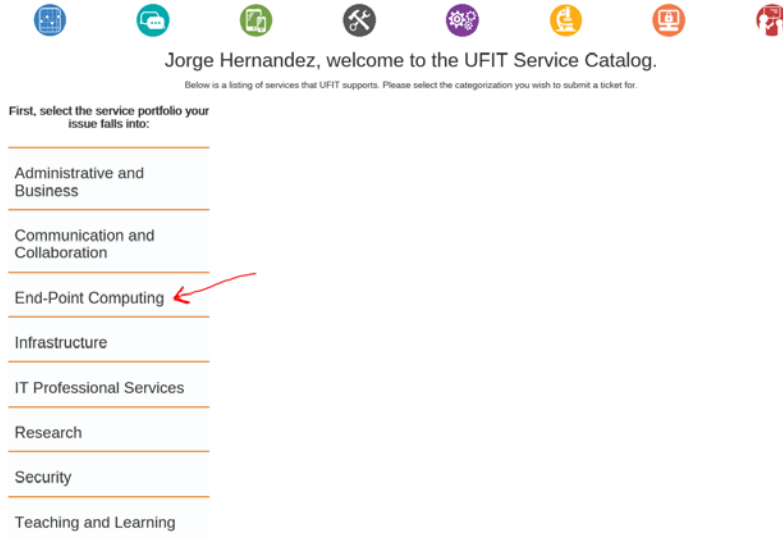
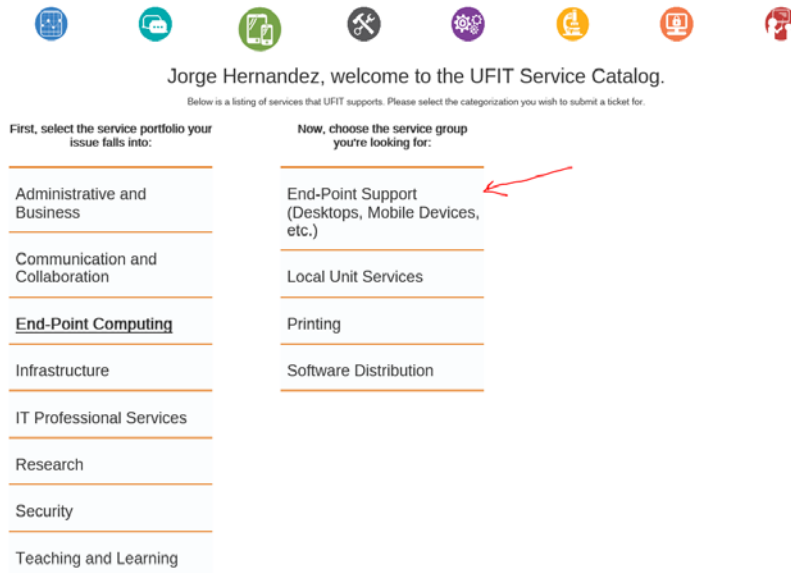


MyIT Ticketing Instructions


1. First open shortcut called MyIT on your Desktop
2. Then Select End-Point Computing



3. Next select End-Point Support (Desktops, Mobile Devices etc.)



- Next Select either (Personally-Owned Computer and Device Support) or (UF-Owned Computer and Device Support) depending on whether your device is UF-Owned or Personal.




Jorge Hernandez, welcome to the UFIT Service Catalog.

Below is a listing of services that UFIT supports. Please select the categorization you wish to submit a ticket for:

First, select the service portfolio your issue falls into:	Now, choose the service group you're looking for:	Finally, choose the service offering you need help with:
Administrative and Business	End-Point Support (Desktops, Mobile Devices, etc.)	Personally-Owned Computer and Device Support
Communication and Collaboration	Local Unit Services	UF Mobile App
End-Point Computing	Printing	UF-Owned Computer and Device Support
Infrastructure	Software Distribution	
IT Professional Services		
Research		
Security		
Teaching and Learning		

- Enter the Information required on the next screen and click Submit. If you are submitting the Ticket for someone else, select the **Yes** option at the bottom of the Page and input their information and then click Submit.



You're about to submit a ticket in the category of **UF-Owned Computer and Device Support**, which falls under **End-Point Computing** and **End-Point Support (Desktops, Mobile Devices, etc.)**.

That's not what I wanted!

Please fill out the following information so that we can better assist you. Fields marked with an asterisk (*) are required for submission.

Describe the issue or request you have: *

Building Name/Number: *

Room Number: *

Attachments that will help us help you:

We'll be sending emails to jhernan@ufl.edu, but what's the best number for us to reach you at?

Are you submitting on behalf of, or involving, another user? *

Yes No

Only needed if entering the ticket in someone else's behalf

Please fill out the following information so that we can better assist you. Fields marked with an asterisk (*) are required for submission.

Describe the issue or request you have: *

Building Name/Number: *

Room Number: *

Attachments that will help us help you:

We'll be sending emails to jherman@ufl.edu, but what's the best number for us to reach you at?

Are you submitting on behalf of, or involving, another user? *

Yes No

Name: *

GatorLink: *

Phone: *

Email: *