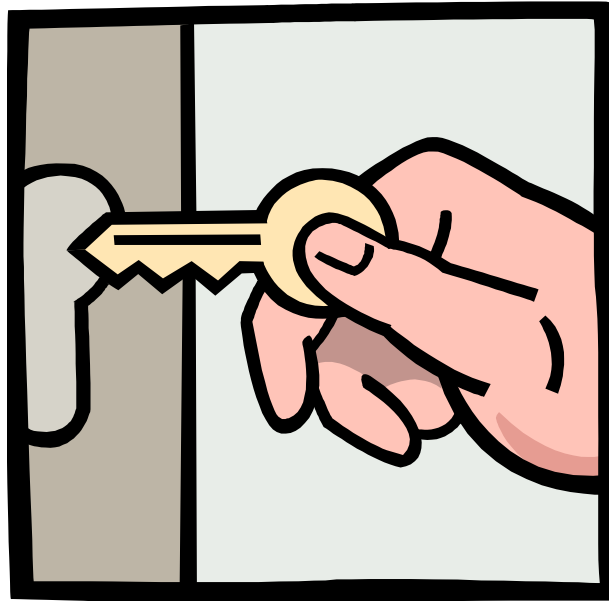


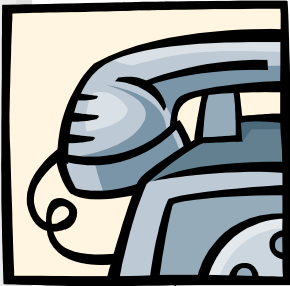
IST SERVICE CENTER



OSR

Online Service Request

3-3200 Call Menu



UMDNJ Technology Service Center
(732)743-3200



3-3200
Main Menu Greeting

1 - Trouble

2 - Major Outage
Affecting entire dept.,
building or campus

3 - Service
Move, Add or Change of
Existing Service

4 - Technology
Training

1 - Telephone

2 - Computer Desktop

3 - Other Trouble

4 - Ticket Status

* - Repeat Menu

9 - Return to Main Menu

1 - Move, Add or Change

2 - Not Available

3 - Ticket Status

* - Repeat Menu

9 - Return to Main Menu

1 - Not Available

2 - "A" Courses

3 - Not Available

4 - "L" Courses

* - Repeat Menu

9 - Return to Main Menu

***** OSR at <http://iheat.umdj.edu/heatselfservice>

Trouble call 3-3200

Service submit via OSR system



- **What is Trouble?** - Existing equipment that is not operating as it did in the past.
 - My phone is dead.
 - I'm unable to log in.
 - I have a virus on my PC.
 - I cannot print to my local printer.
- **What is Service?** - Move, add or change to equipment.
 - I want a new phone line.
 - New computer set up.
 - Moving a network printer.
 - Replacing existing PC with a new one.



What is a Service Request ?

- NEW LINE (Phone/Fax/Modem)
- MOVE LINE (Phone/Fax/Modem)
- CHANGE LINE (Phone/Fax/Modem)
- NEW DEVICE/HARDWARE (PC/Printer)
- MOVE DEVICE/HARDWARE (PC/Printer)
- REPLACE DEVICE/HARDWARE (PC/Printer)
- INSTALL SOFTWARE
- E-MAIL ACCOUNT REQUEST (GroupWise)
- AUTHORIZATION CODE REQUEST
- OTHER Request (Network Access)

Navigating to the OSR



- www.umdnj.edu
- Select UMDweb
- From the left frame select [Information Services and Technology](#)
- Select the [Help](#)
 - Within the HELP section you can read how to use the OSR and/or open a session to begin creating a request.
- Select [Go To OSR,](#)
 - This will take you to URL <http://iheat.umdnj.edu/heatselfservice>