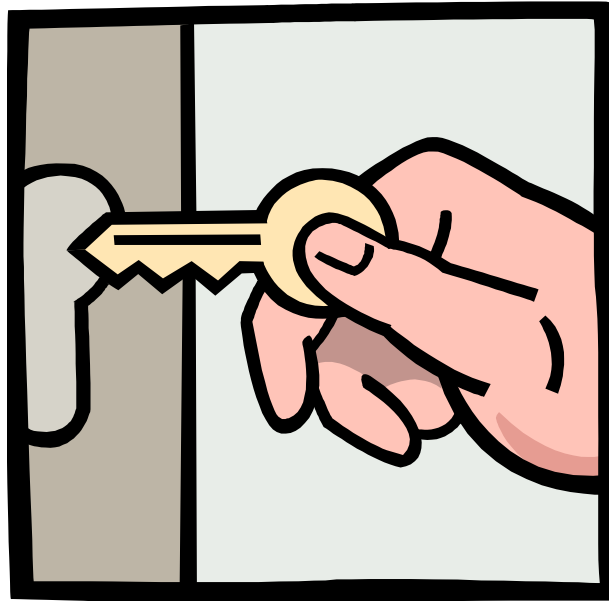


# IST SERVICE CENTER

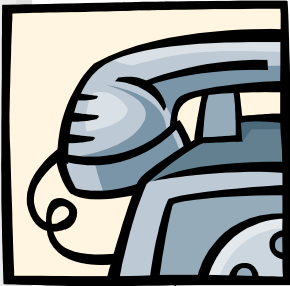
---



**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](http://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>