

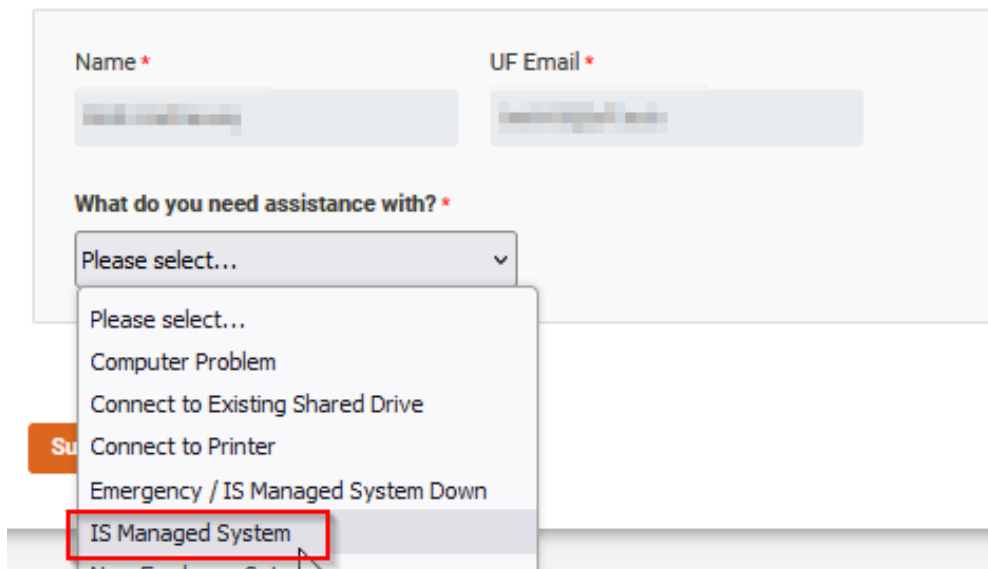
# Using the Web Form for Submitting IT Tickets

To best serve you, the ACS Development Team requests that you use the web form moving forward to submit tickets, instead of sending emails. Sending an email to [helpdesk@research.ufl.edu](mailto:helpdesk@research.ufl.edu) will still submit a ticket, **but the ACS Dev Team will not be notified immediately.**

Therefore, we recommend utilizing the web form: <https://research.ufl.edu/is/helpdesk.html>, at which point **my team receives an email and can more promptly help you.**

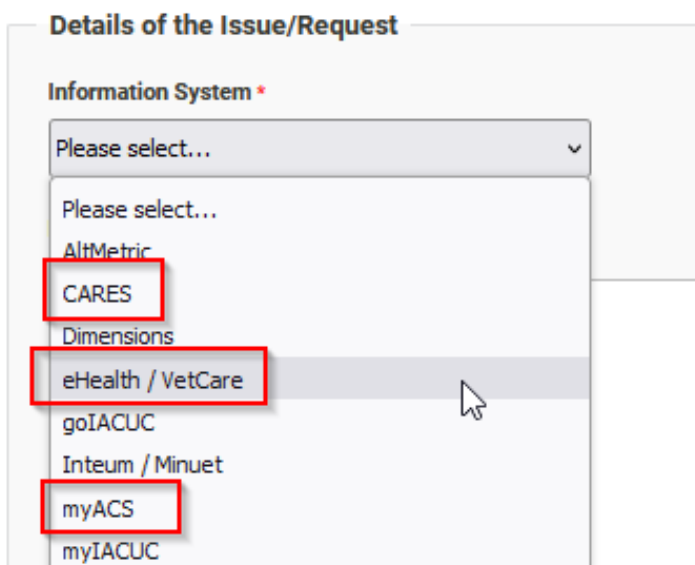
## 1. For regular and high priority tickets, select **“IS Managed System”**:

### Research Information Services - Contact Us



The screenshot shows a web form titled "Research Information Services - Contact Us". It has two input fields: "Name \*" and "UF Email \*". Below these is a dropdown menu labeled "What do you need assistance with? \*". The dropdown menu is open, showing a list of options: "Please select...", "Computer Problem", "Connect to Existing Shared Drive", "Connect to Printer", "Emergency / IS Managed System Down", and "IS Managed System". The "IS Managed System" option is highlighted with a red box. A mouse cursor is visible over the "IS Managed System" option.

## 2. And then **select one of our systems**:

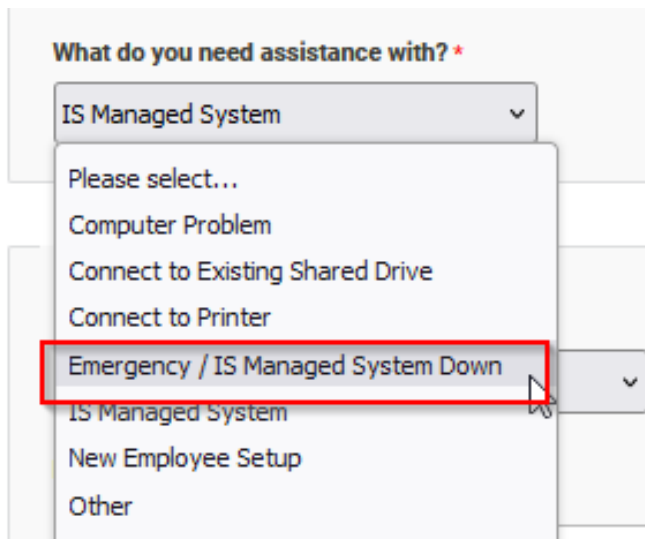


The screenshot shows a web form titled "Details of the Issue/Request". It has a dropdown menu labeled "Information System \*". The dropdown menu is open, showing a list of options: "Please select...", "AltMetric", "CARES", "Dimensions", "eHealth / VetCare", "goIACUC", "Inteum / Minuet", "myACS", and "myIACUC". The "eHealth / VetCare" option is highlighted with a red box. A mouse cursor is visible over the "eHealth / VetCare" option.

Using these options will ensure the ACS Development Team is notified quickly.

## Using the Web Form for Submitting IT Tickets

❖ **For Emergencies** – like when myACS, Vetcare and/or eHealth are DOWN:



What do you need assistance with? \*

IS Managed System

Please select...

Computer Problem

Connect to Existing Shared Drive

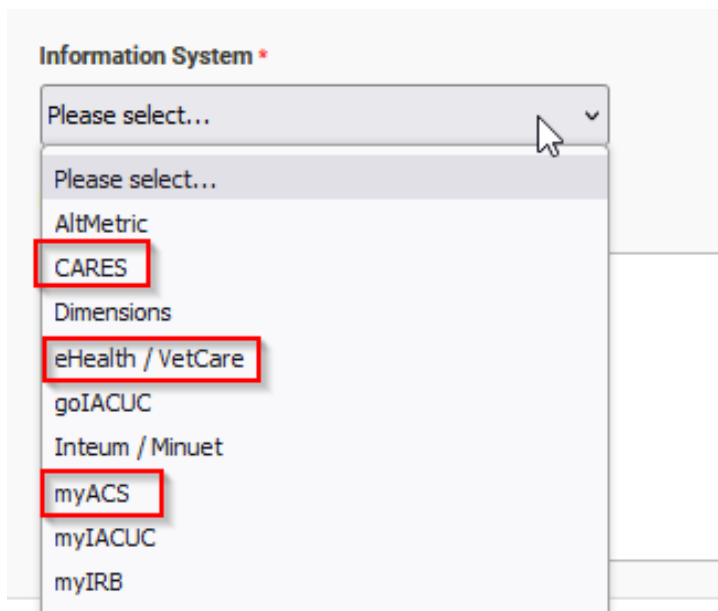
Connect to Printer

**Emergency / IS Managed System Down**

IS Managed System

New Employee Setup

Other



Information System \*

Please select...

Please select...

AltMetric

**CARES**

Dimensions

**eHealth / VetCare**

goIACUC

Inteum / Minuet

**myACS**

myIACUC

myIRB

**It is especially important on weekends/after hours to use the web form to submit tickets so that the ACS Development Team can be notified and respond quickly.**

**Note that once a ticket has been submitted on the [Web Form](#) you will receive an email with your “research IS Case #”. You can respond to this ticket with pictures or attachments and cc additional parties if necessary.**