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 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”:

2. And then select one of our systems:

Using these options will ensure the ACS Development Team is notified quickly.
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- **For Emergencies** – like when myACS, Vetcare and/or eHealth are DOWN:

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.