Online Service Request System Upgrade
Frequently Asked Questions

How do I log in?
The site requests that you log in with your My Accounts username and password. This is the short username that precedes your email address, e.g. roary@fiu.edu

How do I make a request for service?
Once you have logged into the Online Service Request System, you may open a request by clicking on the link below the requester console and then clicking on the button that says “Submit a New Request.”

What information should I include in my request?
Please be as detailed as possible when placing a request for service. Be sure to consider the following:
- What error message do you see?
- When did the problem begin?
- Can you create and attach a screen shot of the problem?
- Is there an IT Administrator you can call?
- What troubleshooting steps have you taken already?

How long before I get a response?
Requests placed through the self-service console are routed to the Help Desk. From here, the Summary and Notes are analyzed and the ticket is routed to an administrator within one business day. After that, typical turnaround time for initial contact is 24-48 hours. Time until resolution is dependent on the problem.

How do I get updates on the status of my requests?
Your requests should be listed in the requester console. For more detailed information on the request, you may call (305) 348-2284 and either use the automated system at any time to receive a status report or speak with a representative during business hours who can also give you an update on the status of your request.