

ITS ORDER (TSR)

Guide to Understanding the Form

PAGE 1 - Section 1 (Contact Information)

***All Fields on this page are REQUIRED.**



FLORIDA STATE UNIVERSITY INFORMATION TECHNOLOGY SERVICES

* = Required

= More information (hover over)

Contact Information

To be filled out by the representative who will coordinate completion of the order

Contact Name *	Contact Phone *	Contact Email *	Contact Rm *
<input type="text"/>	<input type="text"/> <small>(Example: 8505551212)</small>	<input type="text"/>	<input type="text"/>

DEPARTMENTAL BUILDING Information *

(not required for External Account Requests)

Enter Buildings and Service Room Info - Incorrect information will delay processing of your order.

NOTE: Begin typing characters in drop-down boxes to narrow the list

Contact Bldg/Location *	<input type="text" value="Type characters here to narrow the Building list."/>
Service Bldg/Location *	<input type="text" value="Type characters here to narrow the Building list."/>
Service Room *	<input type="text"/>

The lists above are pulled from the FSU Facilities building database

- Contact Information:

- Name
- Phone number (include area code)
- Email address (must be in proper email format)
- Room

- Building Information is required:

- Find contact building in dropdown menu
- If you do not see your building, **or** you would like to change the building information permanently in the system for your department, please follow the instructions listed at <http://www.fsu.edu/directories/Departments>
- Select the building in which you are requesting service (include room number in box below)



DEPARTMENTAL GL/Budget Information *					
Upon entering Budget Number, the next page will bring in the Department Name and list of PO's available to you on that budget. Required EVEN for non-billable items					
Recurring Monthly Charges			One-Time Non-Recurring Charges		
[]	[]	000000000	[]	[]	000000000
Dept ID (6 digits)	Fund Code (3 digits)	Project (If N/A, leave 9 zeros)	NR Dept ID (6 digits)	NR Fund Code (3 digits)	NR Project (If N/A, leave 9 zeros)

ESTIMATE ONLY ** GL/PO numbers will be required before any work is performed **
Department Name FOR ESTIMATE:

FOR EXTERNAL ACCOUNTS ONLY (No Departmental Budget Number)
Company/External Account (EA) Name:

[Other ITS Forms/Information](#)

To VOID an existing Order or for technical difficulties
 Email [ITS Service Management](#)
 and provide Order Number where applicable

- **Billing** Information is required:
 - Enter budget number to be used in Recurring **or** One-Time Non-Recurring
 - If you do not include budget information, it WILL delay your order, as orders cannot be processed without accurate budget information
 - If this is an estimate request, select the box beside "ESTIMATE ONLY **"
 - Select department in dropdown menu for ESTIMATE ONLY
 - If you require an External Account, select your department or company name in the dropdown menu
 - If a new External Account (non FSU budget number) needs to be created, please indicate so in the details of work and include the following:
 - Company Name (if not listed or different than dropdown menu)
 - Billing Address Street
 - Billing Address City
 - Billing Address State
 - Billing Address Zip
 - Alternate Contact Name
 - Alternate Contact Phone Number
 - Alternate Contact Email Address
- Upon clicking the "**Continue...**" button, you will be directed to the next page (If any required fields are empty, an error will be shown).



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= Required

= More information (hover over)

Contact Name:	Contact Phone:	Contact Email:
Example Order	5554443333	example@fsu.edu
Department Name:		Budget Number(s):
Contact Building / Room		Service Building / Room

Back to Edit above information

PURCHASE ORDER(S)

Purchase Orders Available on Recurring GL

Purchase Order #	PO Line-Description-ChartField(s)
<input type="radio"/>	1 - Local Service - Phone & Cable 2 - Data Circuits 4 - Managed Port Fees 5 - Software Licensing 6 - Admin Allocation 7 - Cellular Services
<input type="radio"/>	Clear REC PO Selection

CONTINUE ...

- The Purchase Order information is auto populated by the budget information that was entered on the first page. This information should be verified for accuracy. If correct, select the button beside the Purchase Order number. If incorrect, select the green "Back to Edit above information" button to edit contact or budget information.
- Upon clicking the "**Continue...**" button, you will be directed to the next page (If any required fields are empty, an error will be shown).

SERVICES ✨

Check all that apply. Include the details and/or special instructions in the "Details of Work" box below. Visit [the ITS Service Catalog](#) for details on products/services.

Campus Access and Security Services

- Building Access, CCTV, Alarms & Monitoring

Cellular Plans & Features

- Cellular Plans & Features

Data Circuits

- Off-Campus Internet

Prof IT Services

- Desktop Support

Local Service - Phone & Cable

- Telephone Line
- Calling Features (ACD, busy indicators, multi-appearance, dialing abilities, conference calls)
- Cable Television Services & Equipment (Seminole Cable Vision)*
- 800 Number
- Off-Campus Phone Line

Managed Port Fees

- Internet Data Line

Software Licensing

- Software Licensing

Other Telecom (Non-Recurring)

- Individual Location Change
- Telephone Instruments/Equipment & Accessories
- Polycom Rental

Non-Billable Services/Products

- Budget Changes (including Chart Field changes)
- Individual Name Change
- Meet-Me-Conference (Local, Toll-Free)
- External Account (Add or Update)
- Voice Mail (Updates/Passcode Resets)
- VOIP Consultation

DETAILS OF REQUEST
(Be as specific as possible)

SECURITY QUESTION ✨

What is 3+5?

Submit

Reset Submit Button

- **Service** Information is required:
 - Select one or more of the boxes that relates to your request
- The "Specific Details of Request" box is a space in which you can elaborate on any information you feel will find useful to fulfill your request
- Enter the answer to the security question before submitting order form
- **Only select submit **one time**. This may take up to two minutes to generate your order number (Or TSR#)
- Once complete, a copy of the order form will appear on the same page with your details, and a copy will be sent to the email that you provided on the first page.