

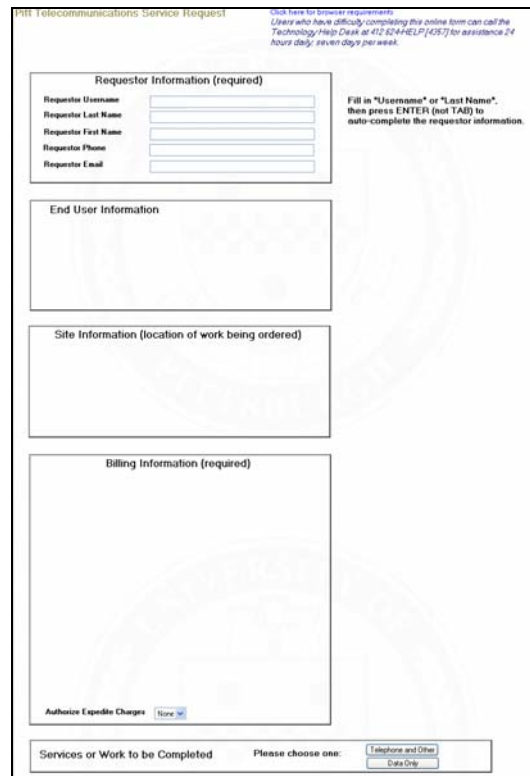
## Submit a Telecommunications Service Request Online

### Overview

The online Telecommunications Service Request form, available at [technology.pitt.edu](http://technology.pitt.edu), has been re-designed for easier use. The requestor information will auto-complete once you have entered your username and drop-down menus are provided to assist you with completing the form. The new form replaces the *Telephone Service and Network Port Installation Request* form. Note: You must know your departmental account number to complete this request form. Please contact your departmental administrator if you do not have that information.

### Access the Form

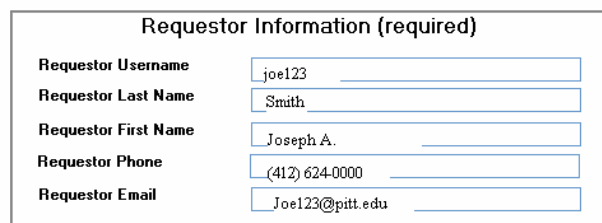
To submit a Telecommunications Service Request online, click on the link titled “Telecommunications Service Request Form.”



The screenshot shows the 'Pitt Telecommunications Service Request' form. At the top right, there is a link for 'Click here for Request requirements' and a note: 'Users who have difficulty completing this online form can call the Technology Help Desk at 412 624-HELP [4357] for assistance 24 hours daily, seven days per week.' The form is divided into several sections: 'Requestor Information (required)' with fields for Username, Last Name, First Name, Phone, and Email; 'End User Information'; 'Site Information (location of work being ordered)'; and 'Billing Information (required)'. At the bottom, there is a 'Services or Work to be Completed' section with a 'Please choose one:' dropdown menu containing 'Telephone and Other' and 'Data Only'. A 'Authorize Expedite Charges' button is also visible.

### Complete the Form

1. In the Requestor Information box, enter your **University Computer Account username** and click **Enter**. The form will auto-complete with your user information. Be sure to click **Enter** and not Tab when completing the form.



The screenshot shows the 'Requestor Information (required)' section of the form with the following data entered:

Requestor Username	joe123
Requestor Last Name	Smith
Requestor First Name	Joseph A.
Requestor Phone	(412) 624-0000
Requestor Email	Joe123@pitt.edu

**Note:** If you do not know your username, you can find it by typing your **last name** in the **Requestor Last Name field** and clicking **Enter**. You will receive a list of all users with that last name. Scroll through the list, select the correct name, and click **OK**. The form will then auto-complete.

Requestor Username	Requestor Last Name	Requestor First Name	Requestor Phone	Requestor Email
	smith			

John	Smith	Staff	WPU	100
Jon	Smith	Faculty	WMPH	1200
Jon-Paul	Smith	Student	Engineering	
Joseph A.	Smith	Staff	CL	701

2. In the End User box, if this request is for yourself, click on **Same as Requestor**. If this request is for another person in your area, enter his or her **username** and click **Enter**. The form will auto-complete with the end-user information.

**End User Information**

End User Username:

End User Last Name:

End User First Name:

End User Phone:

End User Email:

3. In the Site Information box, enter **your room number**. Next, **select your campus building** from the drop-down menu.

**Site Information (location of work being ordered)**

Room #:

Building Name:

- ALLEGHENY OBSERVATORY
- ALLEN HALL
- ALUMNI HALL
- AMOS HALL
- APOLLO HOUSE
- ATHENA HOUSE
- ATHLETIC BUILDING

4. Enter your billing information.

- **UPMC customers will enter a valid Cost Center number.**

**Billing Information (required)**

UPMC Cost Center:

- **Pitt customers will enter a valid Installation Account number.**

Pitt customers should note the format of the account number and enter all required numbers including the periods between each subset. In addition, Pitt customers will be prompted to enter a recurring account number. Enter this number and click **Enter**.

If you do not know your account number, please contact your departmental administrator.

You will receive an error message if an invalid account number is entered. You must enter a valid account number to continue with the request.

Pitt Installation Account #

xx xxxxx xxxxx xxxxx xxxxxx xxxxxx xxxxxx

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**Data Port Subcodes**

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Unspecified = 0000  
 Telephone = 66xx  
 Administrative = 8500  
 Research = 8502  
 Faculty = 8504  
 Student (non-ResNet) = 8506  
 ResNet = 8510

Authorize Expedite Charges

**Note:** CSSD’s standard response time for requests is within three business days. However, if your request requires immediate attention, it can be expedited for a fee. Choose **Yes** from the drop-down menu next to **Authorize Expedite Charges**.

Authorize Expedite Charges

5. Next, select the service or work you wish to request.

Services or Work to be Completed Please choose one:

- Click on **Telephone and Other** to receive the following drop-down menu. Next, click on the appropriate box to select a telephone, video, or other service. You can select more than one service from this menu if needed. However, if you also require **Data** service, you must submit a separate request for that service.

Telephone	Video	Other
<input type="checkbox"/> PBX Analog Single Line Phone <input type="checkbox"/> PBX Digital MultiLine Phone <input type="checkbox"/> Centrex Single Line Phone <input type="checkbox"/> Centrex MultiLine Phone <input type="checkbox"/> Voicemail <input type="checkbox"/> Emergency Phone <input type="checkbox"/> Conference Room Phone <input type="checkbox"/> Off Campus Business Line <input type="checkbox"/> Software	<input type="checkbox"/> Verizon - ISDN BRI Line <input type="checkbox"/> Verizon - ISDN PRI Line	<input type="checkbox"/> Cellular Phone <input type="checkbox"/> Calling Card <input type="checkbox"/> Toll Free 800 Number <input type="checkbox"/> Conference Calling Service <input type="checkbox"/> Account Change <input type="checkbox"/> Billing Inquiry

- Click on **Data Only** to receive the following drop-down menu. Next, click on the appropriate box to select a data service. You can select more than one service from this menu if needed. However, if you also require **Telephone or Other** service, you must submit a separate request for that service.

**Data**

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Data Port  
 Wireless Data Service  
 Special T1 pt to pt  
 Special DS3 pt to pt  
 Special Fiber pt to pt  
 Special React Alarm Circuit

6. Enter a brief description of your service request and include any known phone numbers.

**Brief Description of Work Requested**

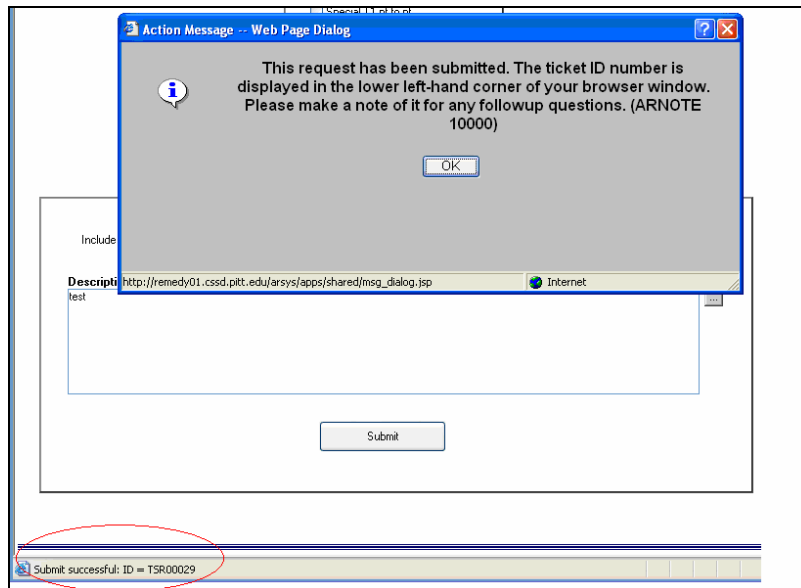
Include any known phone numbers or quantities involved with this order. (Ex. Change to existing extension, cellular or 800 numbers)

**Description**

please change extension

**Submit**

7. Click the **Submit** button.
8. Once your request has been submitted, you will receive a message that includes your Telecommunications Service Request (TSR) number, which is located in the lower left-hand corner of your browser window. Please note this number for future reference about your request.



## Questions and Feedback

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at [technology.pitt.edu](http://technology.pitt.edu).