

## Web Help Desk Instructions

1. Go to <http://helpdesk.uml.edu> and login using your university credentials.

E-Mail

Password

Remember me

2. Fill out the appropriate request type(s) depending on whether you are purchasing a new cell phone, upgrading an existing cell or replacing a damaged one. (See below)

Request Type

OR

3. Once the Request type(s) are selected, the following will appear in the ticket.

Request Detail

Contact Phone

Purpose of New Phone Request \*  Existing phone is lost, damaged or being returned  
 Phone Upgrade (Existing phone must be at least 30 months old)

New Cell Phone Selection \*  Apple iPhone 6 (16GB)  Samsung Galaxy S5 (16GB)  
 Samsung Convoy 3 (Flip-Phone)

Phone Color \*

Cell Phone Number

Old or Damaged Cell Phone Manufacturer/Model

Speed Type to be used for purchase and monthly bill

Attachments

Location University Crossing Mezzanine

Department

Continue to fill out the remaining fields in the ticket and click on **“Save”**. Once finished, you will receive an automated email confirming your ticket submission and an IT Service Desk Representative will contact you shortly to confirm your order. Once your new phone arrives on campus, you will be contacted to schedule an appointment to configure and issue you your new phone.