Type of Support	SOM Intranet Site https://medschoolintranet.ucr.edu/	OIT Website https://somit.ucr.edu/	Category	Subcategory
Incident				
If your hardware (Desktop, Laptop, etc.) is not working	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT - Helpdesk
If your software/ application (Desktop, Laptop, etc.) is not working	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT - Helpdesk
If you cannot print	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT - Helpdesk
If you need immediate support in the classroom	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT – Instructional Support
If you need immediate support in the Research labs	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT – Research Support
If you are issues with Campus Wi-Fi, Internet, Phone, VPN, or Network Connectivity	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT – Networking
If you are having issues with an SOM web application or system	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Services	OIT – Development
For IT Security Incidents and Vulnerability Remediation	IT Helpdesk Incident Ticket	Report an IT Issue	OIT Security	OIT – Security
Request				

For Medsch, Campus, or Guest/Sponsor Accounts	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Accounts and Passwords
To activate or deactivate access badge	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Badge Activation
For classroom, event, or meeting setup	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Classroom and Room Services
To submit an IT Procurement Request	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Hardware Request Software Request Professional Membership, Association, Online Subscriptions Request
To submit an IT Project Request	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	IT Project Management Office
To add or configure network port	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Network Services
To add or configure phone port	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Phone Services
To request for classroom services	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Services for Instructional Support
To move or set up desktop, monitor, etc.	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Hardware Services
To install software on your desktop/laptop	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	Software Services
For Data Analytics	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	SOM Data Analytics Services

For new and existing web application request	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Services	SOM Software Application and Development Services
For Lost or Stolen Device, Record Vendor Activity, Security Exception Request, Security Consultation	Service link Request – All Departments / OIT Services	IT Catalog Services	OIT Security	Lost Devices Record Vendor Activity Security Policy Exception Request Information Security Consultation