

ITS Tip Sheet #5

Getting Help with Technology Issues

Need tech support?

The DoF ITS team will bridge the gap with other campus IT organizations



The DoF IT Services team wants to help bring your technology issues to closure, faster. Support for technology at Penn involves many IT organizations across campus.

Not sure who to contact? The chart below provides tech support contact information for major university administrative systems. **If you just aren't sure who to contact, the ITS team will assist you in finding the right Penn or third party vendor support organization.**

<ul style="list-style-type: none"> • Desktop/Laptop computers • Network drives and file storage • PennNet phone and voicemail • Outlook setup for mobile, laptop, & desktop • SEMS database • Content Imaging (ImageNow) • Finance-specific software & hardware 	<p>Contact DoF IT Services (ITS):</p> <p>Phone: 215-898-HLPU (4578) Online via FootPrints help ticket</p> <p>Learn more about ITS on the web at: www.finance.upenn.edu/ITS</p>
Student Systems, including: Loans, Financial Aid, Student Accounts, Student Records, or Student Data Warehouse	Phone: 215.746.HELP (4357) Email: pennant-help@lists.upenn.edu
BEN Financials	Phone: 215.746.HELP (4357) Online via BEN Helps ticket
Data Warehouse, Business Objects	Email: da-staff@isc.upenn.edu
Concur Expense Report Help	Email: doftemsupp@pobox.upenn.edu

Provide as much detail as possible when creating a help ticket.

Providing a detailed description of your tech support issue will help ensure your request is assigned to the most appropriate resource available. For example:

- **Do:** Describe the exact email problem being encountered, such as *“Outlook starts on my computer, but emails are not sending out or being received”*.
- **Don't:** Create a ticket for Outlook email problems that simply states *“Outlook not working”*.

Did you know?

The Division of Finance operates some of the most complex IT systems and infrastructure on campus.

A few ITS facts and figures:

- 3,500+ help tickets annually
- 83 servers managed
- Over 300 PCs managed
- 90+ new computers each year

ITS has a new website:

www.finance.upenn.edu/ITS

- Tip Sheets Archives
- IT Policies and Procedures
- Service Levels
- Mobile Device Support
- Remote Access Information
- Frequently Asked Questions

IT Services Support Hours

- Monday to Friday
7:00 am – 5:30pm