NEW IT Support System

Phone Ticketing Quick Guide

Ext. 8220 or (609) 783-8220

Please Note: this number remains unchanged from the old system

Create your *IT Ticket* by calling **Shelly** at the extension or phone number above. Be prepared to verify your identity and to write down your ticket number.

Shelly
OCEAN VIRTUAL TEAM MEMBER

- Report Service or System Outages
- Listen to Active Outages
- Broken IT Equipment
- New IT Equipment Requests
- ANY Other IT Issues
- Password Resets
- Software Access
- Event Setup
- IT Equipment Moves

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