Submitting a Telephone Service Request (TSR)

1. Under MYASU click on the service tab

2. On the next screen click on submit a request

3. You will be directed to the “Service catalog”. Choose phone services.
4. Fill in the requested boxes

5. Enter the following information in the additional details box:

- Person you are submitting the request for
- Jack numbers (which can be found on the wall plates where the phone jacks are located at)
- Phone type – Cisco (and model number if you have one or an example you can provide, such as what is on your desk)
- Phone number if one exists (and let them know to reset voicemail if someone is taking over a former person’s phone line)

6. Once completed click order now
7. An email will be received with a requested item number and estimated completion date
8. The process for a phone change can up to two weeks to complete