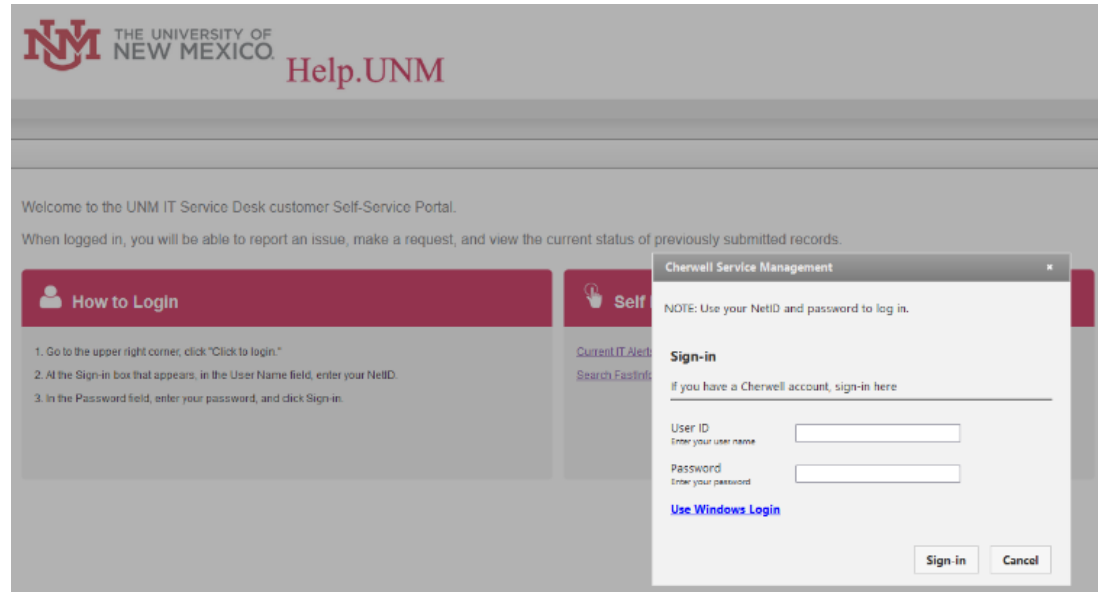


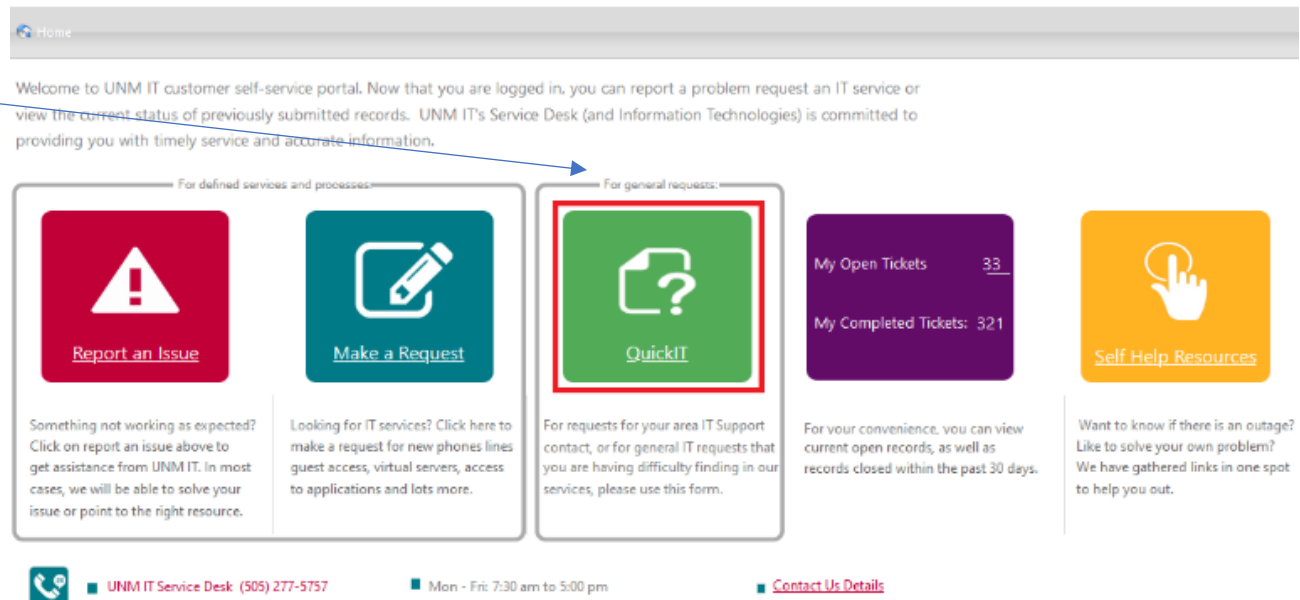
## To Submit a Service Request

Go to [help.unm.edu](http://help.unm.edu)

Sign in using your NetID and password



Click on **QuickIT** icon



## Enter the necessary information for your request

1. Describe your request in the details box
2. Confirm the contact information is correct
3. Enter in any special instructions for the IT staff to reach you
4. Click Submit



## QuickIT: Quickly enter your UNM IT Support needs in a single portal

Please provide a detailed description of your issue.  
For immediate assistance, please call UNM IT's Service Desk at 505-277-5757 during normal business hours.

Internet down in Gurley Hall Room 1111

**1**

To add an attachment, click the paperclip icon in the top menu bar.

### Location Information (optional):

UNM Site Name: ALBUQUE... UNM Site: A UNM Building: [ ]

UNM Building Name: [ ]

UNM Floor: [ ] UNM Room: [ ]

Building Address: [ ]

If this request is on behalf of another user, please select the user in the field below

Eric Castillo

Department: IT Campus Outreach & Engagement

Title: IT Officer

Phone (override): 505 512-3512

Email: ecastil4@unm.edu

Alternative Contact Information (optional): [ ]

**2**

### Availability/Contact Preferences/Urgency Information (optional):

Contact via Teams [ ]

**3**

Requestor's Org Level 3: 362A  
Requestor's Org Description: IT Campus Outreach & Engagement  
Requestor's Area IT Service Team: Platforms - Managed Workstation  
Requestor's Area IT Service Coordinator: Arviso, Raiff

**4** Submit

Your request will be assigned to the appropriate group.