How to place a telecom order

You can either:

1. Call the telecom department at 443-287-4663 and press 1 and then stay on the line for an agent to come on the line to take and submit your repair order. They will ask you for your JHED ID. You will then receive an IT email confirming your request.

OR

2. Go to https://my.jh.edu/

On the left hand side scroll down and click on the "Technology" tab and then click on "Service Request" on a pick list to the right once you click the technology tab.

- ➢ Click the tab at the top of the screen that says **"I want to …"**

- ➢ Click the down arrow on the pick list

- ➢ Choose "Submit a Telephone Service Request"

    Your name should already be filled in the first field

- ➢ Click into the "Requested for (Full Name)" field and type in your name (it should come up and then click on your name to enter.
- ➢ Click into "Campus" field and pick "Johns Hopkins University"
- ➢ Click into "Work Location" field and click on the address: **1809 Ashland**
- ➢ Click into "Type of Service Requested" and if you find what you need in the pick list, pick that or click "other"
- ➢ Click into "Description" and put in exactly the problem that you are having with your phone"
- ➢ Click into "Bill Work Order Charges to" and put in: **I/O 80016542**
- ➢ Click "Submit"

This request will also be in "My Requests" to refer back to.