

myFSU Service Center Quick Start Guide

Need help?
servicecenter.fsu.edu



Report a problem

1. Go to <https://servicecenter.fsu.edu/>
2. Click **Report a Problem**.
3. Select **I am having or reporting a problem** or **I need something** from the **How can we help you** field.
4. Fill out the fields with all relevant information for the **Case Overview**.
5. Under **Case Details** provide a quick description for the **Subject** of your case and add additional comments that will help us help you!
6. Add your **Contact Details** where to best reach you with questions, comments, or resolutions.
7. You will receive an email verifying your case has been submitted.

Check on Your Case

1. Go to <https://servicecenter.fsu.edu/>
2. Click **myFSU Service Center**.
3. Click the **Case Number** for the case you would like to view.
4. The case status is shown at the top of the case record.

Add an Attachment to Your Case

1. Go to <https://servicecenter.fsu.edu/>
2. Click **myFSU Service Center**.
3. Click the **Case Number** for the case you would like to add an attachment.
4. On the right side of the screen find the Files box, click **Attach File** and upload your file.

Add a Comment to Your Case

1. Go to <https://servicecenter.fsu.edu/>
2. Click **myFSU Service Center**.
3. Click the **Case Number** for the case you would like to share a comment on.
4. On the right side of the screen find the comment box, write your message and click **Add Comment**.

View Comments from Agents

1. Go to <https://servicecenter.fsu.edu/>
2. Click **myFSU Service Center**.
3. Click the **Case Number** for the case you would like to add a comment.
4. On the right side of the screen find the **Case Comments** box, write your message, and click **Case Comments** to be directed to all case comments.

**The ITS Service Desk is available
when you need them Monday-Friday
8:00 AM to 5:00 PM EST**

**Call
850-644-HELP**