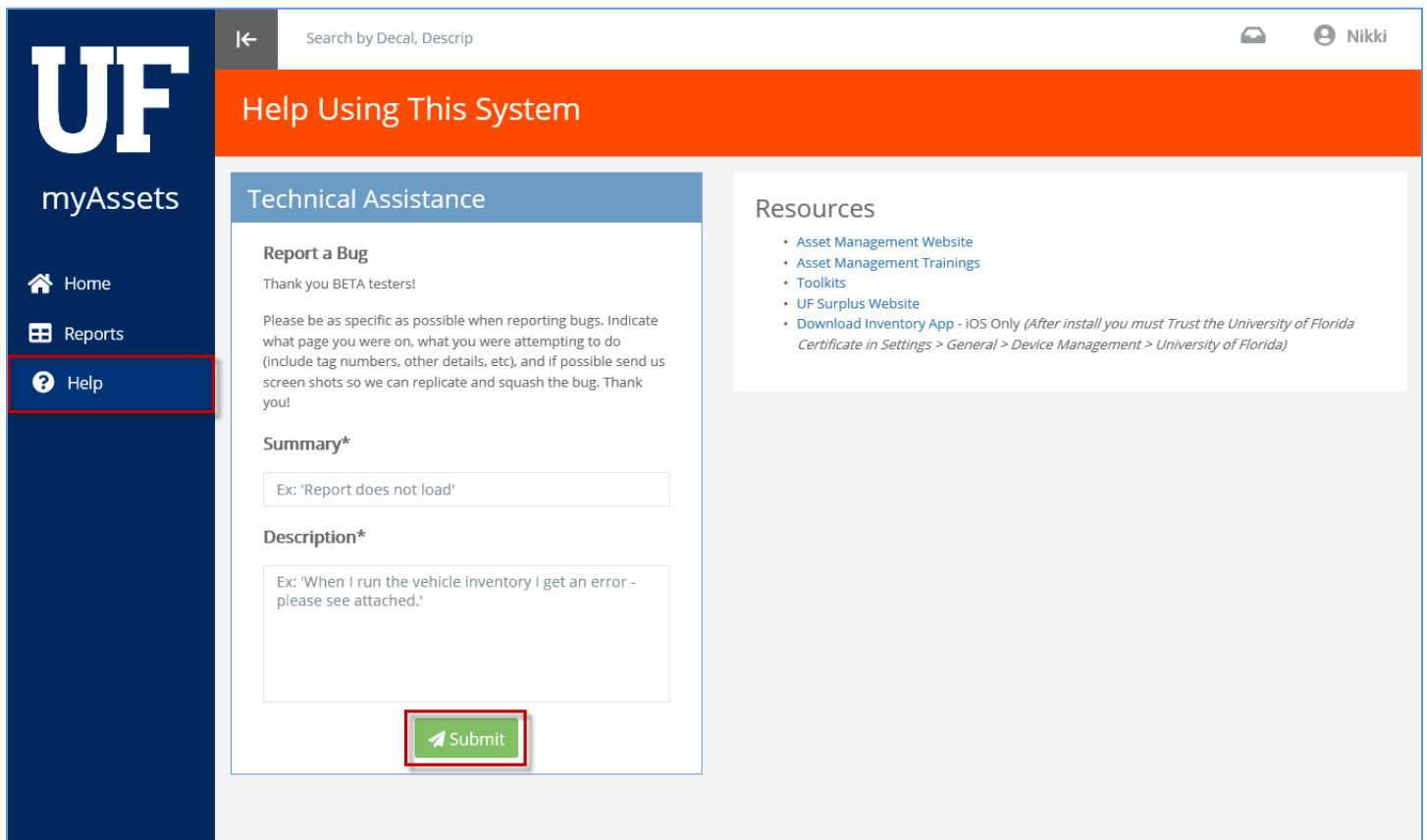


## SUBMITTING A HELP REQUEST

We would like to address issues that you may experience in a timely manner. Please follow these short steps to submit a help request.

### NAVIGATION

1. Click the **Help Menu Item**.
2. Type a brief summary of the issue you have encountered into the **Summary field**.
3. In the **Description field**, explain what you were attempting to do and include details. Attach screen shots
4. Click **Submit**.



The screenshot shows the 'myAssets' interface. On the left is a dark blue sidebar with the 'UF myAssets' logo and navigation links for 'Home', 'Reports', and 'Help' (which is highlighted with a red box). The main content area has an orange header 'Help Using This System'. Below this is a 'Technical Assistance' section with a 'Report a Bug' form. The form includes a 'Thank you BETA testers!' message, instructions to be specific, and two text input fields: 'Summary\*' (with an example: 'Report does not load') and 'Description\*' (with an example: 'When I run the vehicle inventory I get an error - please see attached.'). A green 'Submit' button with a white arrow is at the bottom of the form and is highlighted with a red box. To the right of the form is a 'Resources' section with a list of links: 'Asset Management Website', 'Asset Management Trainings', 'Toolkits', 'UF Surplus Website', and 'Download Inventory App - iOS Only (After install you must Trust the University of Florida Certificate in Settings > General > Device Management > University of Florida)'.

### ADDITIONAL HELP

For further assistance, please e-mail [property@ufl.edu](mailto:property@ufl.edu), call Asset Management Services at 352-392-2556, or visit <http://www.fa.ufl.edu/departments/asset-management/>.