CNS /Update Newsletter Feature

Bridges: Help Us Help You!

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UF Information Technology

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Bridges: Help Us Help You!

By Dr. Michael Conlon, UF Director of Data Infrastructure and PeopleSoft Implementation Officer

The UF Computing Help Desk has created a process for supporting all faculty, staff and students with any issues that may arise during the transition to myUFL systems. Here are some tips for timely technical support with the myUFL systems:

1. For "How do I do this?" questions: First visit the UF Bridges Website at www.bridges.ufl.edu and read the frequently asked questions (FAQs), view the on-line tutorials or class videos, and other training reference materials. FAQs are also available in the myUFL portal under the Bridges Transition folder in myUFL Menu.

2. For "system is not working" questions: First clear your cache (your temporary stored Web files) and start a new browser session if you experience problems logging onto the portal. If you are unfamiliar with this practice, please read the Bridges FAQs about the myUFL portal and visit the Help Desk Website at www.helpdesk.ufl.edu. General information and common GatorLink and browser problems, including a listing of FAQs, can be found here.

3. Still need help? Contact (352) 392-HELP and have your UFID and contact information ready when calling. The Help Desk will route any technical questions to the appropriate UF Bridges staff. The Help Desk has been gearing up for the go-live by:
   - increasing hours (the Help Desk opens at 7 a.m. weekdays)
   - increasing phone capacity
   - increasing staff (both supervisors and student technicians)

4. Allow enough time to have the Help Desk resolve your problem. The technician may need to have someone else call you back.

5. Have patience and understanding. This transition affects EVERYONE and we expect a very high number of calls. Not only are we implementing new systems for most major university administrative functions but also new business practices.

6. Provide feedback by using the myUFL suggestion box located within the portal so others can benefit from your experience. The portal team has made many improvements based on suggestions from users like yourself.

7. Beginning in mid-June, visit the Bridges Training & Learning Center if you need one-on-one assistance in using the systems. This is located in the old bookstore location in the HUB.

8. We expect a very heavy load on June 18, July 1 and July 9. On any day, the best times to use the portal are very early morning, lunchtime and late afternoon.
Your Comments are Welcome

We welcome your comments and suggestions on this and all UFIT documentation. Please send your comments to:

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