

OIT Ticket Request: Inactive SmartTag

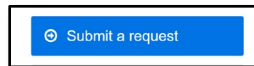
How to create an OIT ticket to Inactivate a SmartTag:

1. Visit the OIT Help Desk Website at:
<https://helpdesk.fau.edu/TDClient/2061/Portal/Home/>

2. Type **SmartTag Inactivation** in the search bar and click the Search icon.



3. Click on **Submit a request**.



4. Fill out the information as required.

5. Provide a **Brief Explanation** of the request and use the Dropdown Arrow to select the **Company** the SmartTag is needed for.

6. Read the instructions carefully to determine which Department should be contacted. All criteria must be met for the specific Fund type to complete inactivation. Click on the Dropdown Arrow to open the **Fund Type** list to choose from. Scroll through the list or type a known Fund Type into the search field.

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7. If the SmartTag to be inactivated has any balance, the balance must be transferred to another SmartTag. You must provide a new SmartTag with same Fund ID to transfer the balance into.

Please enter the SmartTag with the title *

For fund types are not CF, Tech Fees,& GTAIDS, provide a tag with same Fund ID to transfer balance *

For fund types not belong to CarryForward, Technology Fees, and GTAIDS, Please Provide a tag with same Fund ID to transfer the assets, Liabilities, and net position from Trial balance.

8. Enter a Cost Center if you are also requesting to inactivate it. This is not a required field.
9. Enter your name, Department, and attach files as needed.

Submitted By *

Lorraine Plakstis

Acct/Dept *

Controller's Office

Attachment

Browse... No file chosen

Submit

10. Click **Submit** when finished. If any information is omitted, the request will be returned for correction.