

OIT Ticket Request: New SmartTag/Cost Center/Fund ID

How to create an OIT ticket to request a New SmartTag, Cost Center, or Fund ID:

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

2. Type **SmartTag Requests** 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. Enter a **Title** for the new SmartTag.

6. Select the **Fund Type**. Use the Dropdown Arrow Icon to scroll through the list or type a known Fund Type into the search field.

7. Answer the Yes/No questions for the required fields: **New Cost Center, DOR Funding, and Internally Funded Research (IFR).** Use the Dropdown Arrow icon to select your answer.

8. Confirm your name, Department, and attach files as needed. Click **Submit** when finished.