BEST PRACTICES AND TIPS

When using the tool

➢ **Safari, Chrome and Firefox are the optimal browsers.**
Internet Explorer is not recommended.

➢ **Be sure to logout of myIT when you've completed your work.**
If you need access to the dashboard for extended periods of time, please contact us at ufit-itsm@ufl.edu so we can learn more about your workflow and requirements.

➢ **Unsure of whom to assign an incident?**
If you need help deciphering team assignments and classifications in myIT, please review the *myIT Referral Guide*.

➢ **Ensure you are using the tool
to generate emails.**
This way all conversations are properly tracked, providing useful information to your colleagues and the customer. You can generate an email to the customer by clicking on his or her email address in the Requestor window.

➢ **Text in the "resolution" field is for the customer; not for UFIT.**
Please be sure to provide an explanation here that is understandable to your customer.

When supporting our customers

➢ **Remember: IT's about service!**
Our goal is to make the customer experience as user-friendly, timely and seamless as possible. Accountability on everyone's part is essential to our success.

➢ **Keep in mind the tool's transparency.**
Unlike some legacy tools, all communications are visible to the customer. Ensure your messages are professional and respectful—and are written in "plain English" for our customers.

➢ **Internal customer service is important too.**
By supporting your colleagues throughout UFIT, we are all strengthened. By utilizing the tool to route a customer's request, we can avoid putting the burden on them to navigate UFIT. And over time, incidents and requests will route more quickly.