

## Which Form Should I Use?

### Incident

#### When to use?

Report a technical issue; something that stopped working or to ask a technical question.

#### Examples

- *Printer is jammed*
- *No longer receiving email*
- *How to save to OneDrive*

#### How to submit?

Online: PeopleConnect > Service Center Online > Get Help/Order Things or by calling (704) 446-6161.

### OSR

#### When to use?

Request something new that you have never had before or to initiate a large project.

#### Examples

- *New software installation*
- *Need a new laptop*
- *Department is moving*

#### How to submit?

Online: PeopleConnect > eForms - Online Service Request.

### Request

#### When to use?

Order individual technology items or services from the Service Catalog.

#### Examples

- *Order telephone headset*
- *Order USB flash drive*
- *Order Skype conference line*

#### How to submit?

Online: PeopleConnect > Service Center Online > Get Help/Order Things.

### Need More Help?

Please contact the CHS Service Center at 704-446-6161 or 866-446-6161.

