


Department of Psychiatry: FY 24-25 UF IT Support Requests

We wanted to provide all Psychiatry Faculty and Staff with the information to request IT Support for computer and/or telephone issues within the department. If you are having an IT issue such as computer failure, internet connection, printer malfunction, phone issues, access to files on the share drive, or ports activations, please contact the Technical Service Center (Helpdesk) at <http://ithelp.ahc.ufl.edu/ServiceDesk.Support/> or call 352-265-0526 which is available for your convenience 24 hours a day.

Please be sure to have your gatorlink username and password readily available for immediate assistance. You will be asked for your PC name which can be found by opening the computer icon  located on the desktop or by opening the share drive in the path bar at the top of the page you will see the PC name. If you are not able to get the issue resolved or have questions, please contact the business office at 352-265-7981 for assistance. However, to expedite your request you must complete a service request on the IT Support help page.

Below are the links that will assist you in reporting IT and Phone problems. Support for urgent requests is available 24/7/365 by calling (352)265-0526.

- The address to submit an IT service request is <http://ithelp.ahc.ufl.edu/ServiceDesk.Support/>
- The link is also located at the bottom of the “Bridge” page <https://bridge.ufhealth.org/> under “IT Help Request”
- Service requests can be submitted via any PC simply by clicking the UF Health Self-Service icon located on your PC’s desktop, by logging in using your gatorlink and password, this will allow you to access the request form or by using the direct link <http://ithelp.ahc.ufl.edu/ServiceDesk.Support/>.

Please contact UF Health IT Support at (352)265-0526 for support. If IT is unable to resolve your requests for port or phone issues, please contact Psych-Fiscal@ad.ufl.edu. If IT is unable to resolve your requests for computer related issues, please contact your Division Admin. Thank you.