**Who do I contact if I have an urgent issue (eg. Broken keyboard/mouse, machine won't power on, etc...)?**

If you have an urgent issue, please feel free to call the Arizona Student Unions Tech phone line at <b> (520) - 626-3252</b>. A member of our support team will assist with your problem. If no one is available, please leave a message and we will get back to you as soon as possible. Another option is to submit a help request ticket (<https://su-netmgmt.catnet.arizona.edu/portal>) and mark the severity as critical or immediate urgencies in the drop down.

**Who do I contact if I cannot access foodpro?**

If you have a new employee and need workstation as well as foodpro access you; will want to fill out the Workstation access form (https://pearl.sunion.arizona.edu/forms/workstationaccess). Under the “access to what” field, you will want check the “foodpro” checkbox.

If you already have workstation access, but only need foodpro access, you will want to put in a ticket to dining services <https://su-diningrequests.catnet.arizona.edu/portal>

**I am having issues with equipment in a meeting room, who do I contact?**

Please contact event services (520) 621-1414. They will help to provide support with Audio/Video equipment and your other needs for help with meeting rooms.

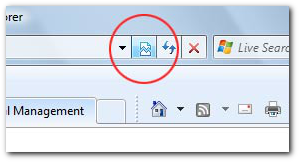
**I have/am hiring a new employee, how do they get accounts?**

Please DO NOT fill out work request tickets for new account creation. To request the account you will need to have the new employee's netID ([more info](https://netid.arizona.edu/)). This is not a number or their employeeID; it is most commonly the first part of the employee's email address NetID@email.arizona.edu. Below is a list of resources you will need to actually request an account.

* [Union Computer Systems Access Request](https://pearl.sunion.arizona.edu/forms/computeraccess) (Foodpro, or Computer Workstations)
* [Building Access Requests](https://pearl.sunion.arizona.edu/forms/buildingaccess)
* [UA NetID](https://netid.arizona.edu/)
* [OWA Staff Email](https://pearl.sunion.arizona.edu/uacon)- outlook.office365.edu/owa

**A website such as netvupoint or uaccess will not work or says my browser is not up to date. How do I fix this?**

It is likely that you will need to enable/disable **Compatibility View** in Internet Explorer. To do so, click the button, which looks like a torn piece of paper at the right side of the address toolbar as seen in the screenshots bellow:

Internet Explorer 8:   


Internet Explorer 9:   
https://pearl.sunion.arizona.edu/images/ie9_compatibility.png

**A piece of software is saying it needs to be updated or that I do not have permission to install something?**

We are here to provide software updates/installation and often work to make sure that this is an automated process. In some cases, however we must visit your workstation to provide updates. To request assistance you can fill out a workstation access request here: https://pearl.sunion.arizona.edu/forms/workstationaccess. If the issue is urgent, you can call the Arizona Student Unions Tech phone line at 520-626-3252. A member of our team will assist with your problem. If no one is available please leave a message and we will get back to you as soon as possible.