

Service Desk ETDS Quick Reference

Overview

The External Ticket Distribution System (ETDS) is used to distribute tickets to multiple groups including theme park team members, employees of our related corporate entities, promotional and charitable partners, and guests. The general application is accessible at <https://etds.universalparks.com>

However, many users do not access ETDS through the general website and will have their own internal URLs for accessing ETDS with their own credentials. ETDS is capable of automatically ordering products from Galaxy at both Universal Orlando and Universal Studios Hollywood. Orders placed for Universal Studios Japan are processed manually.

Universal Theme Park Guests

Guests that are having issues with:

- Redemption codes: Guest should contact the party that issued the redemption code. The party that issued the code should follow up with their UO contact.
- Promotional Winner Fulfillment: Partner should contact their UO contact with problems with order issuance.

Promotional Partners

Promotional partners (such as radio and television stations) should be referred to their marketing representative for assistance.

Charitable Organizations

Charities (such as Give Kids the World) should be referred to Community Relations at 407-363-8731.

Universal Orlando Team Members

Including Colorvision, Law Enforcement, Blue Man Group, Walgreens, Universal Education Center, Advent Health, Fairwinds, and Cinemark

Team Members and other partners (except for Loews Hotels) should contact Team Member Services in person at B111/CityWalk Administration or call 407-363-8040 (3-8040), or email us at uotms@universalorlando.com. Additionally, Team Members can ask a question about their ticket account through the **ASK HR** system.

Loews Hotels Team Members

Loews Hotels' team members should reach out to their local Benefits group.

Universal Studios Hollywood Team Members

Hollywood theme park employees should contact Team Member Programs in person at 5511 or call 818-622-WORK, option 6.

Comcast

Issues with logging into to ETDS should be directed to the user's local IT support group. Other questions or issues with orders are handled by the GCC at the UPR Ticket Support Desk by calling 407-817-9000.

Sky

Issues with logging into to ETDS should be directed to the user's local HR support group. Other questions or issues with orders are handled by the GCC at the My UPR Ticket Support Desk by calling 407-817-9000.

NBCUniversal (non-theme park employees)

HRConnection handles all initial contact for non-theme park NBCUniversal employees and can be reached by e-mailing HR.Connection@nbcuni.com or calling 855-HR4-NBCU. HRConnection may direct the employee to call the NBCUniversal global service desk at 818-777-HELP for SSO login issues or for issues with orders the My UPR Ticket Support Desk at 407-817-9000.