

## InfoEd Support: Additional Information

### How should I get in touch with UMIT ServiceDesk for assistance?

**By phone:** Call the same Service Desk phone number you currently dial: 305-243-6599 or 305-284-6565. When prompted, select option 4 (Research Systems), and then option 1 for InfoEd assistance.

**By email:** You may email UMIT Service Desk at [help@miami.edu](mailto:help@miami.edu). Please provide as much detail as is available in your email regarding the matter you need assistance with. At minimum, please provide the InfoEd Proposal number, the targeted submission (i.e., UM ORA Submission Policy) and/or sponsor (i.e. NIH) deadline date, and a brief description of the issue. If you are experiencing InfoEd system errors, please include screenshots of the error in your email.

### Can I still call 305-243-2314 or email [resinfo@med.miami.edu](mailto:resinfo@med.miami.edu) for InfoEd assistance?

No. The UMIT Service Desk will be the first line of support for all InfoEd matters except InfoEd New Account Request forms. InfoEd account management will continue to be handled by Research IT.

### Will the Office of Research Administration (ORA) and Research IT (RIT) still be involved to assist with InfoEd support?

Both offices will still be very involved with support. UMIT Service Desk will triage calls to either team dependent on the nature and complexity of the issue. All three teams, UMIT/RIT/ORA, worked very closely to determine the calls that UMIT will handle versus those that require escalation to ORA or RIT.

### Will I get after-hours customer support, and does this apply to weekends?

The answer is yes and yes. The UMIT Service Desk provides our University customer support 24 hours-7 days a week. Calls escalated to ORA or RIT during the weekend (Friday 5 p.m. – Monday 8 am.) or holidays will be addressed within one business day.