

## IT Instructions for Private Companies at CBLs

The new UBIT Help Center application has a modern, Web-based interface that simplifies opening IT work orders, allows you to see the progress of your open tickets, and substantially improves communication with you, our customer. Answers to most of your questions about the new application can be found at: <http://www.buffalo.edu/ubit/get-help.html>

Exhibit D of the IT MOU (attached to Facilities Use Agreement) outlines how UB delivers IT services to private companies at the CBLs. As a reminder, there are three ways to contact the UB IT Help Center.

**Phone:** 716-645-3542

**Email:** [ubithelp@buffalo.edu](mailto:ubithelp@buffalo.edu)

**Web:** <http://www.buffalo.edu/ubit/help>

\* To contact the UBIT Help Center from the web page listed above, click the “Send us a message” button on the left side of the page. UB Tenants do not have direct access to the reporting tool and will be unable to submit a request using the “Request a service” button.

**note:** When calling, please identify yourself as a UB Tenant at the CBLs

### *Normal Business Hours:*

- Our team of full-time Help Center professionals are generally available Mon–Fri 8 a.m. – 5 p.m. when the university is open
- You can submit a report at any time via the web page, as described above

### Telephones at CBLS:

- All companies are responsible for acquiring their own VoIP (Voice over Internet Protocol) phones. Please follow the steps below when setting up your phone service. These can be done in parallel, just be sure to open the UB IT request with enough lead time prior to install (2 weeks as a guideline).
  1. Contact UB IT by opening a request with the UB IT Help Center, as described above.
    - In the request provide the following information:
      - Company Name
      - Your name and contact information
      - Room number at the CoE
      - State that you'll be getting VoIP service from an outside provider and you'll need a consultation once the vendor has your order. (Our network engineer may need to speak with the vendor and coordinate a time for installation. Some changes to your UB internet connection are needed to allow the phone sets to work.)
  2. You are free to choose any service provider. Below are several who have done work with UB in the past.
    - Hover Networks- Business VoIP Service
    - Spectrum- Business Phone Services
    - Verizon- Business Digital Voice
  3. Once your phone service is installed and working, you'll coordinate any changes or problems directly with your service provider.
- Companies at the CBLS before 2015 have been "grandfathered in" and are allowed to keep UB VOIP phones.

**Access to CBLS Copy Machines:**

- Please contact the Reception Desk to set up an account and to receive a copy code at 881-8900 or [cbi-reception@buffalo.edu](mailto:cbi-reception@buffalo.edu). Companies are responsible for connecting their own print drivers so they can access the copy machine. Instructions are attached to this document, can be found at any of the copy machines or can be requested from the Reception Desk.