Please find below fault reporting procedure for IT and Telephone related issues

Computer, Printer, Network, Staff Email, Student Email and other IT issues

Report to CITS IT Services helpdesk on extension 7777 or 7110 or email helpdesk@uom.ac.mu

Management Information System issues

Report to CITS MIS helpdesk on extension 7771 or 7774 or email mishelpdesk@uom.ac.mu

UoM Website update

Email to CITS at website@uom.ac.mu or extension 7781

PABX/Telephone Issues

Report to extension 0 (operator) or email to pabxsupport@uom.ac.mu (Services Section will provide first level support)

In the event the issues reported have not been resolved to your satisfaction, please resend the request to the respective email address and mention **"Escalation" or "Complaint"** in the subject line.