



Duress (Panic) Button Service Order

Email completed service order and supporting documents to tcom-request@tamu.edu. You will receive an automatic email from Help Desk Central providing a reference number (INC#). If you haven't received a response after two business days, reply to the original email or call 979.845.8300 with your INC# for a status update.

Getting started

Follow the request process outlined on it.tamu.edu:

- Step 1:** Notify UPD of panic button request.
- Step 2:** Complete and submit Duress Button Service Order.
- Step 3:** The Division of IT will work with Siemens to attach the existing fire panels.

Requestor/Departmental Coordinator Information

By filling out this form, you certify you are authorized by your unit to submit this work order.

Name: _____ Unit/College/Department: _____

Phone Number: _____ Email Address: _____

Billing Information

This is not an account change form. If you need to make changes to your account, refer to [Account Change Form](#).

Mailstop/Mailing Address: _____

Account No. (xx-xxxxxx-xxxxx): _____ Authorized Account Signer Name: _____

Signature: _____ Date: _____

Service Requests

Services needed: Connect New Duress Button Disconnect Duress Button Physical Location Change

Number of New Duress buttons needed: _____

UPD Approval:* Yes, I certify that this duress button has been approved by the University Police Department.

Remarks: _____ Service Date Desired: _____

Physical Location

Building Number:* _____ Room Number:* _____

Is this duress button being moved? If yes, please fill out the following:

New Building Number (if applicable): _____ New Room Number (if applicable): _____