UTILITIES PROBLEMS AND FAILURES

ELECTRICAL OR PLUMBING FAILURE/FLOODING/WATER LEAK
NATURAL GAS OR PROPANE LEAK

BOCA RATON CAMPUS (24 hrs/7 days) JUPITER CAMPUS
Call Work Control 7-2240 (561) 297-2240

TREASURE COAST CAMPUS BROWARD CAMPUS
Call IRSC maintenance (772) 879-4199 Call Physical Plant Hotline 6-5040 (954) 762-5040

HBOI
Call Physical Plant (772) 242-2245

What should I do if the utility failure causes or has the potential to cause serious danger to personnel or property?
- NOTIFY the University Police.
- FOLLOW evacuation procedures.
- NOTIFY Building Safety personnel if possible.

What should I do if the building does not have emergency lighting or a generator?
- NOTIFY the University Police.
- FOLLOW evacuation procedures.
- NOTIFY Building Safety personnel if possible.

What should I do if flooding occurs?
- STOP using electrical equipment until repairs are accomplished and the area is dry.
- AVOID standing water due to the potential for electrical shock.
- NOTIFY University Police.
- NOTIFY Building Safety personnel when possible.

What should I do if I smell natural or propane gas?
- LEAVE the area immediately
- KEEP others out of area
- NOTIFY University Police.
- FOLLOW evacuation procedures.
- NOTIFY Building Safety personnel if possible.

If the utility failure is wide spread, the University Police, EH&S or appropriate University administrator may order the building or area evacuated until the problem has been corrected.

TELEPHONES

What should I do if my FAU landline telephone stops working?
For all campuses; during normal business hours (M-F: 8 am to 5 pm):
- CALL the Telecom Help Line at (561) 297-6235 OR Trouble/Repairs (561) 297-6333 or
- Put a ticket in to www.fau.edu/helpdesk

For all campuses, after hours:
- LEAVE a message on the Trouble/Repair line, 7-6333, or
- CALL the Campus University Police or Security at (561) 297-3500 or 911 if the situation involves a life safety emergency. They will contact a technician (to open a ticket).
What should I do if I’m experiencing problems with my FAU computer?

BOCA RATON CAMPUS and HBOI
Help Desk 7-3999 (avail. 24 hrs/7days)
Also: www.fau.edu/helpdesk

JUPITER CAMPUS
Help Desk 7-3999
Also: www.fau.edu/helpdesk

TREASURE COAST CAMPUS
Help Desk 7-3999
Also: www.fau.edu/helpdesk

BROWARD CAMPUSES
Help Desk 7-3999
Also: bchelp@fau.edu