



# Duress (Panic) Button Service Order

Email completed service order and supporting documents to [tcom-request@tamu.edu](mailto: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](http://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: \_\_\_\_\_

Point of Contact Name: \_\_\_\_\_ Point of Contact Phone Number: \_\_\_\_\_

## 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): \_\_\_\_\_ Department Code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Service Requests

**Services needed:**    Connect New Duress Button    Disconnect Duress Button    Physical Location Change  
Temporarily Replace/Remove Button    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): \_\_\_\_\_

Internal Project/Work Order # \_\_\_\_\_