

From: Seim, Gaby
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To: RF ITS Announcements
Subject: Reminder RF Support Ticketing Modernization: Launch of RF Connect

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Information Technology Services Announcement



Reminder: RF Support Ticketing Modernization: Launch of RF Connect

Overview

In our ongoing efforts to enhance service delivery and streamline operations, we will be launching RF Connect on Monday, February 23, at 7:30 AM.

To prepare for the launch, cutover activities will take place over the weekend, beginning on Friday, February 20, at 6:00 PM. Please note that after this time, email-based ticket creation will be disabled and transitioned to RF Connect's form-based ticket submission. RF Connect will not be available until Monday, February 23, at 7:30 AM. Users may continue to create tickets by calling Customer Services; however, phone support availability will be limited after 6:00 PM on Friday and throughout the weekend.

With RF Connect, users will be able to:

- Submit, track, withdraw, and follow up on support tickets
- View real-time ticket status updates
- Access a knowledge base for self-service support
- Benefit from automated ticket routing to the appropriate support teams

Training sessions were offered in late January to support launch readiness. For those unable to attend, you can access our [on-demand self-paced training](#). In addition, live support sessions will be held during the go-live period.

Additional details will be shared in the coming weeks. Thank you for your continued support and cooperation as we transition to RF Connect.

Support Information

For questions, issues, or additional information, please contact RF Customer Services at customerservices@rfsuny.org or (518) 434-7222.



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