



Division of  
**Information Technology**

Training

# **IT Service Catalog Request Forms User Guide**

**Last Revised: 09/14/12**

## REVISION CONTROL

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### Review / Approval History

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## 1.0 IT Service Catalog Request Forms Overview

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This section covers a basic overview of the IT Service Catalog Request Forms including an overview of the available forms, how to log in, and the general workflow.

### Overview of Available Forms

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#### Telephones and Mobile Devices

These forms allow you to add, modify, and delete telecommunications-related equipment and services.

- **Mobile Device**  
This request allows you to order a new mobile device, upgrade an existing mobile device, modify the services on an existing mobile device, and purchase accessories for a mobile device.
- **Phone Modification**  
These requests allow you to change the name on a phone, change a feature such as line appearances or class of service, add extra listings, and change the billing cost center.
- **New Employee IT Request**  
*Note: this request is available under both the Telephones and Mobile Devices section and Computers and Handhelds section.* This request allows you to request multiple items for an employee in the same order including: mobile device, rollout workstation, new VoIP phone, phone modification, fax senior, and wiring.
- **VoIP Phone Line**  
This request allows you to order a voice over IP (VoIP) phone.
- **Wiring**  
This request allows you to add, move, or delete a wiring outlet.

#### Computers and Handhelds

These forms allow you to request new computer-related equipment. **Note:** not all employees are eligible for Rollout equipment; please email [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) if you have any questions about employee eligibility.

- **New Employee IT Request**  
*Note: this request is available under both the Telephones and Mobile Devices section and Computers and Handhelds section.* This request allows you to request multiple items for an employee in the same order including: mobile device, rollout workstation, new VoIP phone, phone modification, fax senior, and wiring.
- **Desktop Workstation**  
This request allows you to order a new Rollout PC or Macintosh desktop computer and printer.
- **Laptop Workstation**  
This request allows you to order a new Rollout PC or Macintosh laptop computer.
- **iPad**  
This request allows you to order a new Apple iPad.
- **Printer**  
This request allows you to order a new desktop printer.
- **Monitor**  
This request allows you to order a new monitor for a PC desktop computer.

## Account Management

These requests allow you to add/modify entries in the People Directory (aka Identity Management), add/modify/disable/re-enable/extend expiration of email/login accounts, and view/modify the campus online phone directory.

- **People Directory**  
These requests include adding a person to the People Directory and modifying a person's People Directory entry.
- **Email/Login Accounts**  
These requests include requesting a new email account, modifying an email account, disabling an email account, re-enabling a disabled email account, and extending the expiration of an email account/People Directory position.
- **Phone Directory**  
This tab allows you to view, download, and modify the campus online telephone directory.

## Software and Access

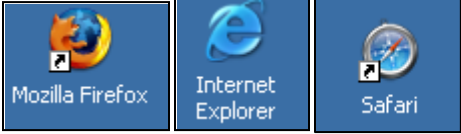
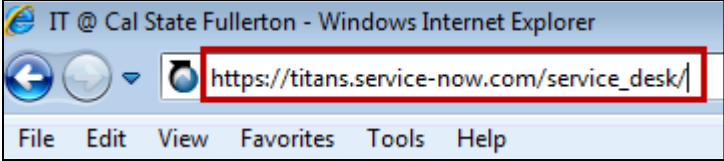


These forms allow you to notify IT of a separated employee and request a fax senior account.

- **DITC Orientation**  
This request allows you to enroll in a DITC Orientation course when available.
- **IT Clearance**  
This request allows you to notify IT that an employee has separated from your department and indicate what should happen to the IT assets and accounts that were assigned to that employee.
- **Fax Senior**  
This request allows you to add/modify/delete a fax senior account which allows users to send/receive faxes via their email account.

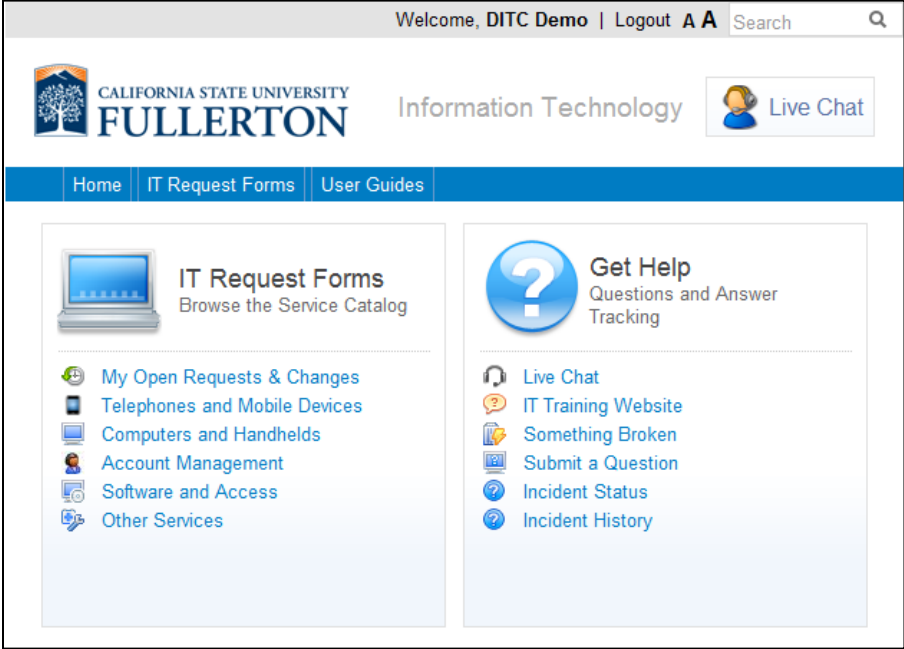
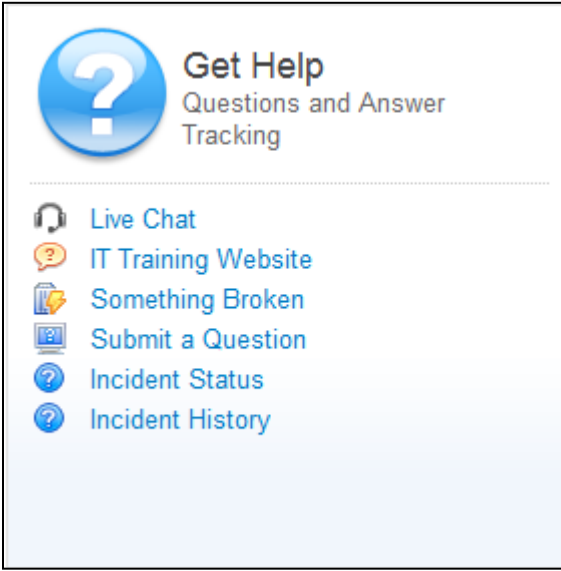
## Other Services


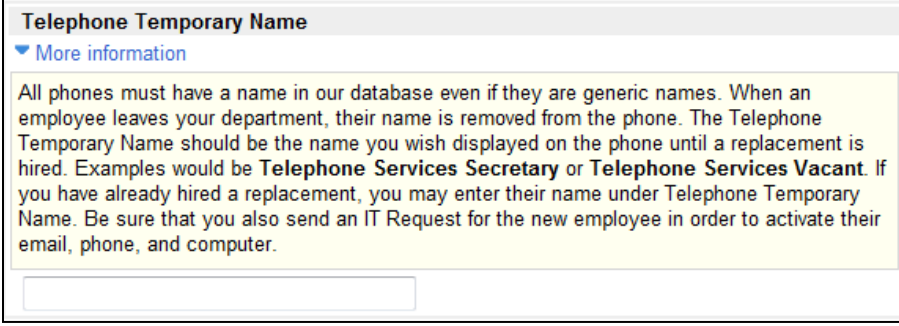
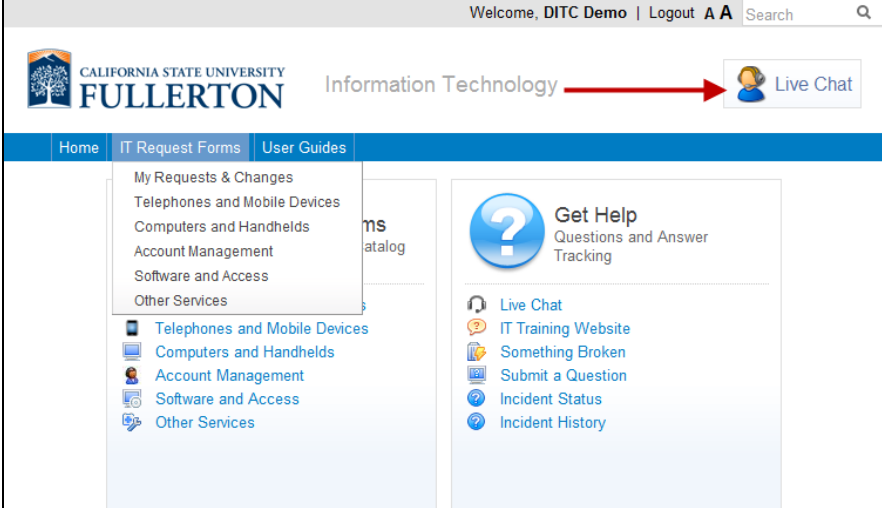
These forms allow you to open a new ticket with the IT Service Desk, activate a data jack in a location, schedule a move of IT equipment including phone and computer, and request a pickup of a Rollout computer.

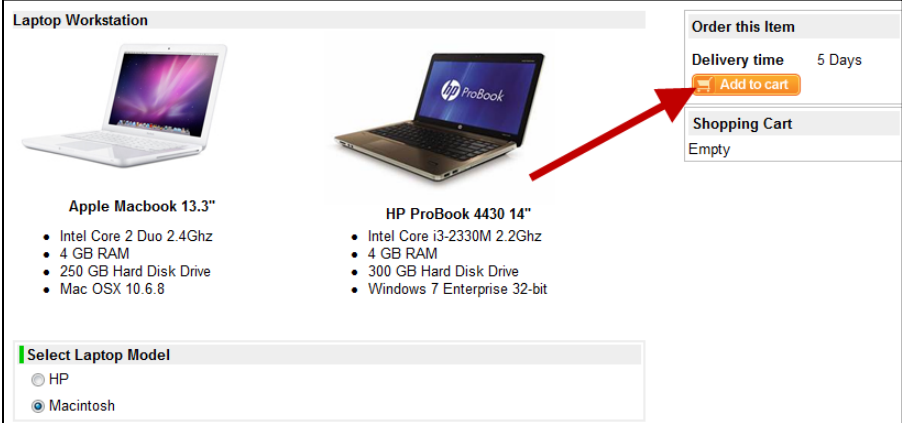
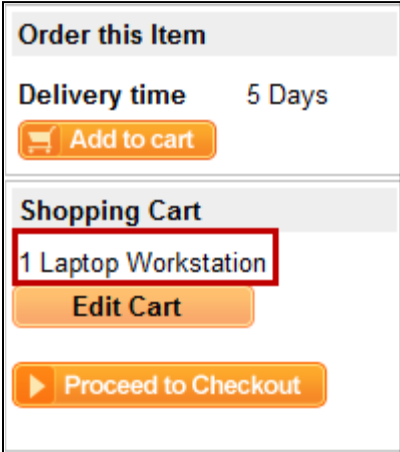
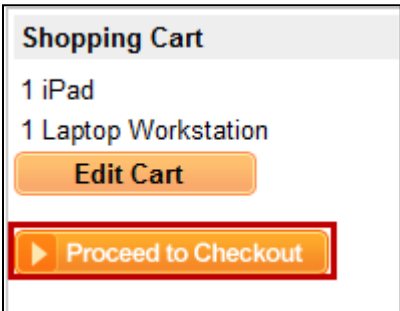
- **Open New Ticket**  
This request allows you to submit a trouble ticket to the IT Service Desk.
- **Activate Data Jack**  
This request allows you to request that an existing data jack in a location be activated.
- **Schedule a Move**  
This request allows you to schedule a move of IT equipment including phones and computers.
- **Computer Equipment Pickup**  
This request allows you to request that IT pick up IT assets/equipment that is no longer in use by the department; for example, pick up a computer after an employee has separated.

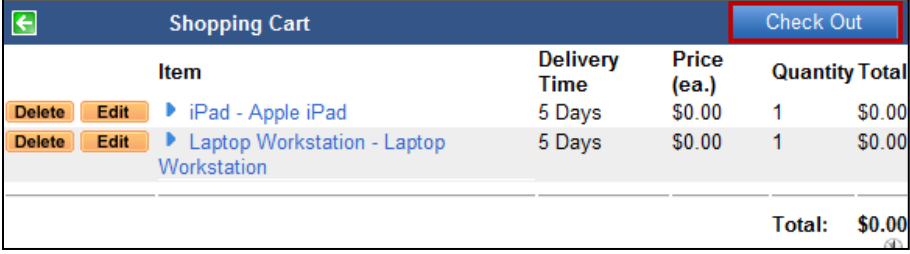
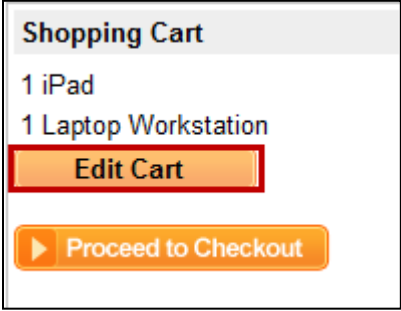
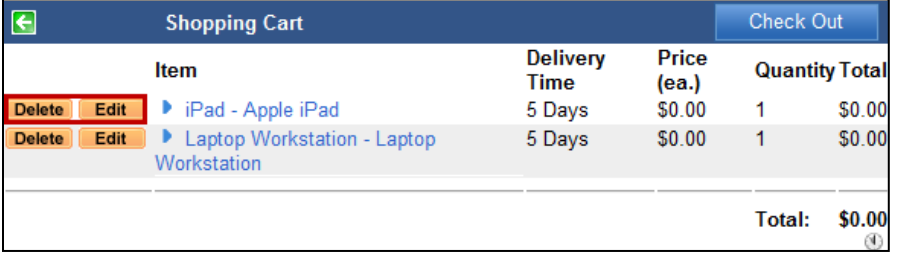
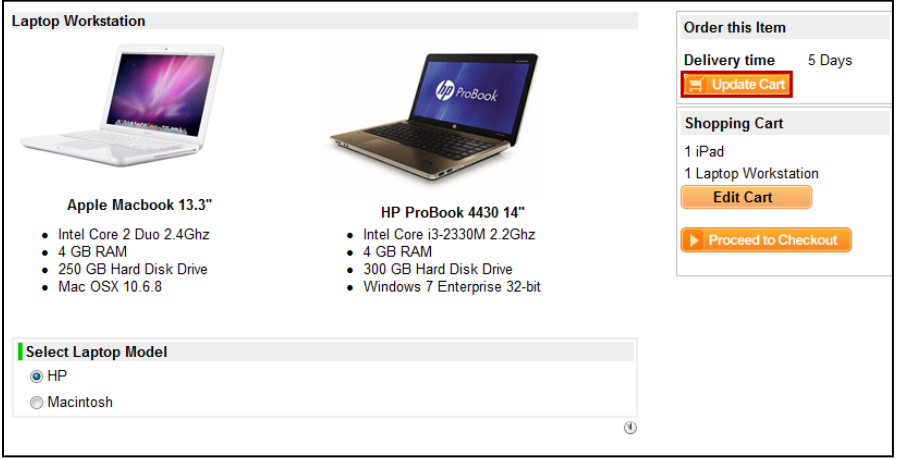
Processing Steps	Screen Shots
<p><b>Accessing the IT Service Catalog Request Forms</b></p> <p><b>Step 1:</b> Launch Internet Explorer (or your browser preference) from your desktop.</p>	
<p><b>Step 2:</b> Go to <a href="https://titans.service-now.com/service_desk">https://titans.service-now.com/service_desk</a>.</p>	
<p><b>Step 3:</b> Enter your campus username and password.</p> <p>Then click <b>Login</b>.</p> <p> Only authorized Department Information Technology Coordinators (DITCs) who have attended the IT Service Catalog Request Forms training may access the system. Contact Telecom at <a href="mailto:telecom@fullerton.edu">telecom@fullerton.edu</a> to become an authorized DITC.</p>	

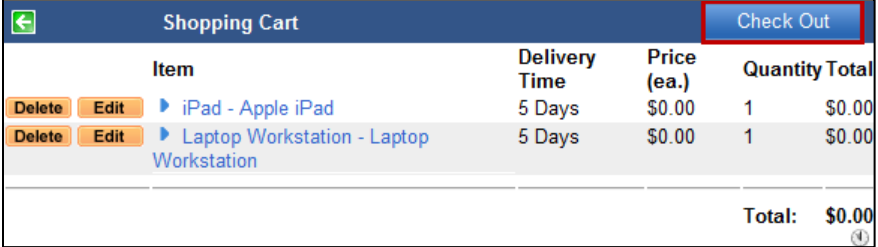
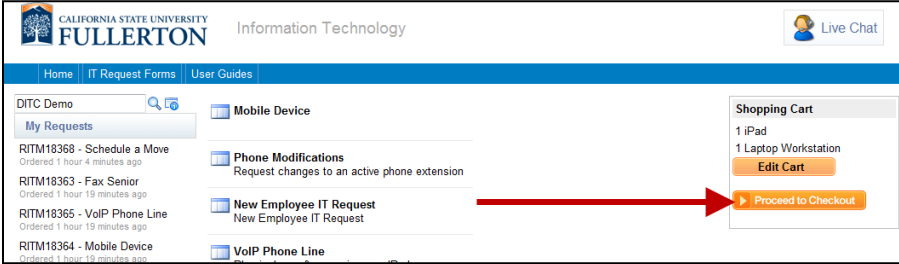
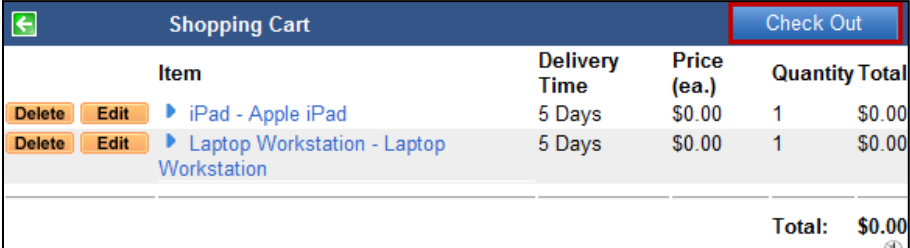


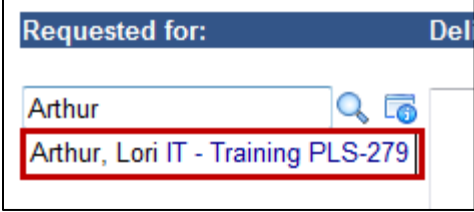
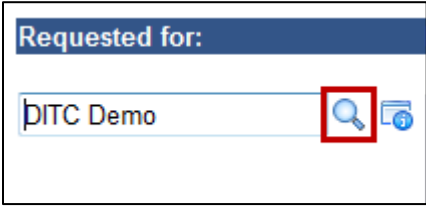

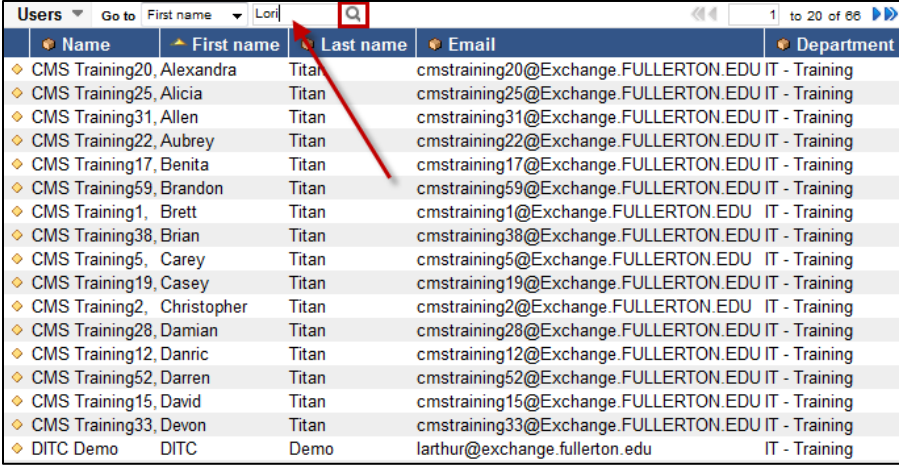
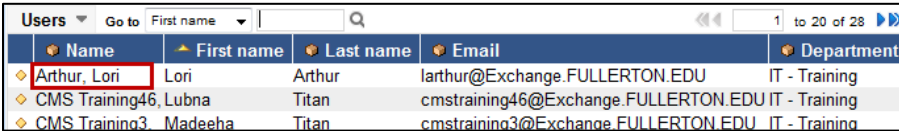
Processing Steps	Screen Shots
<p><b>Step 4:</b> You are now at the main IT Service Catalog Request page.</p> <p>Make a selection from the list on the left under <b>IT Request Forms</b> to begin.</p> <p>For assistance with filling out the forms, make a selection from the list on the right under <b>Get Help</b>.</p>	
<p><b>Getting Help</b></p> <p>There are several ways to access help information and assistance with the forms.</p> <p>The <b>Get Help</b> section on the main IT Service Catalog Request screen contains helpful links.</p>	



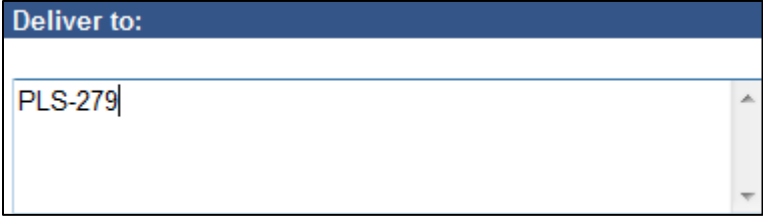
Processing Steps	Screen Shots
<p>There is a <b>User Guides</b> drop-down menu on the blue menu bar that contains a number of user guides.</p>	
<p>Where available, you can click on <b>More information</b> or <b>Please read</b> or <b>Help</b> to find out more about the requirements for a particular field.</p>	
<p>Need more help? Contact the IT Call Center at 657-278-7777 or <a href="mailto:helpdesk@fullerton.edu">helpdesk@fullerton.edu</a></p> <p>Or click on the <b>Live Chat</b> link to start a chat session with an IT Call Center agent.</p>	

Processing Steps	Screen Shots
<p><b>Adding Items to Your Shopping Cart</b></p> <p>The IT Service Catalog Request Forms allow you to add multiple items to a shopping cart and then submit a request for multiple items.</p> <p><b>Step 1:</b> On each request, you will see the option to <b>Add to cart</b> on the right of the screen.</p> <p>Once you have filled out the current form, click <b>Add to Cart</b>.</p>	 <p>The screenshot shows a product page titled "Laptop Workstation". It features two laptop models: an Apple MacBook 13.3" and an HP ProBook 4430 14". The HP ProBook is highlighted with a red arrow pointing to its "Add to cart" button. To the right, a sidebar shows "Order this Item" with a "Delivery time" of 5 Days and a "Shopping Cart" status of "Empty". Below the laptops is a "Select Laptop Model" section with radio buttons for "HP" and "Macintosh", where "Macintosh" is selected.</p>
<p><b>Step 2:</b> The item now appears in your shopping cart.</p> <p>You can now add other items to the shopping cart.</p>	 <p>The screenshot shows two sections. The top section, "Order this Item", displays "Delivery time 5 Days" and an "Add to cart" button. The bottom section, "Shopping Cart", shows "1 Laptop Workstation" with a red box around the quantity "1". Below this are "Edit Cart" and "Proceed to Checkout" buttons.</p>
<p><b>Step 3:</b> Once you have finished adding items to your cart, click <b>Proceed to Checkout</b>.</p>	 <p>The screenshot shows the "Shopping Cart" section with two items: "1 iPad" and "1 Laptop Workstation". Below the items is an "Edit Cart" button and a "Proceed to Checkout" button, which is highlighted with a red box.</p>

Processing Steps	Screen Shots
<p><b>Step 3a:</b> If you are viewing your shopping cart contents, click on <b>Checkout</b> when you are ready to submit your order.</p>	 <p>The screenshot shows a 'Shopping Cart' page with a table of items. The 'Check Out' button in the top right corner is highlighted with a red box. The table contains two items: 'iPad - Apple iPad' and 'Laptop Workstation - Laptop Workstation', both with a price of \$0.00 and a quantity of 1. The total at the bottom right is \$0.00.</p>
<p><b>Editing Your Cart</b></p> <p>The IT Service Catalog Request Forms allow you to add multiple items to a shopping cart. Once added, you can edit the items in your shopping cart before submitting your order.</p> <p><b>Step 1:</b> To edit the contents of your cart, click <b>Edit Cart</b>.</p>	 <p>The screenshot shows a summary of the shopping cart with '1 iPad' and '1 Laptop Workstation'. The 'Edit Cart' button is highlighted with a red box. Below it is a 'Proceed to Checkout' button.</p>
<p><b>Step 2:</b> To remove an item from your shopping cart, click <b>Delete</b> next to the item.</p> <p>To edit an item in your shopping cart, click <b>Edit</b> next to the item.</p>	 <p>The screenshot shows the shopping cart table. The 'Delete' and 'Edit' buttons for the 'iPad - Apple iPad' row are highlighted with red boxes.</p>
<p><b>Step 3:</b> When you click on <b>Edit</b>, you will be taken back to the request for the item.</p> <p>Make the necessary changes to the request.</p> <p>Then click <b>Update Cart</b>.</p>	 <p>The screenshot shows a product page for a 'Laptop Workstation'. It features two laptop images: an 'Apple MacBook 13.3"' and an 'HP ProBook 4430 14"'. The 'Update Cart' button in the 'Order this Item' section is highlighted with a red box. Below the images is a 'Select Laptop Model' section with radio buttons for 'HP' and 'Macintosh'.</p>

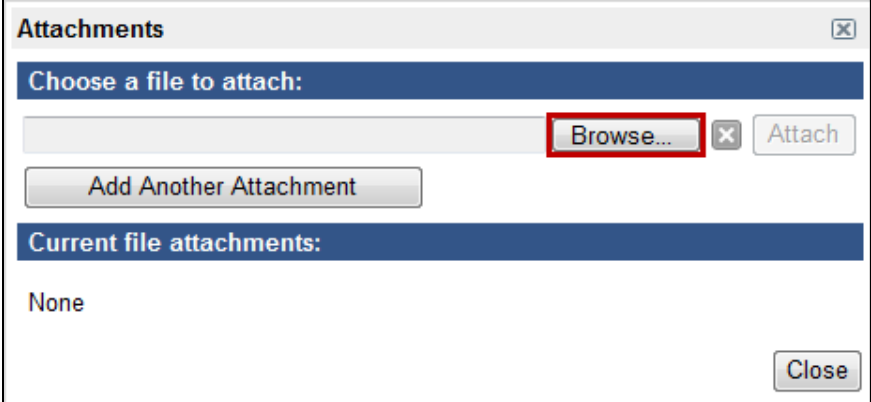
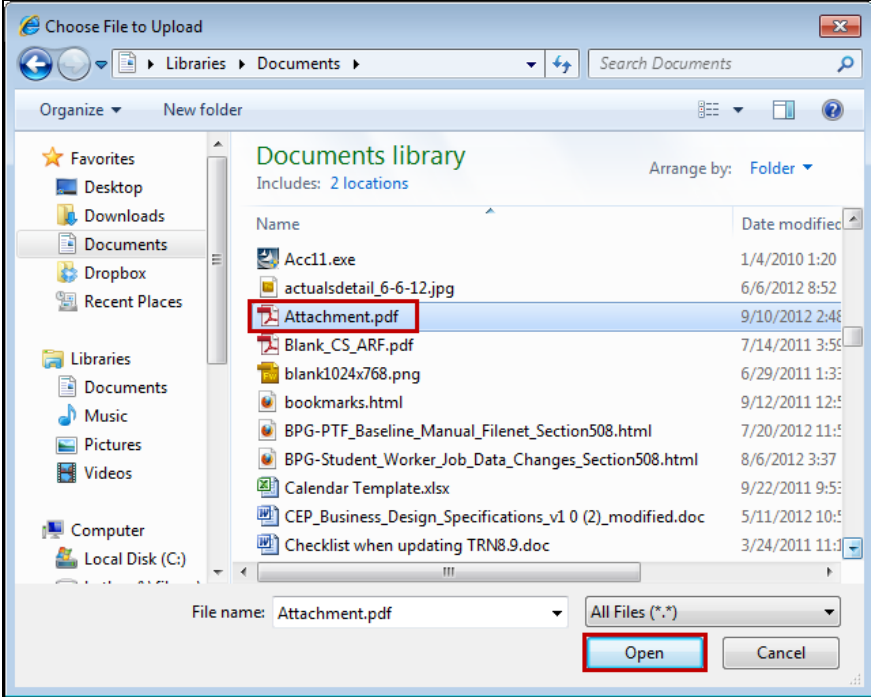
Processing Steps	Screen Shots																				
<p><b>Step 4:</b> You are taken back to your shopping cart.</p> <p>Once you are ready to submit your order, click <b>Checkout</b>.</p>	 <p>The screenshot shows a 'Shopping Cart' page with a table of items. The 'Check Out' button in the top right corner is highlighted with a red box. The table contains two items: 'iPad - Apple iPad' and 'Laptop Workstation - Laptop Workstation', both with a price of \$0.00 and a quantity of 1. The total is \$0.00.</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Delivery Time</th> <th>Price (ea.)</th> <th>Quantity</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>iPad - Apple iPad</td> <td>5 Days</td> <td>\$0.00</td> <td>1</td> <td>\$0.00</td> </tr> <tr> <td>Laptop Workstation - Laptop Workstation</td> <td>5 Days</td> <td>\$0.00</td> <td>1</td> <td>\$0.00</td> </tr> <tr> <td colspan="4"><b>Total:</b></td> <td><b>\$0.00</b></td> </tr> </tbody> </table>	Item	Delivery Time	Price (ea.)	Quantity	Total	iPad - Apple iPad	5 Days	\$0.00	1	\$0.00	Laptop Workstation - Laptop Workstation	5 Days	\$0.00	1	\$0.00	<b>Total:</b>				<b>\$0.00</b>
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<p><b>Checking Out/Submitting Your Order</b></p> <p>The checkout process allows you to submit your order to IT for processing.</p> <p><b>Step 1:</b> There are two ways to check out. If you are viewing a request page, click on <b>Proceed to Checkout</b> on the right of the screen.</p>	 <p>The screenshot shows the 'Information Technology' page for California State University Fullerton. On the right side, there is a 'Shopping Cart' sidebar containing '1 iPad' and '1 Laptop Workstation'. A red arrow points from the 'Proceed to Checkout' button in this sidebar to the 'Proceed to Checkout' button in the main content area.</p>																				
<p><b>Step 1a:</b> If you are viewing your shopping cart contents, click on <b>Checkout</b> when you are ready to submit your order.</p>	 <p>This screenshot is identical to the one in Step 4, showing the 'Shopping Cart' page with the 'Check Out' button highlighted in a red box. The table lists two items: 'iPad - Apple iPad' and 'Laptop Workstation - Laptop Workstation', both priced at \$0.00 with a quantity of 1. The total is \$0.00.</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Delivery Time</th> <th>Price (ea.)</th> <th>Quantity</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>iPad - Apple iPad</td> <td>5 Days</td> <td>\$0.00</td> <td>1</td> <td>\$0.00</td> </tr> <tr> <td>Laptop Workstation - Laptop Workstation</td> <td>5 Days</td> <td>\$0.00</td> <td>1</td> <td>\$0.00</td> </tr> <tr> <td colspan="4"><b>Total:</b></td> <td><b>\$0.00</b></td> </tr> </tbody> </table>	Item	Delivery Time	Price (ea.)	Quantity	Total	iPad - Apple iPad	5 Days	\$0.00	1	\$0.00	Laptop Workstation - Laptop Workstation	5 Days	\$0.00	1	\$0.00	<b>Total:</b>				<b>\$0.00</b>
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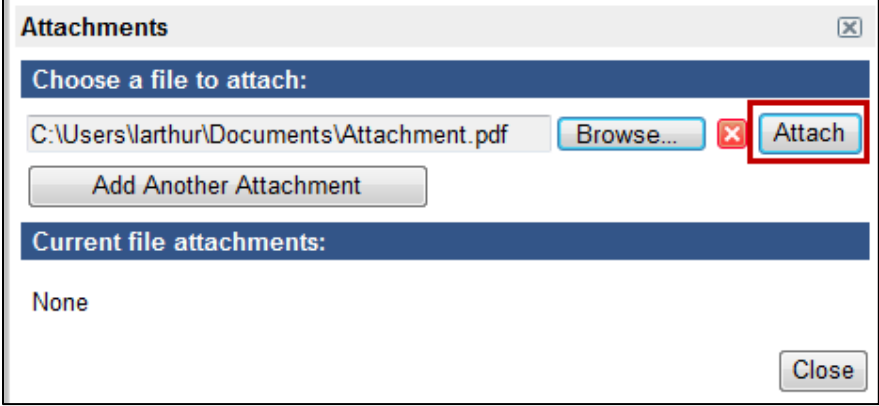
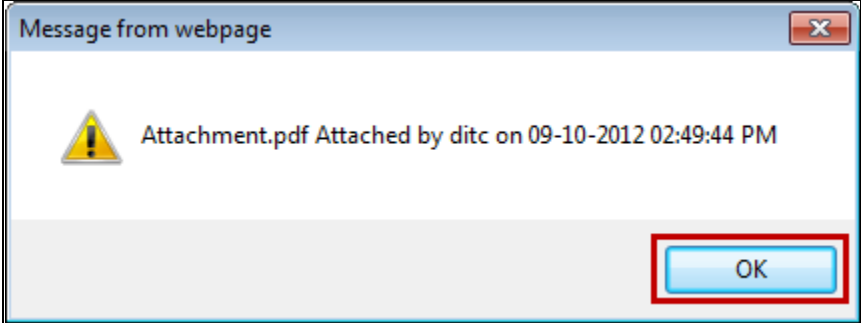
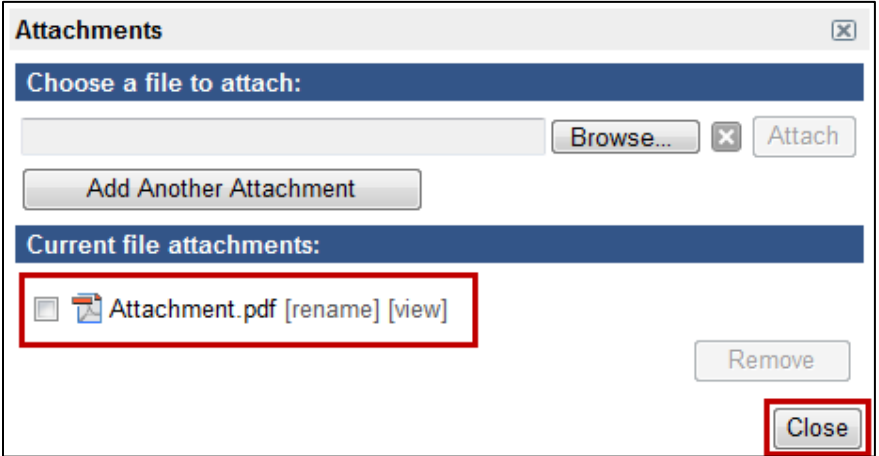
Processing Steps	Screen Shots																																																																																										
<p><b>Changing the Requested For Field</b></p> <p>The default setting for the Requested For field is your (the DITC's) name. If the request is for someone else, be sure to update this field.</p> <p><b>Step 1:</b> There are two ways to change the Requested For field:</p> <ol style="list-style-type: none"> <li>1. Start typing the person's last name in the Requested For field.                     <ol style="list-style-type: none"> <li>A. A list of matches will appear.</li> <li>B. Select the appropriate name from the results.</li> </ol> </li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Click on the magnifying glass icon (🔍) next to the Requested For field.</li> </ol>	 																																																																																										
<p><b>Step 2:</b> A list of users in your department(s) appears.</p> <p>Select a user from the list.</p> <p>Or enter search criteria in the search field at the top of the page. And then click the magnifying glass icon (🔍).</p> <p> If you have not yet added a new employee via <a href="#">Account Management</a>, their name will not appear here.</p>	 <table border="1" data-bbox="570 1115 1463 1577"> <thead> <tr> <th>Name</th> <th>First name</th> <th>Last name</th> <th>Email</th> <th>Department</th> </tr> </thead> <tbody> <tr><td>CMS Training20, Alexandra</td><td>Titan</td><td></td><td>cmstraining20@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training25, Alicia</td><td>Titan</td><td></td><td>cmstraining25@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training31, Allen</td><td>Titan</td><td></td><td>cmstraining31@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training22, Aubrey</td><td>Titan</td><td></td><td>cmstraining22@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training17, Benita</td><td>Titan</td><td></td><td>cmstraining17@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training59, Brandon</td><td>Titan</td><td></td><td>cmstraining59@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training1, Brett</td><td>Titan</td><td></td><td>cmstraining1@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training38, Brian</td><td>Titan</td><td></td><td>cmstraining38@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training5, Carey</td><td>Titan</td><td></td><td>cmstraining5@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training19, Casey</td><td>Titan</td><td></td><td>cmstraining19@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training2, Christopher</td><td>Titan</td><td></td><td>cmstraining2@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training28, Damian</td><td>Titan</td><td></td><td>cmstraining28@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training12, Danric</td><td>Titan</td><td></td><td>cmstraining12@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training52, Darren</td><td>Titan</td><td></td><td>cmstraining52@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training15, David</td><td>Titan</td><td></td><td>cmstraining15@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>CMS Training33, Devon</td><td>Titan</td><td></td><td>cmstraining33@Exchange.FULLERTON.EDU</td><td>IT - Training</td></tr> <tr><td>DITC Demo</td><td>DITC</td><td>Demo</td><td>larthur@exchange.fullerton.edu</td><td>IT - Training</td></tr> </tbody> </table>	Name	First name	Last name	Email	Department	CMS Training20, Alexandra	Titan		cmstraining20@Exchange.FULLERTON.EDU	IT - Training	CMS Training25, Alicia	Titan		cmstraining25@Exchange.FULLERTON.EDU	IT - Training	CMS Training31, Allen	Titan		cmstraining31@Exchange.FULLERTON.EDU	IT - Training	CMS Training22, Aubrey	Titan		cmstraining22@Exchange.FULLERTON.EDU	IT - Training	CMS Training17, Benita	Titan		cmstraining17@Exchange.FULLERTON.EDU	IT - Training	CMS Training59, Brandon	Titan		cmstraining59@Exchange.FULLERTON.EDU	IT - Training	CMS Training1, Brett	Titan		cmstraining1@Exchange.FULLERTON.EDU	IT - Training	CMS Training38, Brian	Titan		cmstraining38@Exchange.FULLERTON.EDU	IT - Training	CMS Training5, Carey	Titan		cmstraining5@Exchange.FULLERTON.EDU	IT - Training	CMS Training19, Casey	Titan		cmstraining19@Exchange.FULLERTON.EDU	IT - Training	CMS Training2, Christopher	Titan		cmstraining2@Exchange.FULLERTON.EDU	IT - Training	CMS Training28, Damian	Titan		cmstraining28@Exchange.FULLERTON.EDU	IT - Training	CMS Training12, Danric	Titan		cmstraining12@Exchange.FULLERTON.EDU	IT - Training	CMS Training52, Darren	Titan		cmstraining52@Exchange.FULLERTON.EDU	IT - Training	CMS Training15, David	Titan		cmstraining15@Exchange.FULLERTON.EDU	IT - Training	CMS Training33, Devon	Titan		cmstraining33@Exchange.FULLERTON.EDU	IT - Training	DITC Demo	DITC	Demo	larthur@exchange.fullerton.edu	IT - Training
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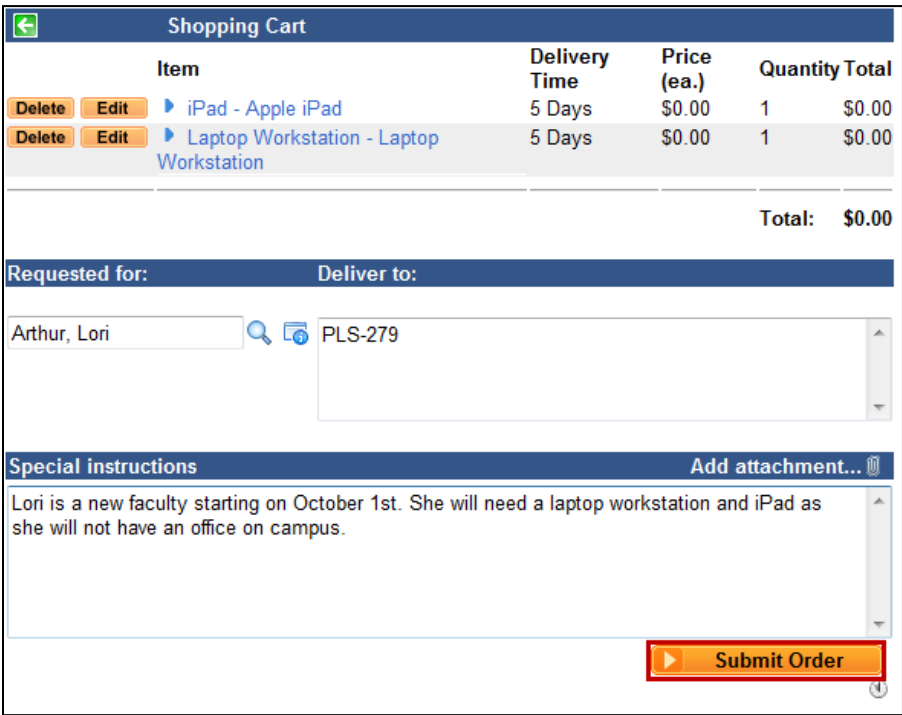
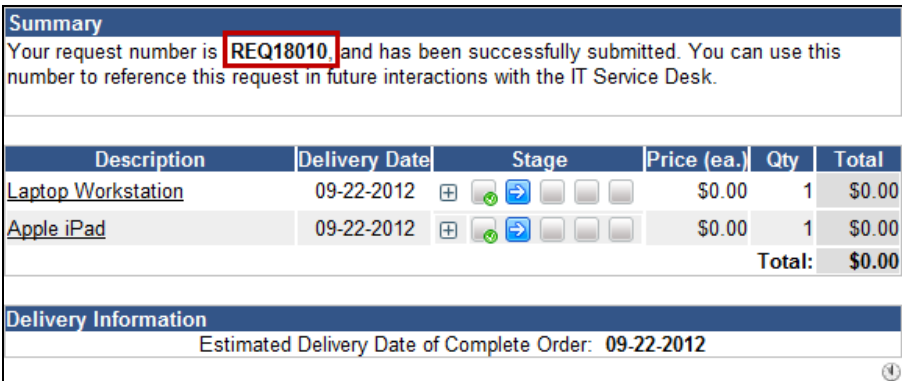
Processing Steps	Screen Shots
<p><b>Step 4:</b> The user's name now appears in the Requested For field.</p>	
<p><b>Updating the Deliver To Field</b></p> <p>The Deliver To field allows you to specify where a requested IT asset is delivered.</p> <p><b>Step 1:</b> Enter the building and room number where the IT asset(s) should be delivered.</p> <p>If items should be delivered to different locations, you can specify where each item should be delivered.</p> <p> Some IT assets require the end user to pick up the asset from IT (i.e. iPad, mobile device, etc.). The user <a href="#">listed in the Requested For field</a> will be contacted by IT when the asset is ready for pickup.</p>	

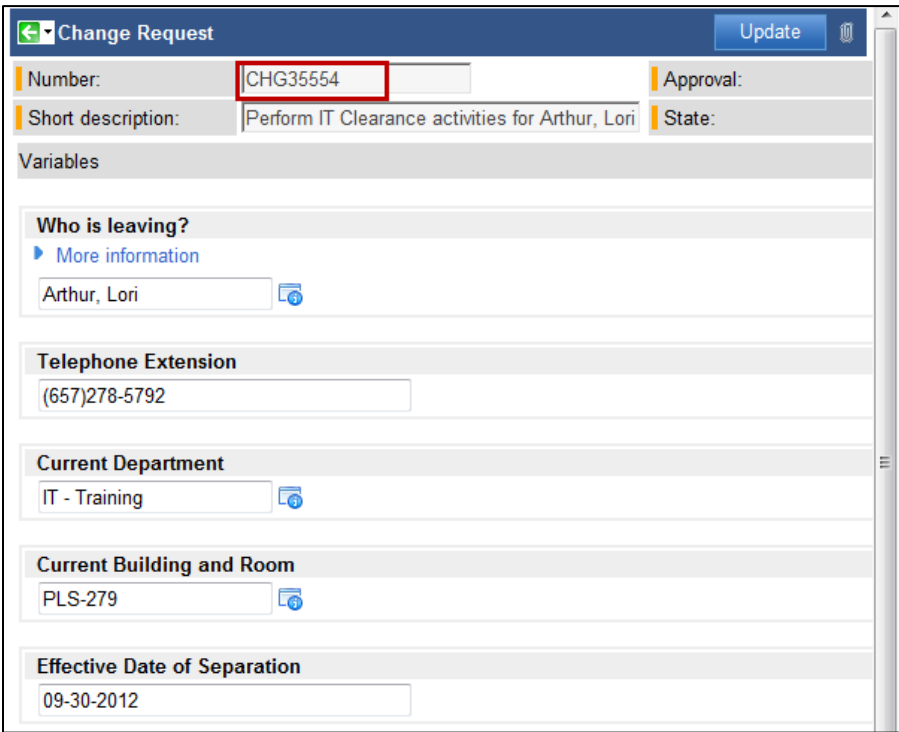
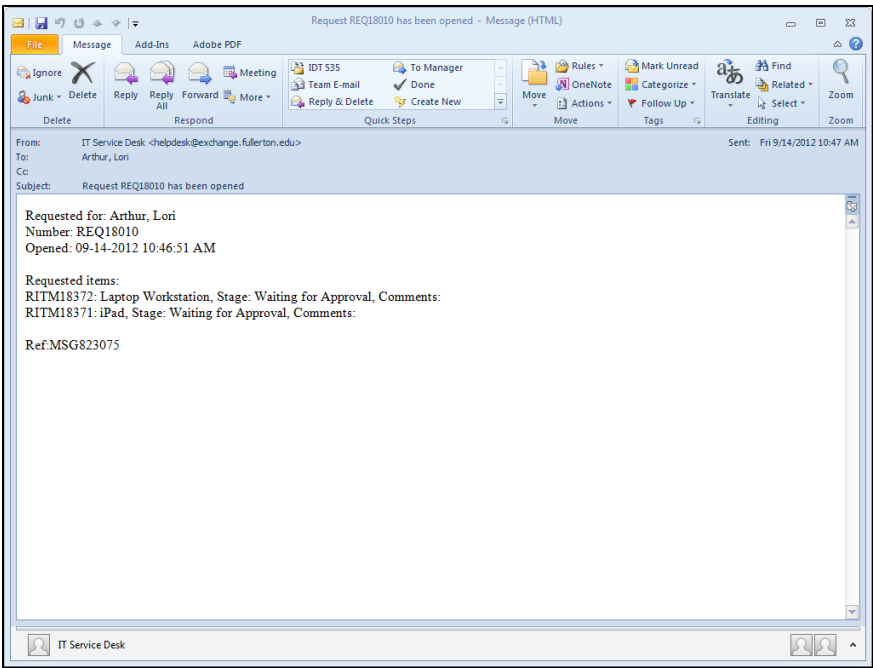
Processing Steps	Screen Shots
<p><b>Filling Out the Special Instructions Field</b></p> <p>The Special Instructions field can be used to write out any comments or instructions or descriptions for the request.</p> <p><b>Step 1:</b> Enter a comment or instruction in the Special Instructions field. You can also write out a detailed description of your request.</p> <p> Detailing out your order can help expedite your request as IT will not have to contact you to obtain details.</p>	
<p><b>Adding Attachments to Your Order</b></p> <p>Attachments are required when you are submitting a request for multiple phones or computers. For example, if you are moving 5 phones, you would attach a spreadsheet with the phone extensions, the old locations, the new locations, and the jack numbers involved with the request.</p> <p><b>Step 1:</b> Click on the paper clip icon () next to <b>Add attachment</b> to add a file as an attachment to the request.</p>	


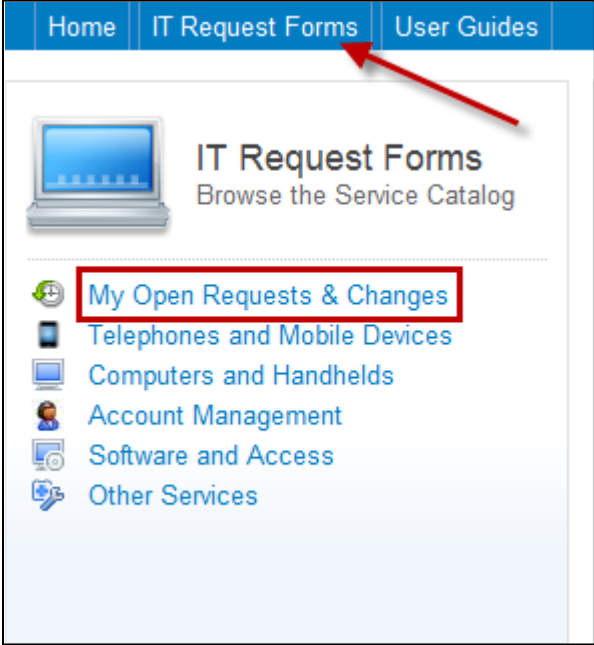
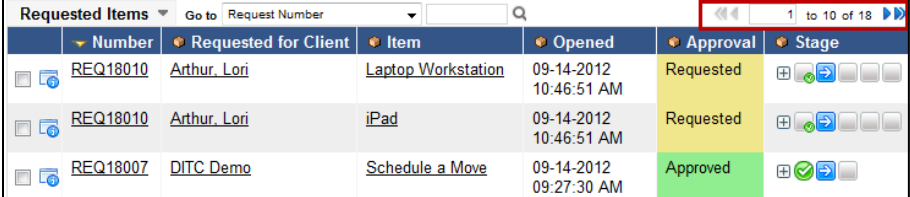


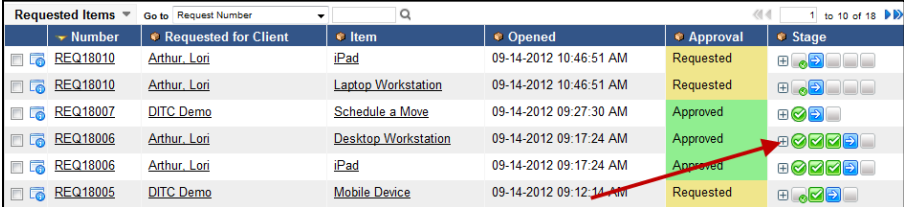
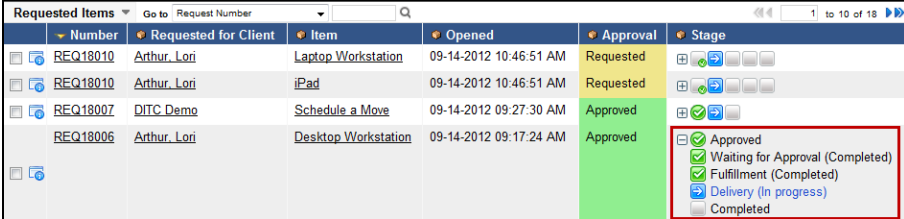
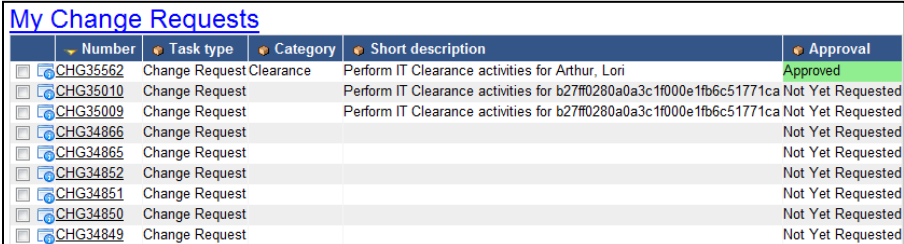
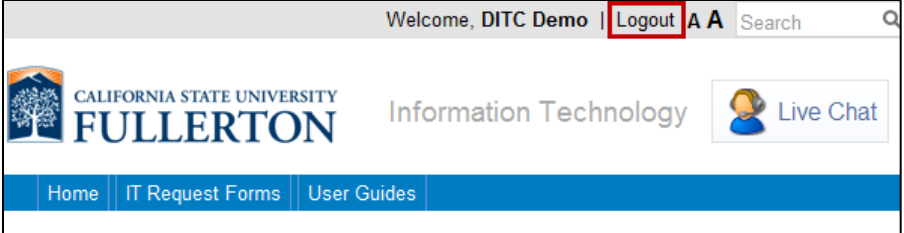
Processing Steps	Screen Shots
<p><b>Step 2:</b> Click <b>Browse</b>.</p>	 <p>The screenshot shows a dialog box titled "Attachments". At the top, it says "Choose a file to attach:". Below this is a text input field and a "Browse..." button, which is highlighted with a red box. To the right of the input field is an "Attach" button. Below the input field is an "Add Another Attachment" button. Underneath, there is a section titled "Current file attachments:" with the word "None" below it. At the bottom right, there is a "Close" button.</p>
<p><b>Step 3:</b> Locate the file you wish to attach and select it.  Then click <b>Open</b>.</p>	 <p>The screenshot shows a Windows File Explorer window titled "Choose File to Upload". The address bar shows the path "Libraries &gt; Documents". The main pane displays a list of files in the "Documents library". The file "Attachment.pdf" is selected and highlighted with a blue background and a red box. At the bottom of the window, the "File name" field contains "Attachment.pdf" and the file type is set to "All Files (*.*)". The "Open" button is highlighted with a red box.</p>

Processing Steps	Screen Shots
<p><b>Step 4:</b> Click <b>Attach</b>.</p>	 <p>The screenshot shows a dialog box titled "Attachments". It has a close button (X) in the top right corner. Below the title bar is a section "Choose a file to attach:" with a text input field containing "C:\Users\lARTHUR\Documents\Attachment.pdf", a "Browse..." button, and an "Attach" button. The "Attach" button is highlighted with a red box. Below this is an "Add Another Attachment" button. A second section "Current file attachments:" shows "None". A "Close" button is in the bottom right corner.</p>
<p><b>Step 5:</b> You will receive a confirmation that the file was attached successfully.  Click <b>OK</b>.</p>	 <p>The screenshot shows a dialog box titled "Message from webpage" with a close button (X) in the top right corner. It contains a yellow warning icon and the text "Attachment.pdf Attached by ditc on 09-10-2012 02:49:44 PM". An "OK" button is in the bottom right corner and is highlighted with a red box.</p>
<p><b>Step 6:</b> Your file will show in the <b>Current file attachments</b> section.  Click <b>Add Another Attachment</b> to add another file.  Click <b>Close</b> when you are finished adding attachments.</p>	 <p>The screenshot shows the "Attachments" dialog box. The "Attach" button is now disabled. The "Current file attachments:" section now contains one entry: "Attachment.pdf [rename] [view]", which is highlighted with a red box. Below this entry is a "Remove" button. The "Close" button in the bottom right corner is also highlighted with a red box.</p>

Processing Steps	Screen Shots
<p><b>Submitting Your Order</b></p> <p><b>Step 1:</b> Review your order. Then click <b>Submit Order</b>.</p>	
<p><b>Step 2:</b> A summary page appears indicating the REQ number assigned to your request.</p> <p>Save this REQ number in your records as you will need to refer to it when contacting IT about this request.</p>	

Processing Steps	Screen Shots
<p><b>Step 2a:</b> Some items are submitted as CHG requests. For these orders, you will see a CHG number that is associated with your request.</p>	 <p>The screenshot shows a 'Change Request' form with the following fields:</p> <ul style="list-style-type: none"> <li>Number: CHG35554</li> <li>Short description: Perform IT Clearance activities for Arthur, Lori</li> <li>Variables section:             <ul style="list-style-type: none"> <li>Who is leaving: Arthur, Lori</li> <li>Telephone Extension: (657)278-5792</li> <li>Current Department: IT - Training</li> <li>Current Building and Room: PLS-279</li> <li>Effective Date of Separation: 09-30-2012</li> </ul> </li> </ul>
<p><b>Step 3:</b> You will also receive a confirmation email for your order.</p>	 <p>The screenshot shows an email confirmation with the following content:</p> <p>Request REQ18010 has been opened - Message (HTML)</p> <p>From: IT Service Desk &lt;helpdesk@exchange.fullerton.edu&gt;      To: Arthur, Lori      Subject: Request REQ18010 has been opened</p> <p>Requested for: Arthur, Lori      Number: REQ18010      Opened: 09-14-2012 10:46:51 AM</p> <p>Requested items:      RITM18372: Laptop Workstation, Stage: Waiting for Approval, Comments:      RITM18371: iPad, Stage: Waiting for Approval, Comments:</p> <p>Ref:MSG823075</p>

Processing Steps	Screen Shots																								
<p><b>Viewing Your Open Requests</b></p> <p><b>Step 1:</b> To view your open work orders, click on <b>My Open Requests &amp; Changes</b> on the main IT Service Catalog page.</p> <p> You will also find this link under the IT Request Forms drop down menu on the blue menu bar.</p>																									
<p><b>Step 2:</b> If you have more than a few open orders, you will need to use the arrow icons to view additional orders.</p> <p>Click the single arrow icon (➡) to move to the next page of orders.</p> <p>Click the double arrow icon (➡➡) to move to the last page of orders.</p>	 <table border="1"> <thead> <tr> <th>Number</th> <th>Requested for Client</th> <th>Item</th> <th>Opened</th> <th>Approval</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>REQ18010</td> <td>Arthur, Lori</td> <td>Laptop Workstation</td> <td>09-14-2012 10:46:51 AM</td> <td>Requested</td> <td>➕ ➡ ➡ ➡ ➡</td> </tr> <tr> <td>REQ18010</td> <td>Arthur, Lori</td> <td>iPad</td> <td>09-14-2012 10:46:51 AM</td> <td>Requested</td> <td>➕ ➡ ➡ ➡ ➡</td> </tr> <tr> <td>REQ18007</td> <td>DITC Demo</td> <td>Schedule a Move</td> <td>09-14-2012 09:27:30 AM</td> <td>Approved</td> <td>➕ ➡ ➡ ➡ ➡</td> </tr> </tbody> </table>	Number	Requested for Client	Item	Opened	Approval	Stage	REQ18010	Arthur, Lori	Laptop Workstation	09-14-2012 10:46:51 AM	Requested	➕ ➡ ➡ ➡ ➡	REQ18010	Arthur, Lori	iPad	09-14-2012 10:46:51 AM	Requested	➕ ➡ ➡ ➡ ➡	REQ18007	DITC Demo	Schedule a Move	09-14-2012 09:27:30 AM	Approved	➕ ➡ ➡ ➡ ➡
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<p><b>Step 3:</b> At the top of the page, a list of your open Requests (REQs) appears.</p> <p>You may click on the REQ number to view more information.</p> <p>The <b>Approval</b> column shows whether the request has been reviewed by IT to confirm eligibility.</p> <p>The <b>Stage</b> column shows the current status of the REQ. Click on the plus sign icon (+) in the Stage column to view more details about the status.</p>	 <table border="1"> <thead> <tr> <th>Number</th> <th>Requested for Client</th> <th>Item</th> <th>Opened</th> <th>Approval</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>REQ18010</td> <td>Arthur, Lori</td> <td>iPad</td> <td>09-14-2012 10:46:51 AM</td> <td>Requested</td> <td>[+]</td> </tr> <tr> <td>REQ18010</td> <td>Arthur, Lori</td> <td>Laptop Workstation</td> <td>09-14-2012 10:46:51 AM</td> <td>Requested</td> <td>[+]</td> </tr> <tr> <td>REQ18007</td> <td>DITC Demo</td> <td>Schedule a Move</td> <td>09-14-2012 09:27:30 AM</td> <td>Approved</td> <td>[+]</td> </tr> <tr> <td>REQ18006</td> <td>Arthur, Lori</td> <td>Desktop Workstation</td> <td>09-14-2012 09:17:24 AM</td> <td>Approved</td> <td>[+]</td> </tr> <tr> <td>REQ18006</td> <td>Arthur, Lori</td> <td>iPad</td> <td>09-14-2012 09:17:24 AM</td> <td>Approved</td> <td>[+]</td> </tr> <tr> <td>REQ18005</td> <td>DITC Demo</td> <td>Mobile Device</td> <td>09-14-2012 09:12:14 AM</td> <td>Requested</td> <td>[+]</td> </tr> </tbody> </table>	Number	Requested for Client	Item	Opened	Approval	Stage	REQ18010	Arthur, Lori	iPad	09-14-2012 10:46:51 AM	Requested	[+]	REQ18010	Arthur, Lori	Laptop Workstation	09-14-2012 10:46:51 AM	Requested	[+]	REQ18007	DITC Demo	Schedule a Move	09-14-2012 09:27:30 AM	Approved	[+]	REQ18006	Arthur, Lori	Desktop Workstation	09-14-2012 09:17:24 AM	Approved	[+]	REQ18006	Arthur, Lori	iPad	09-14-2012 09:17:24 AM	Approved	[+]	REQ18005	DITC Demo	Mobile Device	09-14-2012 09:12:14 AM	Requested	[+]								
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<p><b>Step 4:</b> The detail of the request's progress appears.</p>	 <table border="1"> <thead> <tr> <th>Number</th> <th>Requested for Client</th> <th>Item</th> <th>Opened</th> <th>Approval</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>REQ18010</td> <td>Arthur, Lori</td> <td>Laptop Workstation</td> <td>09-14-2012 10:46:51 AM</td> <td>Requested</td> <td>[+]</td> </tr> <tr> <td>REQ18010</td> <td>Arthur, Lori</td> <td>iPad</td> <td>09-14-2012 10:46:51 AM</td> <td>Requested</td> <td>[+]</td> </tr> <tr> <td>REQ18007</td> <td>DITC Demo</td> <td>Schedule a Move</td> <td>09-14-2012 09:27:30 AM</td> <td>Approved</td> <td>[+]</td> </tr> <tr> <td>REQ18006</td> <td>Arthur, Lori</td> <td>Desktop Workstation</td> <td>09-14-2012 09:17:24 AM</td> <td>Approved</td> <td>[+]</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Approved</li> <li>Waiting for Approval (Completed)</li> <li>Fulfillment (Completed)</li> <li>Delivery (In progress)</li> <li>Completed</li> </ul>	Number	Requested for Client	Item	Opened	Approval	Stage	REQ18010	Arthur, Lori	Laptop Workstation	09-14-2012 10:46:51 AM	Requested	[+]	REQ18010	Arthur, Lori	iPad	09-14-2012 10:46:51 AM	Requested	[+]	REQ18007	DITC Demo	Schedule a Move	09-14-2012 09:27:30 AM	Approved	[+]	REQ18006	Arthur, Lori	Desktop Workstation	09-14-2012 09:17:24 AM	Approved	[+]																				
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<p><b>Step 5:</b> At the bottom of the page is a list of your open Change orders (CHG). This includes all of your IT Clearance orders and their status.</p> <p>To view details of the change order, click on the CHG number.</p>	 <table border="1"> <thead> <tr> <th>Number</th> <th>Task type</th> <th>Category</th> <th>Short description</th> <th>Approval</th> </tr> </thead> <tbody> <tr> <td>CHG35562</td> <td>Change Request Clearance</td> <td></td> <td>Perform IT Clearance activities for Arthur, Lori</td> <td>Approved</td> </tr> <tr> <td>CHG35010</td> <td>Change Request</td> <td></td> <td>Perform IT Clearance activities for b27f0280a0a3c1f000e1fb6c51771ca</td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG35009</td> <td>Change Request</td> <td></td> <td>Perform IT Clearance activities for b27f0280a0a3c1f000e1fb6c51771ca</td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG34866</td> <td>Change Request</td> <td></td> <td></td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG34865</td> <td>Change Request</td> <td></td> <td></td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG34852</td> <td>Change Request</td> <td></td> <td></td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG34851</td> <td>Change Request</td> <td></td> <td></td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG34850</td> <td>Change Request</td> <td></td> <td></td> <td>Not Yet Requested</td> </tr> <tr> <td>CHG34849</td> <td>Change Request</td> <td></td> <td></td> <td>Not Yet Requested</td> </tr> </tbody> </table>	Number	Task type	Category	Short description	Approval	CHG35562	Change Request Clearance		Perform IT Clearance activities for Arthur, Lori	Approved	CHG35010	Change Request		Perform IT Clearance activities for b27f0280a0a3c1f000e1fb6c51771ca	Not Yet Requested	CHG35009	Change Request		Perform IT Clearance activities for b27f0280a0a3c1f000e1fb6c51771ca	Not Yet Requested	CHG34866	Change Request			Not Yet Requested	CHG34865	Change Request			Not Yet Requested	CHG34852	Change Request			Not Yet Requested	CHG34851	Change Request			Not Yet Requested	CHG34850	Change Request			Not Yet Requested	CHG34849	Change Request			Not Yet Requested
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<p><b>Logging Off</b></p> <p><b>Step 1:</b> To log out of the IT Service Catalog, click <b>Logout</b> at the top right of the screen.</p>	 <p>Welcome, DITC Demo   <b>Logout</b> A A Search</p> <p>CALIFORNIA STATE UNIVERSITY FULLERTON Information Technology Live Chat</p> <p>Home IT Request Forms User Guides</p>																																																		

## Frequently Asked Questions

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### How Do I Get Access to the IT Service Catalog Request Forms?

All authorized Department IT Coordinators (DITCs) have access to the IT Service Catalog Request Forms upon completion of the IT Service Catalog Request Form training. Contact Telecom at [telecom@fullerton.edu](mailto:telecom@fullerton.edu) to become an authorized Department IT Coordinator or to inquire about training.

### Where Do I Start?

If your requests include email and/or Identify Management/People Directory, start with the Account Management section and then move on to the other sections. If your requests do not involve email or Identity Management/People Directory, then you may start with any of the sections involved in your request.

### What's the Difference Between an Email Account and a Login Account?

**Login Account** = Can log on to campus computers and the campus portal using a faculty/staff username (i.e. larthur, zz-jpendray, ittraining). There is no associated email address.

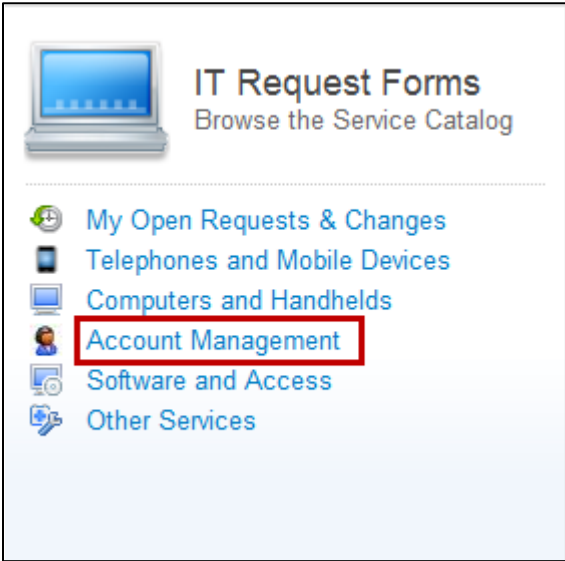

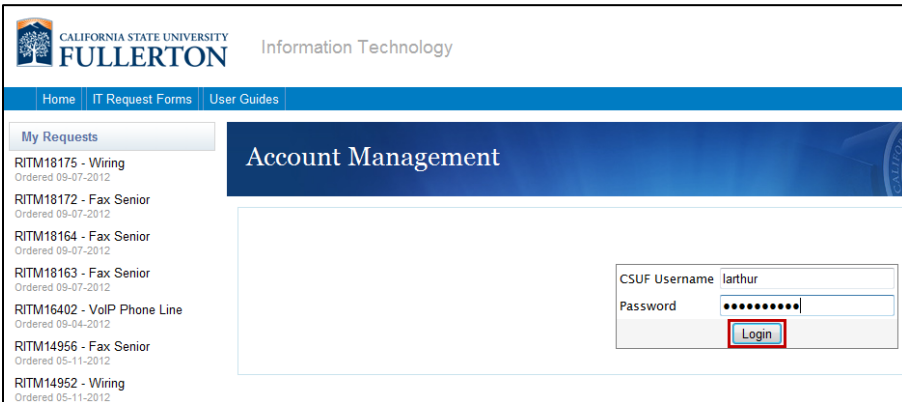
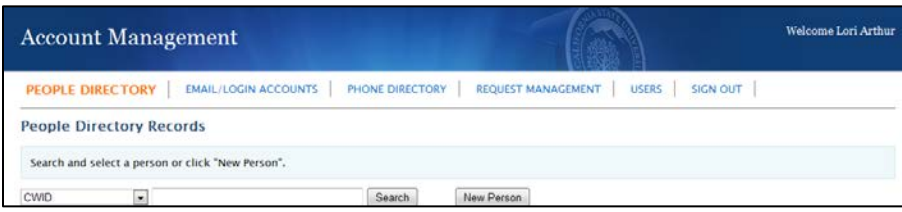
**Email Account** = Can log on to campus computers and the campus portal using a faculty/staff username (i.e. larthur, zz-jpendray, ittraining). Can send/receive emails from a campus faculty/staff email address (i.e. [larthur@fullerton.edu](mailto:larthur@fullerton.edu), [zz-jpendray@fullerton.edu](mailto:zz-jpendray@fullerton.edu), [ittraining@fullerton.edu](mailto:ittraining@fullerton.edu)).

### What are ZZ Accounts?

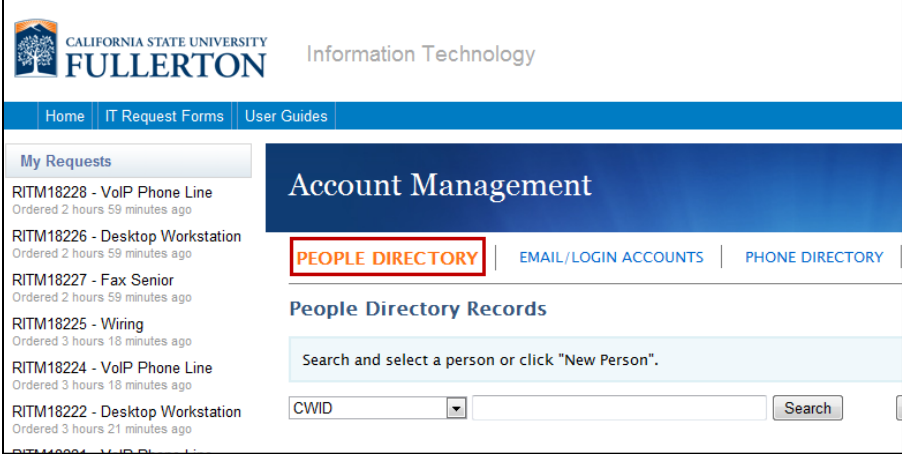
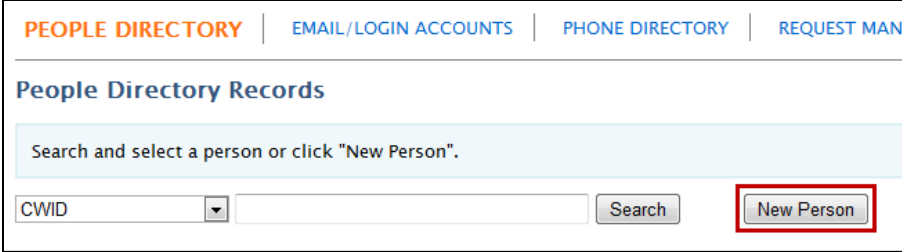
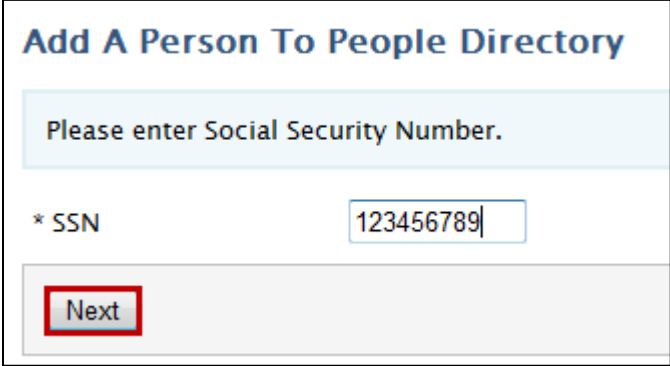
ZZ accounts are faculty/staff accounts that are created for student assistants in order to give them access to services on the faculty/staff portal. The zz account can be just a login account (i.e. zz-jpendray) or an email account (i.e. [zz-jpendray@fullerton.edu](mailto:zz-jpendray@fullerton.edu)). DITCs need to request zz accounts for student assistants using the Account Management forms.




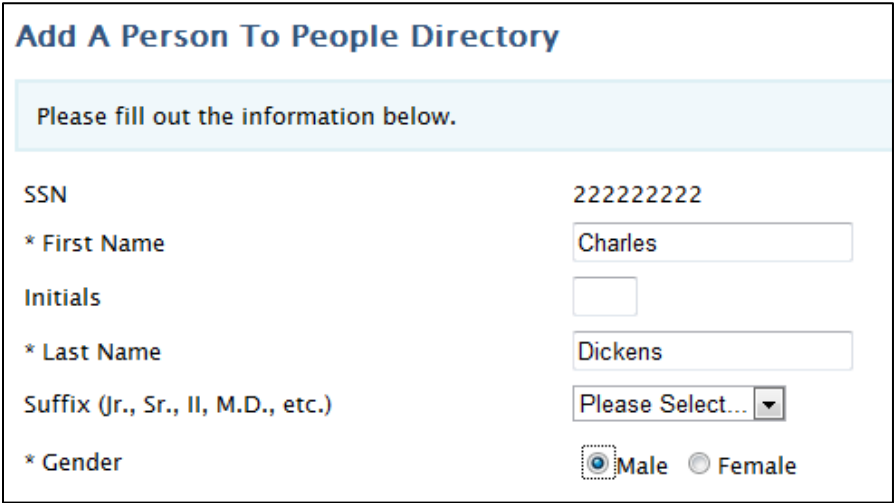
## 2.0 Account Management Requests (Email & People Directory)

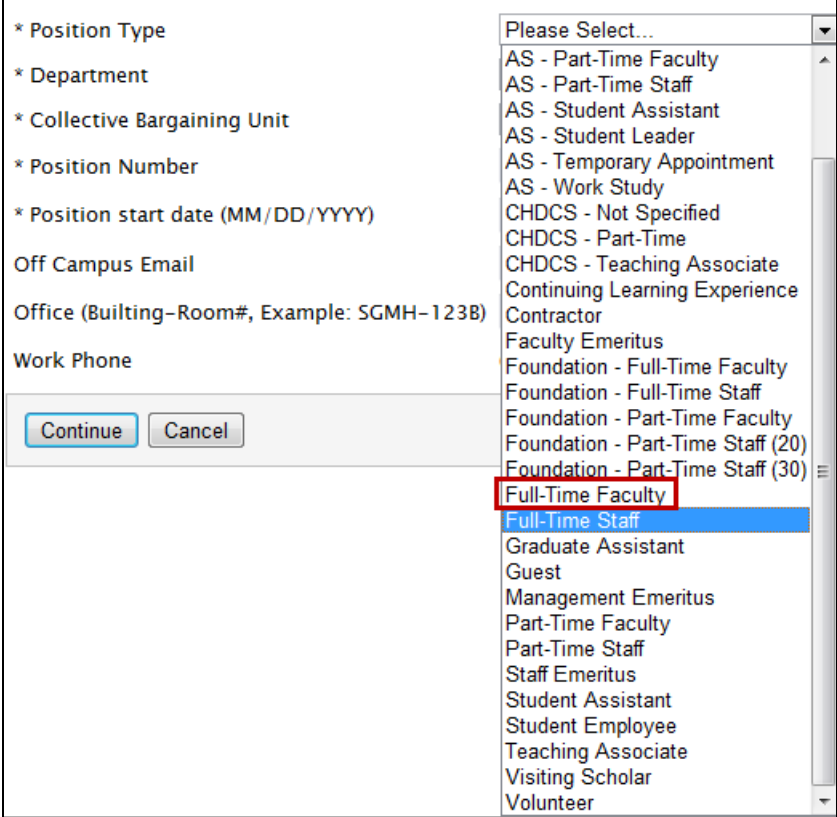

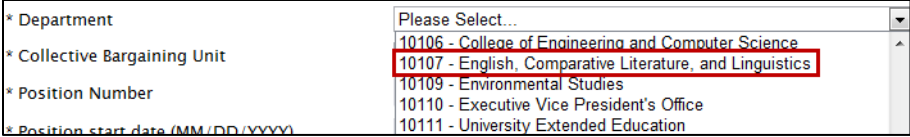
This section covers all Account Management requests such as adding a person to People Directory (aka Identity Management), adding/updating email account, and modifying the online campus directory.


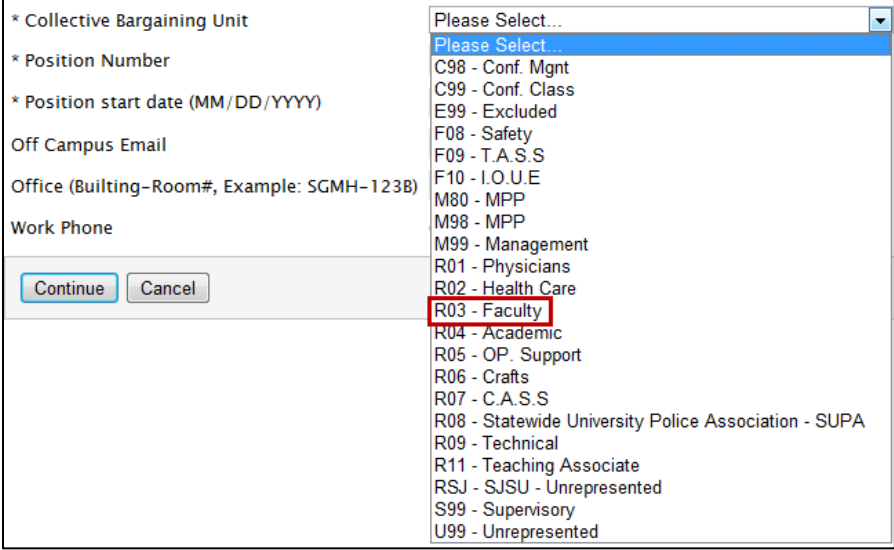



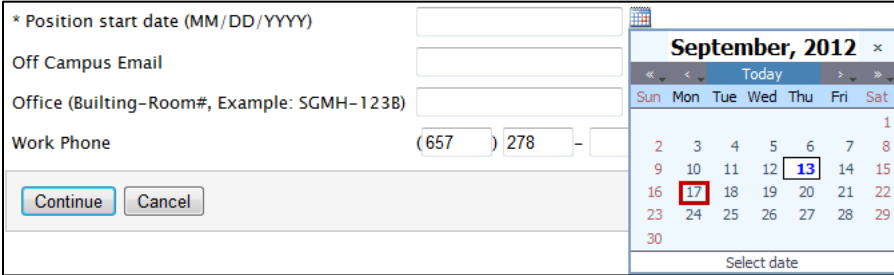
Processing Steps	Screen Shots
<p><b>Accessing Account Management Requests</b></p> <p><b>Step 1:</b> From the main IT Service Catalog Request Forms screen, select <b>Account Management</b>.</p>	 <p>The screenshot shows the 'IT Request Forms' page with a list of service categories. 'Account Management' is highlighted with a red rectangular box. Other categories include 'My Open Requests &amp; Changes', 'Telephones and Mobile Devices', 'Computers and Handhelds', 'Software and Access', and 'Other Services'.</p>
<p><b>Step 2:</b> Enter your campus username and password.</p> <p>Then click <b>Login</b>.</p> <p> If you encounter a security error when logging into this site, contact the IT Call Center at 657-278-7777 or <a href="mailto:helpdesk@fullerton.edu">helpdesk@fullerton.edu</a> for assistance.</p>	 <p>The screenshot shows the 'Account Management' login page. On the left, there is a 'My Requests' section with a list of request items. On the right, there is a login form with fields for 'CSUF Username' (containing 'larthur') and 'Password' (masked with dots). The 'Login' button is highlighted with a red rectangular box.</p>
<p><b>Step 3:</b> You can now select the specific request type.</p>	 <p>The screenshot shows the 'Account Management' page with a navigation menu including 'PEOPLE DIRECTORY', 'EMAIL/LOGIN ACCOUNTS', 'PHONE DIRECTORY', 'REQUEST-MANAGEMENT', 'USERS', and 'SIGN OUT'. Below the menu is a 'People Directory Records' section with a search bar and a 'New Person' button highlighted with a red rectangular box.</p>

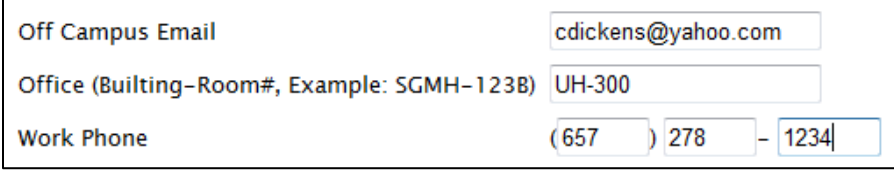

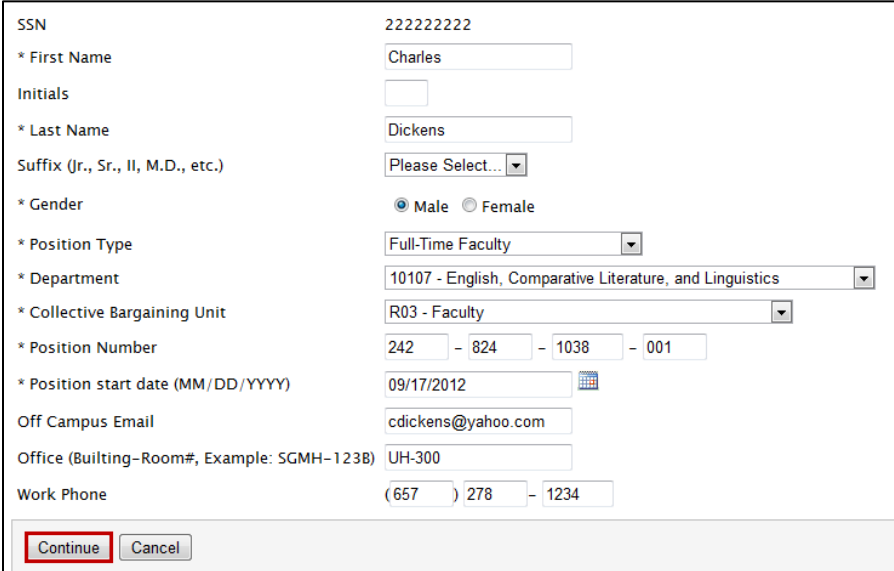



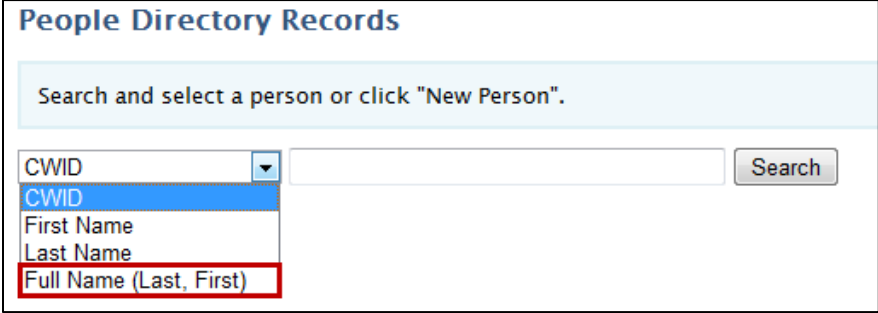

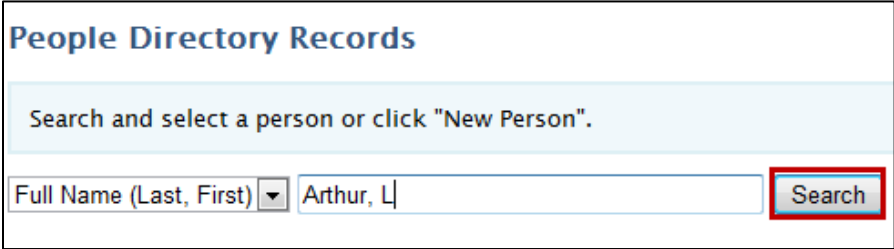
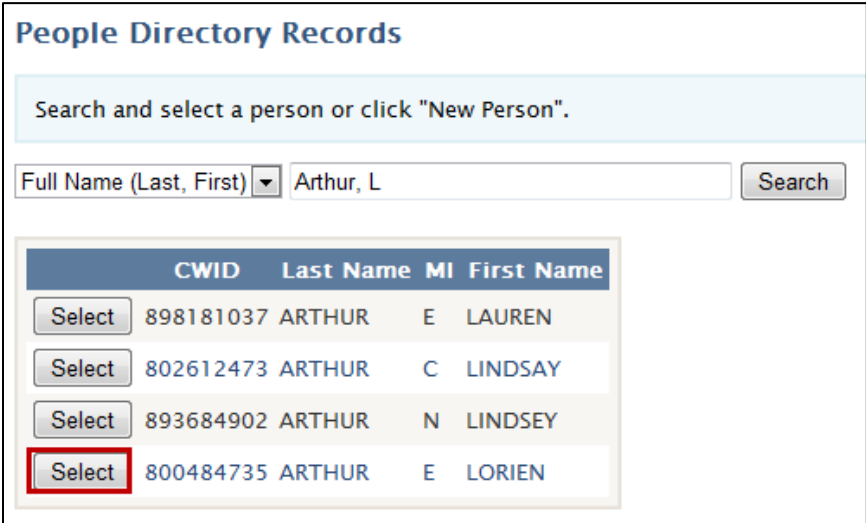
Processing Steps	Screen Shots
<p><b>People Directory</b></p> <p>This section covers all of the People Directory requests including adding a person to the People Directory and modifying a person's People Directory entry.</p> <p><b>Accessing People Directory Requests</b></p> <p><b>Step 1:</b> From the Account Management system, select <b>People Directory</b>.</p>	 <p>The screenshot shows the 'Account Management' page of the California State University Fullerton Information Technology system. The navigation menu includes 'PEOPLE DIRECTORY', 'EMAIL/LOGIN ACCOUNTS', and 'PHONE DIRECTORY'. The 'PEOPLE DIRECTORY' link is highlighted with a red box. Below the navigation menu, there is a section for 'People Directory Records' with a search bar and a 'Search' button.</p>
<p><b>Adding a Person to the People Directory</b></p> <p><b>Step 1:</b> From the People Directory Records screen, click on <b>New Person</b>.</p>	 <p>The screenshot shows the 'People Directory Records' page. The navigation menu includes 'PEOPLE DIRECTORY', 'EMAIL/LOGIN ACCOUNTS', 'PHONE DIRECTORY', and 'REQUEST MAN'. The 'New Person' button is highlighted with a red box.</p>
<p><b>Step 2:</b> Enter the <b>Social Security Number (SSN)</b> of the person you wish to add.</p> <p>Then click <b>Next</b>.</p>	 <p>The screenshot shows the 'Add A Person To People Directory' form. It prompts the user to 'Please enter Social Security Number.' and has a text input field containing '123456789'. Below the input field is a 'Next' button, which is highlighted with a red box.</p>

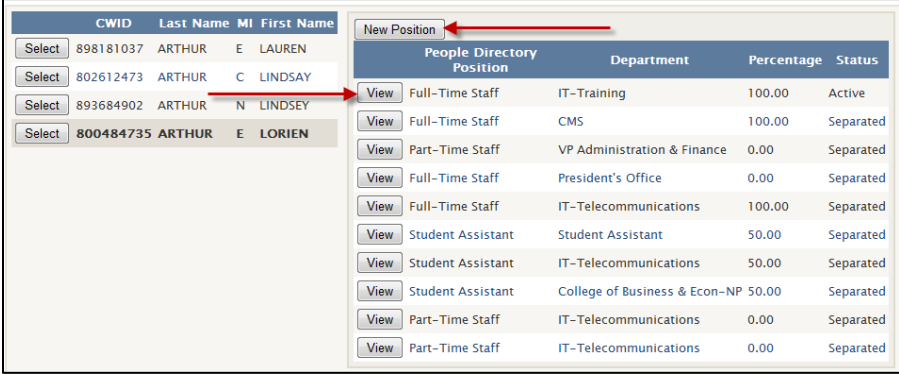

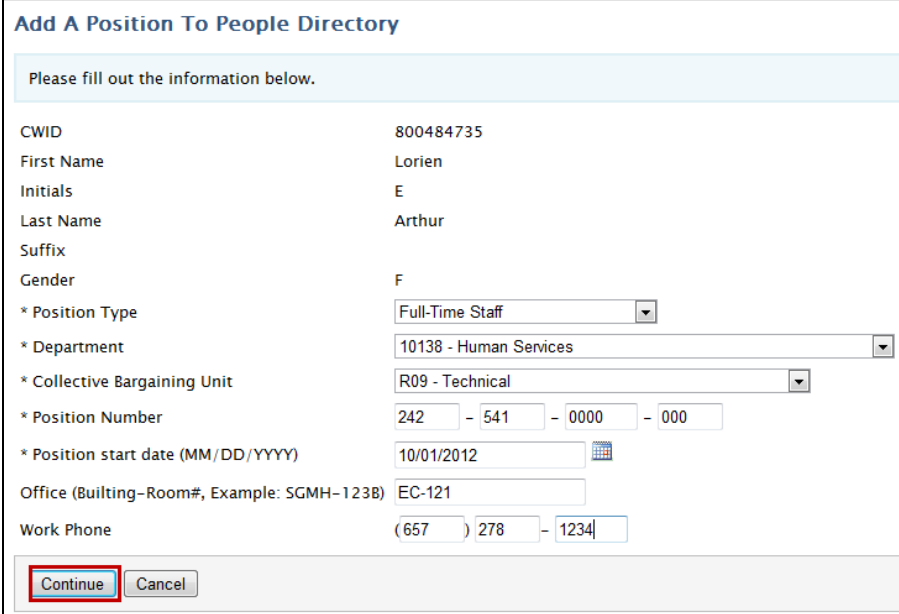
Processing Steps	Screen Shots
<p><b>Step 2a:</b> If a match is found on the Social Security Number that you enter, the matching record will be displayed.</p> <p>If the name on the matching record matches the name of the person you are trying to add, <a href="#">follow the instructions in this guide for modifying People Directory entries.</a></p> <p> If the matching record that appears is a completely different name from the person you are trying to add, please contact Gwen Hooks in Admissions &amp;Records at <a href="mailto:ghooks@fullerton.edu">ghooks@fullerton.edu</a> and she can assist in resolving the issue.</p>	
<p><b>Step 3:</b> Enter the <b>First Name</b>, <b>Last Name</b>, and <b>Gender</b> of the person.</p> <p>Fill out optional fields such as Initials (middle initial) and Suffix if applicable.</p> <p> Any fields with an asterisk (*) are required.</p>	





Processing Steps	Screen Shots
<p><b>Step 4:</b> Select the <b>Position Type</b> that best applies to the person's position from the drop-down menu.</p>	 <p>* Position Type * Department * Collective Bargaining Unit * Position Number * Position start date (MM/DD/YYYY) Off Campus Email Office (Building-Room#, Example: SGMH-123B) Work Phone</p> <p>Continue Cancel</p>
<p><b>Step 5:</b> Select the <b>Department</b> for the person's position from the drop-down menu.</p> <p> You will only see departments in the drop-down list for which you are an authorized Department IT Coordinator.</p>	 <p>* Department * Collective Bargaining Unit * Position Number * Position start date (MM/DD/YYYY)</p>

Processing Steps	Screen Shots
<p><b>Step 6:</b> Select the <b>Collective Bargaining Unit</b> for the person's position from the drop-down menu.</p> <p> If you are unsure of the correct Collective Bargaining Unit, contact your college or division HR coordinator.</p>	 <p>* Collective Bargaining Unit                  * Position Number                  * Position start date (MM/DD/YYYY)                  Off Campus Email                  Office (Building-Room#, Example: SGMH-123B)                  Work Phone</p> <p>Continue Cancel</p> <p>Please Select...                  Please Select...                  C98 - Conf. Mgnt                  C99 - Conf. Class                  E99 - Excluded                  F08 - Safety                  F09 - T.A.S.S                  F10 - I.O.U.E                  M80 - MPP                  M98 - MPP                  M99 - Management                  R01 - Physicians                  R02 - Health Care                  R03 - Faculty                  R04 - Academic                  R05 - OP. Support                  R06 - Crafts                  R07 - C.A.S.S                  R08 - Statewide University Police Association - SUPA                  R09 - Technical                  R11 - Teaching Associate                  RSJ - SJSU - Unrepresented                  S99 - Supervisory                  U99 - Unrepresented</p>
<p><b>Step 7:</b> Enter the <b>Position Number</b> for the person's position.</p> <p> You may not know the last set of digits for the position if they have not yet been assigned. In that case, enter <b>000</b> as the last set of digits. However, be sure to enter the rest of the position number correctly otherwise the employee will not be marked as eligible for a parking permit or other services.</p>	 <p>* Position Number 242 - 824 - 1038 - 001</p>
<p><b>Step 8:</b> Use the calendar icon  to select a <b>Position start date</b> from a calendar view.</p> <p>Or type in the start date as MM/DD/YYYY (i.e. 09/17/2012).</p>	 <p>* Position start date (MM/DD/YYYY)                  Off Campus Email                  Office (Building-Room#, Example: SGMH-123B)                  Work Phone (657 ) 278 -</p> <p>Continue Cancel</p> <p>September, 2012 x                  Today                  Sun Mon Tue Wed Thu Fri Sat                  1                  2 3 4 5 6 7 8                  9 10 11 12 13 14 15                  16 17 18 19 20 21 22                  23 24 25 26 27 28 29                  30                  Select date</p>


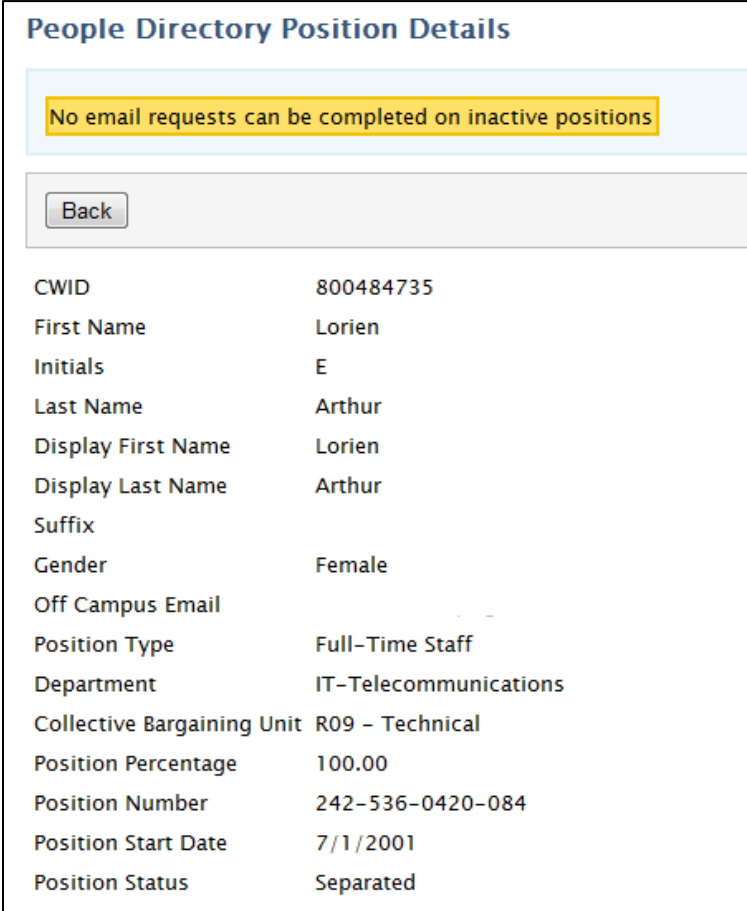
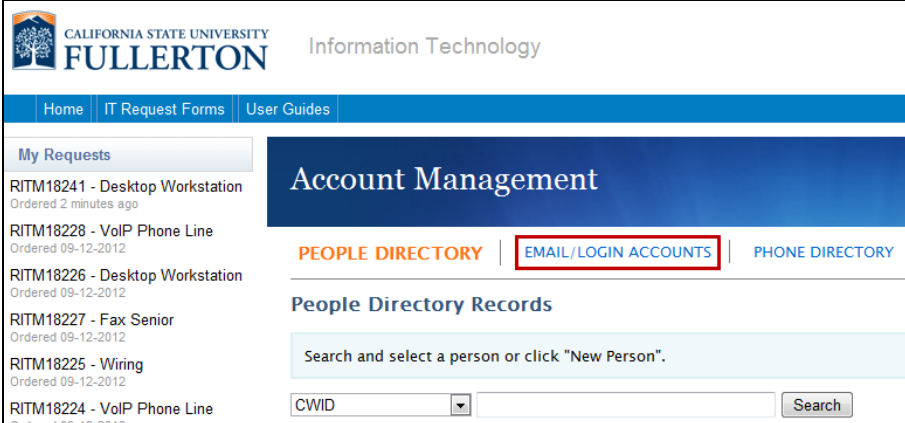
Processing Steps	Screen Shots
<p><b>Step 9:</b> These fields are optional, but if they are known it is helpful to include them:</p> <ul style="list-style-type: none"> <li>• <b>Off Campus Email:</b> a non-campus email address for the person.</li> <li>• <b>Office:</b> the building and room number of the person's office. This can be the department office location if the person will not have an office on campus.</li> <li>• <b>Work Phone:</b> the campus phone number associated with the person. This can be the department main number if the person will not have their own phone.</li> </ul>	 <p>A screenshot of the Step 9 form fields. It shows three rows of input fields: 'Off Campus Email' with the value 'cdickens@yahoo.com', 'Office (Building-Room#, Example: SGMH-123B)' with the value 'UH-300', and 'Work Phone' with the value '(657 ) 278 - 1234'.</p>
<p><b>Step 10:</b> Review the information you have entered carefully.</p> <p>Then click <b>Continue</b>.</p>  <p>You will receive a confirmation that the person has been successfully added to the People Directory.</p>	 <p>A screenshot of the Step 10 form fields. It shows a list of fields with their corresponding values: SSN (222222222), * First Name (Charles), Initials (empty), * Last Name (Dickens), Suffix (Please Select...), * Gender (Male selected), * Position Type (Full-Time Faculty), * Department (10107 - English, Comparative Literature, and Linguistics), * Collective Bargaining Unit (R03 - Faculty), * Position Number (242 - 824 - 1038 - 001), * Position start date (09/17/2012), Off Campus Email (cdickens@yahoo.com), Office (UH-300), and Work Phone ((657 ) 278 - 1234). At the bottom, there are 'Continue' and 'Cancel' buttons, with 'Continue' highlighted by a red box.</p>

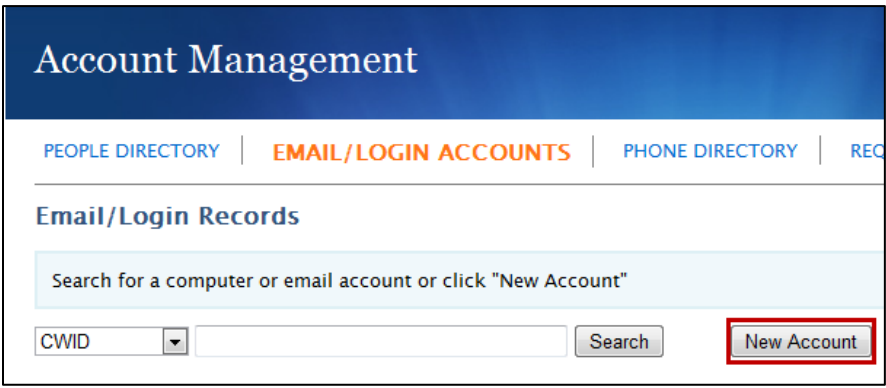

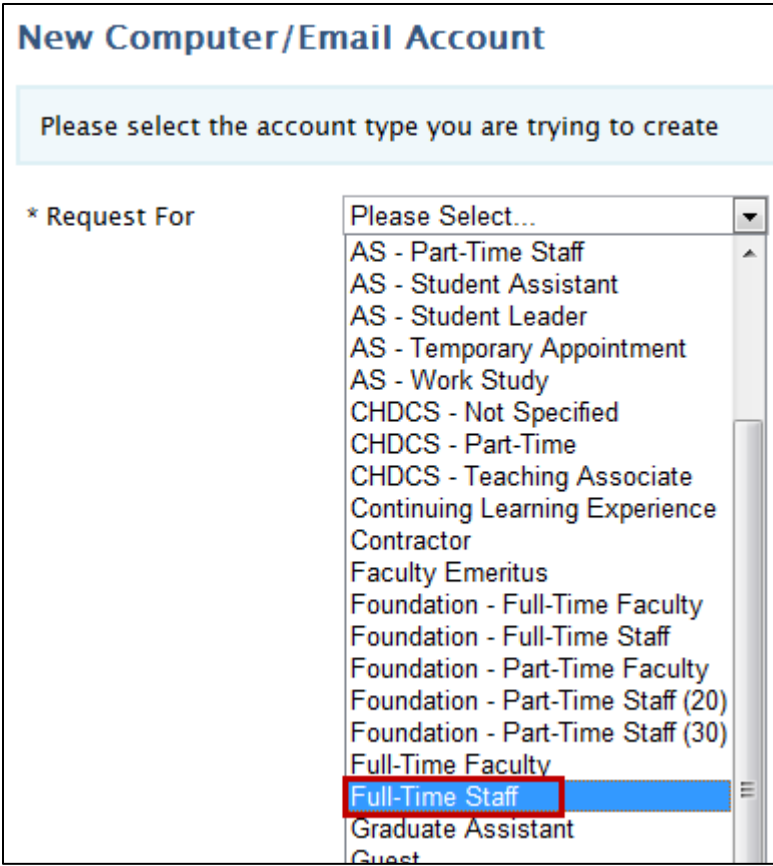
Processing Steps	Screen Shots																									
<p><b>View or Modify a People Directory Entry</b></p> <p><b>Step 1:</b> From the People Directory Records screen, use the drop-down menu to select a search option.</p>  Searches by only First Name or only Last Name are not recommended unless the person has a very unique name.																										
<p><b>Step 2:</b> Enter the search criteria.</p> <p>Then click <b>Search</b>.</p>  Keep in mind that the People Directory uses legal names. Searching for "Bob" may not return a result whereas "Robert" will.																										
<p><b>Step 3:</b> A list of results matching your criteria appears.</p> <p>Click <b>Select</b> next to the entry you wish to view/modify.</p>	 <table border="1" data-bbox="592 1411 1182 1680"> <thead> <tr> <th></th> <th>CWID</th> <th>Last Name</th> <th>MI</th> <th>First Name</th> </tr> </thead> <tbody> <tr> <td>Select</td> <td>898181037</td> <td>ARTHUR</td> <td>E</td> <td>LAUREN</td> </tr> <tr> <td>Select</td> <td>802612473</td> <td>ARTHUR</td> <td>C</td> <td>LINDSAY</td> </tr> <tr> <td>Select</td> <td>893684902</td> <td>ARTHUR</td> <td>N</td> <td>LINDSEY</td> </tr> <tr> <td>Select</td> <td>800484735</td> <td>ARTHUR</td> <td>E</td> <td>LORIEN</td> </tr> </tbody> </table>		CWID	Last Name	MI	First Name	Select	898181037	ARTHUR	E	LAUREN	Select	802612473	ARTHUR	C	LINDSAY	Select	893684902	ARTHUR	N	LINDSEY	Select	800484735	ARTHUR	E	LORIEN
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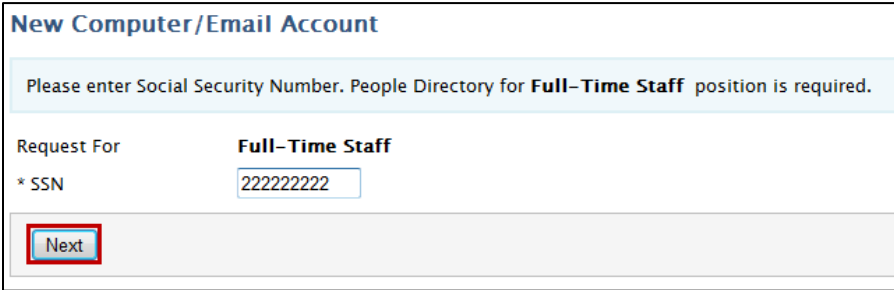

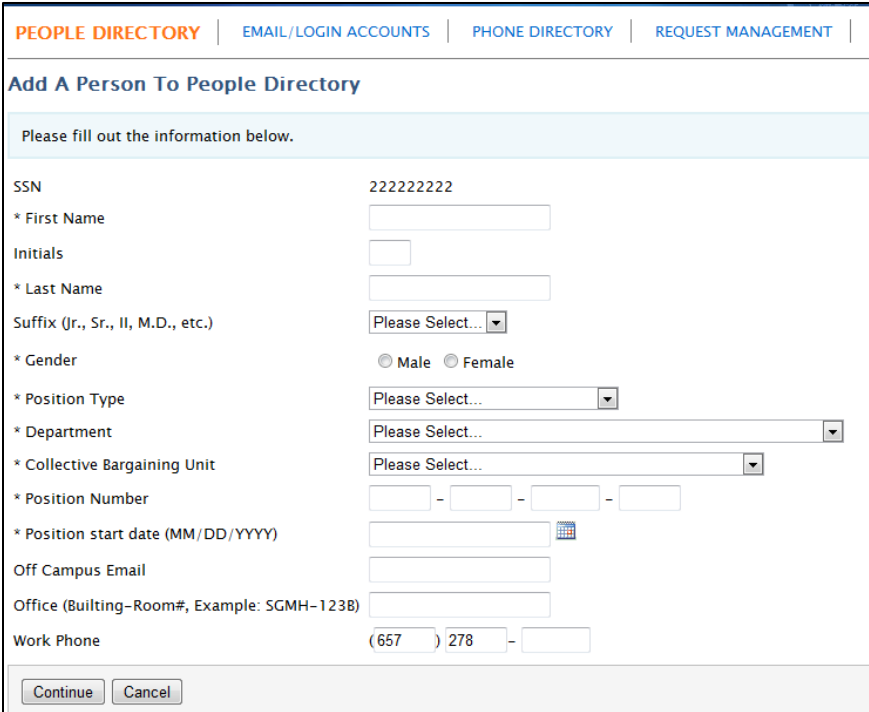
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<p><b>Step 4:</b> A list of all of the positions (active and inactive) for the person is displayed on the right side of the screen.</p> <p>The <b>Status</b> column on the far right indicates whether the position is <b>Active</b> or the employee has <b>Separated</b> from that position.</p> <p>To view details of a position, click <b>View</b> next to the position.</p> <p>To add a new position, click <b>New Position</b>.</p>	 <table border="1" data-bbox="570 275 1463 646"> <thead> <tr> <th>Position</th> <th>Department</th> <th>Percentage</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Full-Time Staff</td> <td>IT-Training</td> <td>100.00</td> <td>Active</td> </tr> <tr> <td>Full-Time Staff</td> <td>CMS</td> <td>100.00</td> <td>Separated</td> </tr> <tr> <td>Part-Time Staff</td> <td>VP Administration &amp; Finance</td> <td>0.00</td> <td>Separated</td> </tr> <tr> <td>Full-Time Staff</td> <td>President's Office</td> <td>0.00</td> <td>Separated</td> </tr> <tr> <td>Full-Time Staff</td> <td>IT-Telecommunications</td> <td>100.00</td> <td>Separated</td> </tr> <tr> <td>Student Assistant</td> <td>Student Assistant</td> <td>50.00</td> <td>Separated</td> </tr> <tr> <td>Student Assistant</td> <td>IT-Telecommunications</td> <td>50.00</td> <td>Separated</td> </tr> <tr> <td>Student Assistant</td> <td>College of Business &amp; Econ-NP</td> <td>50.00</td> <td>Separated</td> </tr> <tr> <td>Part-Time Staff</td> <td>IT-Telecommunications</td> <td>0.00</td> <td>Separated</td> </tr> <tr> <td>Part-Time Staff</td> <td>IT-Telecommunications</td> <td>0.00</td> <td>Separated</td> </tr> </tbody> </table>	Position	Department	Percentage	Status	Full-Time Staff	IT-Training	100.00	Active	Full-Time Staff	CMS	100.00	Separated	Part-Time Staff	VP Administration & Finance	0.00	Separated	Full-Time Staff	President's Office	0.00	Separated	Full-Time Staff	IT-Telecommunications	100.00	Separated	Student Assistant	Student Assistant	50.00	Separated	Student Assistant	IT-Telecommunications	50.00	Separated	Student Assistant	College of Business & Econ-NP	50.00	Separated	Part-Time Staff	IT-Telecommunications	0.00	Separated	Part-Time Staff	IT-Telecommunications	0.00	Separated
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<p><b>Adding a New Position</b></p> <p>When you click on <b>New Position</b>, you will be taken to a screen to populate the information on the new position.</p> <p>You will need to enter:</p> <ul style="list-style-type: none"> <li>• <b>Position Type</b></li> <li>• <b>Department</b></li> <li>• <b>Collective Bargaining Unit</b></li> <li>• <b>Position Number</b></li> <li>• <b>Position start date</b></li> <li>• <b>Office</b> (optional, but helpful)</li> <li>• <b>Work Phone</b> (optional, but helpful)</li> </ul> <p>Then click <b>Continue</b>. You will receive a confirmation that the position has successfully been added.</p> <p> See <a href="#">the section above on adding a person to the People Directory</a> for more details.</p>	 <p><b>Add A Position To People Directory</b></p> <p>Please fill out the information below.</p> <p>CWID: 800484735          First Name: Lorien          Initials: E          Last Name: Arthur          Suffix:          Gender: F          * Position Type: Full-Time Staff          * Department: 10138 - Human Services          * Collective Bargaining Unit: R09 - Technical          * Position Number: 242 - 541 - 0000 - 000          * Position start date (MM/DD/YYYY): 10/01/2012          Office (Building-Room#, Example: SGMH-123B): EC-121          Work Phone: (657 ) 278 - 1234</p> <p><b>Continue</b> Cancel</p>																																												


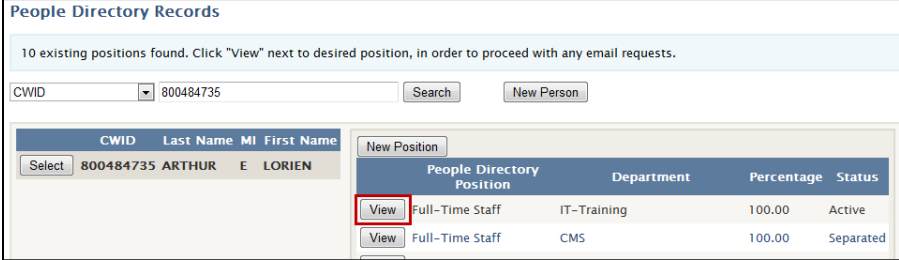
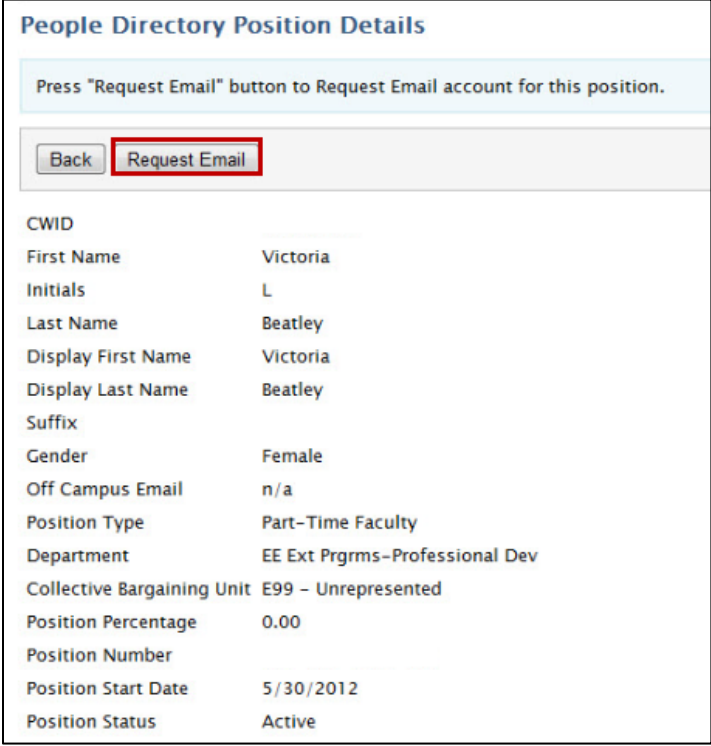
Processing Steps	Screen Shots																																
<p><b><u>Viewing an Active Position</u></b></p> <p>When you click on <b>View</b> next to an active position, the People Directory Position Details screen appears.</p> <p>If you wish to modify the person's email profile, click <b>Modify Email</b>.</p> <p> See the section on <a href="#">Modifying an Email Account</a> for more details.</p>	<div data-bbox="570 270 1446 884"> <p><b>People Directory Position Details</b></p> <p>Press "Modify Email" button to modify data for Email profile, like department, office, phone, last name, username etc.</p> <p>Back Modify Email </p> <table border="0"> <tr><td>CWID</td><td>800484735</td></tr> <tr><td>First Name</td><td>Lorien</td></tr> <tr><td>Initials</td><td>E</td></tr> <tr><td>Last Name</td><td>Arthur</td></tr> <tr><td>Display First Name</td><td>Lorien</td></tr> <tr><td>Display Last Name</td><td>Arthur</td></tr> <tr><td>Suffix</td><td></td></tr> <tr><td>Gender</td><td>Female</td></tr> <tr><td>Off Campus Email</td><td></td></tr> <tr><td>Position Type</td><td>Full-Time Staff</td></tr> <tr><td>Department</td><td>IT-Training</td></tr> <tr><td>Collective Bargaining Unit</td><td>R09 - Technical</td></tr> <tr><td>Position Percentage</td><td>100.00</td></tr> <tr><td>Position Number</td><td>242-824-1038-001</td></tr> <tr><td>Position Start Date</td><td>2/1/2000</td></tr> <tr><td>Position Status</td><td>Active</td></tr> </table> </div>	CWID	800484735	First Name	Lorien	Initials	E	Last Name	Arthur	Display First Name	Lorien	Display Last Name	Arthur	Suffix		Gender	Female	Off Campus Email		Position Type	Full-Time Staff	Department	IT-Training	Collective Bargaining Unit	R09 - Technical	Position Percentage	100.00	Position Number	242-824-1038-001	Position Start Date	2/1/2000	Position Status	Active
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<p>If the person does not yet have an email account, you can click on <b>Request Email</b>.</p> <p> See the section on <a href="#">Requesting a New Email/Login Account</a> for more details.</p>	<div data-bbox="570 972 1321 1766"> <p><b>People Directory Position Details</b></p> <p>Press "Request Email" button to Request Email account for this position.</p> <p>Back Request Email </p> <table border="0"> <tr><td>CWID</td><td></td></tr> <tr><td>First Name</td><td>Victoria</td></tr> <tr><td>Initials</td><td>L</td></tr> <tr><td>Last Name</td><td>Beatley</td></tr> <tr><td>Display First Name</td><td>Victoria</td></tr> <tr><td>Display Last Name</td><td>Beatley</td></tr> <tr><td>Suffix</td><td></td></tr> <tr><td>Gender</td><td>Female</td></tr> <tr><td>Off Campus Email</td><td>n/a</td></tr> <tr><td>Position Type</td><td>Part-Time Faculty</td></tr> <tr><td>Department</td><td>EE Ext Prgms-Professional Dev</td></tr> <tr><td>Collective Bargaining Unit</td><td>E99 - Unrepresented</td></tr> <tr><td>Position Percentage</td><td>0.00</td></tr> <tr><td>Position Number</td><td></td></tr> <tr><td>Position Start Date</td><td>5/30/2012</td></tr> <tr><td>Position Status</td><td>Active</td></tr> </table> </div>	CWID		First Name	Victoria	Initials	L	Last Name	Beatley	Display First Name	Victoria	Display Last Name	Beatley	Suffix		Gender	Female	Off Campus Email	n/a	Position Type	Part-Time Faculty	Department	EE Ext Prgms-Professional Dev	Collective Bargaining Unit	E99 - Unrepresented	Position Percentage	0.00	Position Number		Position Start Date	5/30/2012	Position Status	Active
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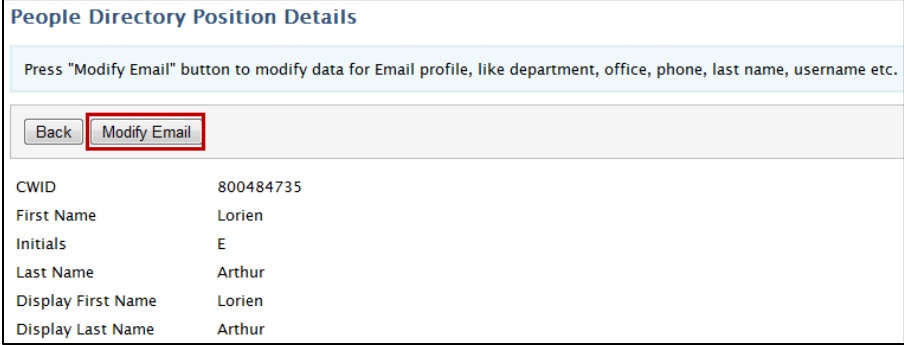

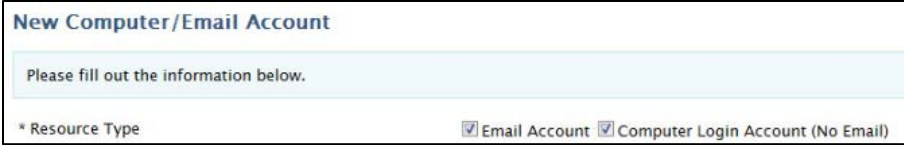
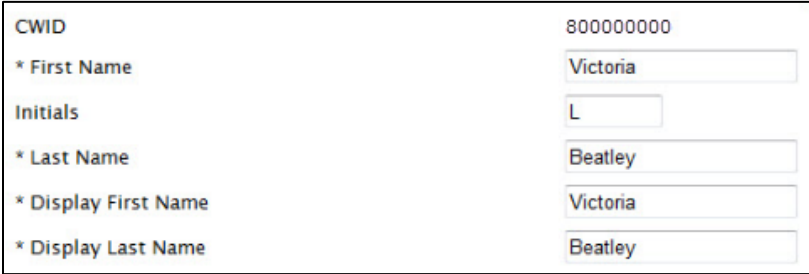


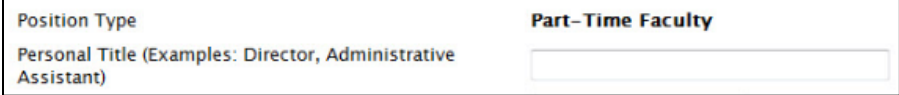

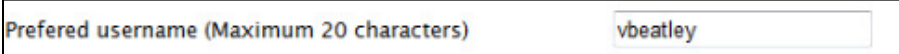
Processing Steps	Screen Shots
<p><b>Viewing a Separated Position</b></p> <p>When you click on <b>View</b> next to a separated position, the People Directory Position Details screen appears.</p> <p>There are no actions you can perform on a separated position.</p>  <p>See the section on <a href="#">Extending Expiration of an Email Account</a> to learn how to temporarily re-activate a separated position for a part-time faculty.</p>	
<p><b>Email/Login Accounts Requests</b></p> <p>This section covers all of the Email/Login Account requests including requesting a new email account, modifying an email account, disabling an email account, re-enabling a disabled email account, and extending the expiration of an email account/People Directory position.</p> <p><b>Accessing Email/Login Requests</b></p> <p><b>Step 1:</b> From the Account Management system, select <b>Email/Login Accounts</b>.</p>	


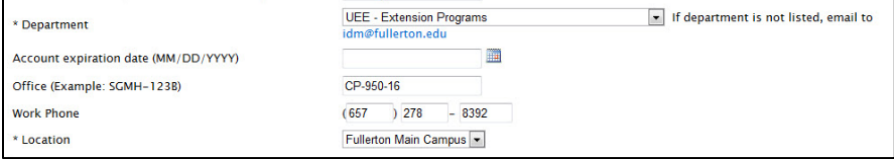

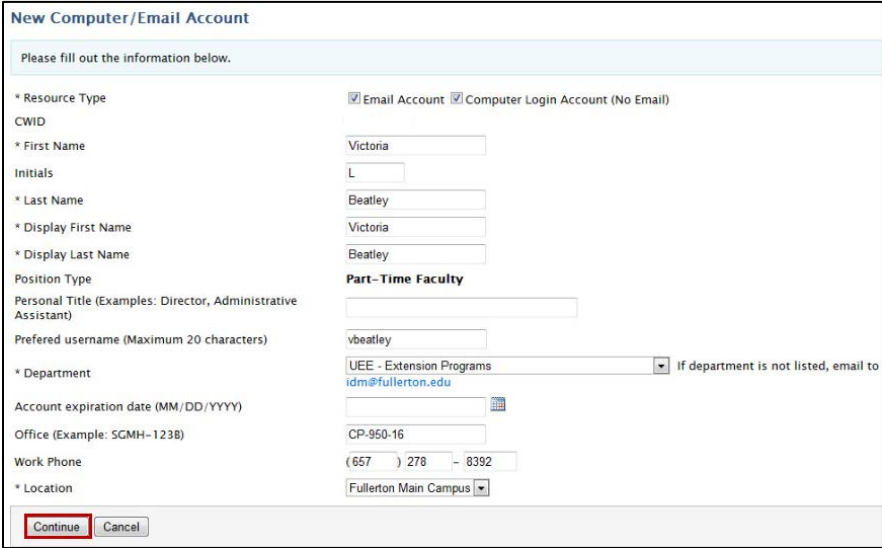

Processing Steps	Screen Shots
<p><b>Requesting a New Email/Login Account</b></p> <p><b>Step 1:</b> From the Email/Login Records screen, click on <b>New Account</b>.</p>	 <p>The screenshot shows the 'Account Management' interface. At the top, there are navigation links: 'PEOPLE DIRECTORY', 'EMAIL/LOGIN ACCOUNTS' (highlighted in orange), 'PHONE DIRECTORY', and 'REC'. Below this is the 'Email/Login Records' section with a search bar containing the text 'Search for a computer or email account or click "New Account"'. At the bottom, there is a 'CWID' dropdown menu, a search input field, a 'Search' button, and a 'New Account' button which is highlighted with a red rectangular box.</p>
<p><b>Step 2:</b> Select the type of account from the drop-down list.</p> <p> If the account is not for a person, select <b>Administrative Account</b> as the account type and go to <a href="#">the section on Requesting an Account for a Non-Person (Administrative Account)</a>.</p>	 <p>The screenshot shows the 'New Computer/Email Account' form. It has a title 'New Computer/Email Account' and a subtitle 'Please select the account type you are trying to create'. Below this is a label '* Request For' followed by a dropdown menu. The dropdown menu is open, showing a list of account types. The 'Full-Time Staff' option is highlighted with a blue background and a red rectangular box. Other visible options include 'AS - Part-Time Staff', 'AS - Student Assistant', 'AS - Student Leader', 'AS - Temporary Appointment', 'AS - Work Study', 'CHDCS - Not Specified', 'CHDCS - Part-Time', 'CHDCS - Teaching Associate', 'Continuing Learning Experience', 'Contractor', 'Faculty Emeritus', 'Foundation - Full-Time Faculty', 'Foundation - Full-Time Staff', 'Foundation - Part-Time Faculty', 'Foundation - Part-Time Staff (20)', 'Foundation - Part-Time Staff (30)', 'Full-Time Faculty', 'Graduate Assistant', and 'Guest'.</p>

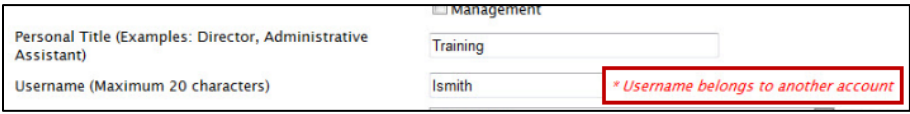

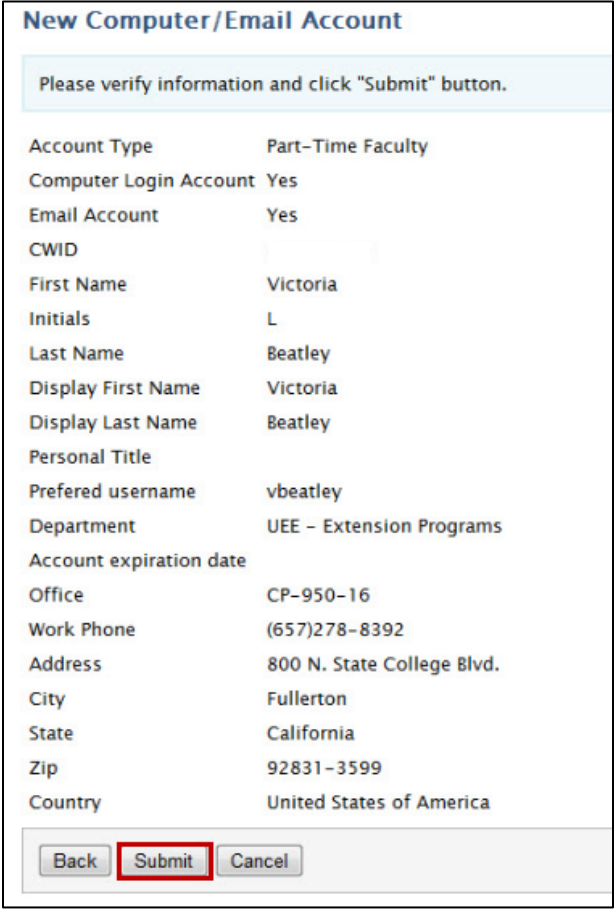
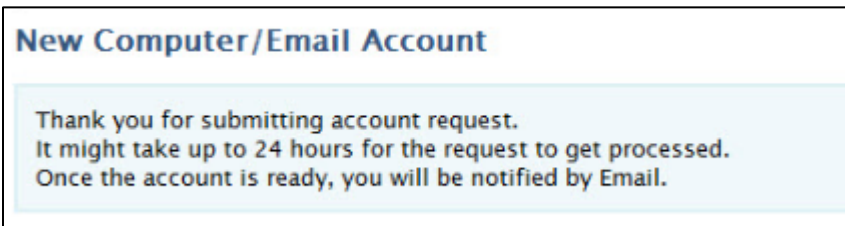
Processing Steps	Screen Shots
<p><b><u>Requesting an Account for a Person</u></b></p> <p><b>Step 1:</b> Enter the Social Security Number (SSN) of the person.</p> <p>Then click <b>Next</b>.</p>	
<p><b>Step 1a:</b> If there is no People Directory entry associated with the SSN that you entered, you will be taken to the Add Person to People Directory screen.</p> <p>After creating a People Directory entry, you will see the option to <b>Request Email</b> (see step 3 below).</p> <p> See the section on <a href="#">Adding a Person to the People Directory</a> for more details.</p>	

Processing Steps	Screen Shots																																
<p><b>Step 2:</b> If there is a People Directory entry associated with the SSN that you entered, it will be displayed on the screen.</p> <p>Click <b>View</b> next to the active position.</p>  <p>If there are no active positions, you will need to click <b>New Position</b>. See <a href="#">the section on adding a new position</a> for more details.</p>	 <p>The screenshot shows the 'People Directory Records' page. At the top, it states '10 existing positions found. Click "View" next to desired position, in order to proceed with any email requests.' Below this is a search bar with 'CWID' set to '800484735' and a 'Search' button. A 'New Person' button is also visible. A table lists search results with columns for 'CWID', 'Last Name', 'MI', 'First Name', 'New Position', 'People Directory Position', 'Department', 'Percentage', and 'Status'. Two rows are shown, both with 'View' buttons highlighted in red. The first row is for 'ARTHUR E LORIEN' in the 'IT-Training' department, and the second is for 'ARTHUR E LORIEN' in the 'CMS' department.</p>																																
<p><b>Step 3:</b> Then click <b>Request Email</b>.</p>	 <p>The screenshot shows the 'People Directory Position Details' page. It features a 'Request Email' button highlighted in red, along with a 'Back' button. Below the buttons is a list of personal and professional details for the selected position, including name, gender, department, and position status.</p> <table border="1"> <tr><td>CWID</td><td></td></tr> <tr><td>First Name</td><td>Victoria</td></tr> <tr><td>Initials</td><td>L</td></tr> <tr><td>Last Name</td><td>Beatley</td></tr> <tr><td>Display First Name</td><td>Victoria</td></tr> <tr><td>Display Last Name</td><td>Beatley</td></tr> <tr><td>Suffix</td><td></td></tr> <tr><td>Gender</td><td>Female</td></tr> <tr><td>Off Campus Email</td><td>n/a</td></tr> <tr><td>Position Type</td><td>Part-Time Faculty</td></tr> <tr><td>Department</td><td>EE Ext Prgms-Professional Dev</td></tr> <tr><td>Collective Bargaining Unit</td><td>E99 - Unrepresented</td></tr> <tr><td>Position Percentage</td><td>0.00</td></tr> <tr><td>Position Number</td><td></td></tr> <tr><td>Position Start Date</td><td>5/30/2012</td></tr> <tr><td>Position Status</td><td>Active</td></tr> </table>	CWID		First Name	Victoria	Initials	L	Last Name	Beatley	Display First Name	Victoria	Display Last Name	Beatley	Suffix		Gender	Female	Off Campus Email	n/a	Position Type	Part-Time Faculty	Department	EE Ext Prgms-Professional Dev	Collective Bargaining Unit	E99 - Unrepresented	Position Percentage	0.00	Position Number		Position Start Date	5/30/2012	Position Status	Active
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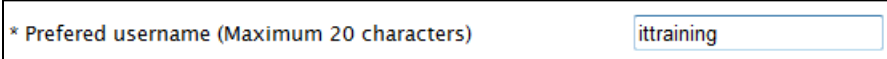
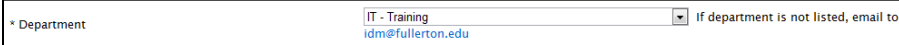
Processing Steps	Screen Shots												
<p><b>Step 3a:</b> If there is an existing email address associated with this person, you may modify the email account details by clicking <b>Modify Email</b>.</p> <p> See the section on <a href="#">Modifying an Email Account</a> for more details.</p>	 <p><b>People Directory Position Details</b></p> <p>Press "Modify Email" button to modify data for Email profile, like department, office, phone, last name, username etc.</p> <p>Back <b>Modify Email</b></p> <table border="1"> <tr><td>CWID</td><td>800484735</td></tr> <tr><td>First Name</td><td>Lorien</td></tr> <tr><td>Initials</td><td>E</td></tr> <tr><td>Last Name</td><td>Arthur</td></tr> <tr><td>Display First Name</td><td>Lorien</td></tr> <tr><td>Display Last Name</td><td>Arthur</td></tr> </table>	CWID	800484735	First Name	Lorien	Initials	E	Last Name	Arthur	Display First Name	Lorien	Display Last Name	Arthur
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<p><b>Step 4:</b> Select the <b>Resource Type</b> for the account. This is the type of account you are requesting.</p> <p> If you select <b>Email Account</b>, it automatically selects <b>Computer Login Account</b> as well.</p>	 <p><b>New Computer/Email Account</b></p> <p>Please fill out the information below.</p> <p>* Resource Type <input checked="" type="checkbox"/> Email Account <input checked="" type="checkbox"/> Computer Login Account (No Email)</p>												
<p><b>Step 5:</b> The CWID and names are automatically populated from the People Directory entry.</p> <p>You may modify any of the names associated with the person if necessary.</p> <ul style="list-style-type: none"> <li>• <b>First Name:</b> the person's legal first name (i.e. "Robert" or "Victoria").</li> <li>• <b>Last Name:</b> the person's legal last name.</li> <li>• <b>Display First Name:</b> the name the person would like displayed in Outlook; this could be a nickname. (i.e. "Bob" or "Vicky.")</li> <li>• <b>Display Last Name:</b> the name the person would like displayed in Outlook; this is typically the same as their legal last name.</li> </ul>	 <table border="1"> <tr><td>CWID</td><td>800000000</td></tr> <tr><td>* First Name</td><td>Victoria</td></tr> <tr><td>Initials</td><td>L</td></tr> <tr><td>* Last Name</td><td>Beatley</td></tr> <tr><td>* Display First Name</td><td>Victoria</td></tr> <tr><td>* Display Last Name</td><td>Beatley</td></tr> </table>	CWID	800000000	* First Name	Victoria	Initials	L	* Last Name	Beatley	* Display First Name	Victoria	* Display Last Name	Beatley
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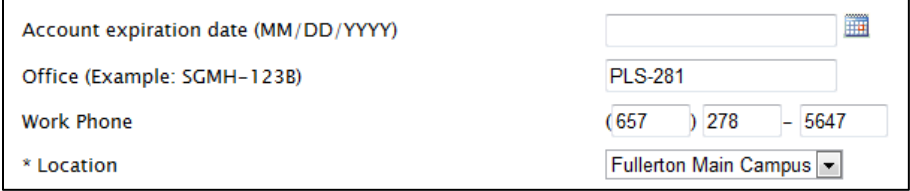
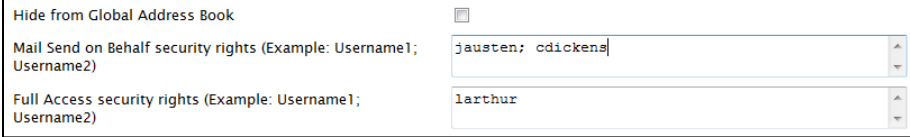
Processing Steps	Screen Shots
<p><b>Step 6: (Optional)</b>                      The <b>Position Type</b> populates automatically from the People Directory entry.</p> <p>Fill in a <b>Personal Title</b> for the person if known and/or desired. I.e. <i>IT Documentation &amp; Training Specialist</i>.</p>	 <p>The screenshot shows a form with two fields. The first field is labeled 'Position Type' and contains the text 'Part-Time Faculty'. The second field is labeled 'Personal Title (Examples: Director, Administrative Assistant)' and is currently empty.</p>
<p><b>Step 7:</b>                      Enter a preferred username for the account.</p> <p>Typically the naming convention is First Initial + Last Name (i.e. Lori Arthur = larthur).</p> <p>You may also enter a variation on the naming convention that includes the person's first name (i.e. loriarthur) or the person's middle initial (i.e. vlbeatley).</p> <p> You must use a variation on the person's name for the username. No numbers or symbols are allowed. A username such as bigmac001 or xena_123 will be rejected.</p>	 <p>The screenshot shows a form with one field labeled 'Preferred username (Maximum 20 characters)'. The field contains the text 'vlbeatley'.</p>

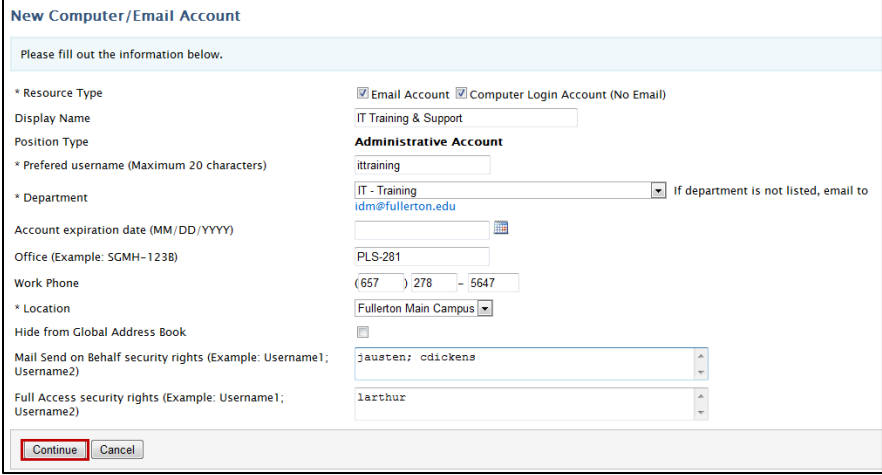
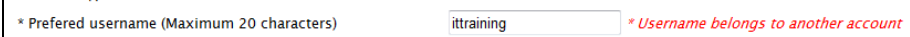
Processing Steps	Screen Shots
<p><b>Step 8:</b> The <b>Department</b> populates from the People Directory entry. Use the drop-down menu to correct it if necessary.</p> <p>If the account should have an expiration date (i.e. this is an account for a temporary employee), use the calendar icon (  ) to select an expiration date for the <b>Account expiration date</b> field.</p> <p>The <b>Office</b> and <b>Work Phone</b> populate from the People Directory entry. You may modify the fields if necessary.</p> <p>Select a <b>Location</b> from the drop-down menu to indicate at which campus this employee works: Fullerton Main Campus, Garden Grove Center, Irvine Campus, or Other.</p>	 <p>* Department: UEE - Extension Programs (dropdown) If department is not listed, email to <a href="mailto:edm@fullerton.edu">edm@fullerton.edu</a></p> <p>Account expiration date (MM/DD/YYYY): <input type="text"/> </p> <p>Office (Example: SGMH-123B): CP-950-16</p> <p>Work Phone: (657 ) 278 - 8392</p> <p>* Location: Fullerton Main Campus (dropdown)</p>
<p><b>Step 9:</b> Review the information you have entered.</p> <p>Then click <b>Continue</b>.</p>	 <p><b>New Computer/Email Account</b></p> <p>Please fill out the information below.</p> <p>* Resource Type: <input checked="" type="checkbox"/> Email Account <input checked="" type="checkbox"/> Computer Login Account (No Email)</p> <p>CWID: <input type="text"/></p> <p>* First Name: Victoria</p> <p>Initials: L</p> <p>* Last Name: Beatley</p> <p>* Display First Name: Victoria</p> <p>* Display Last Name: Beatley</p> <p>Position Type: <b>Part-Time Faculty</b></p> <p>Personal Title (Examples: Director, Administrative Assistant): <input type="text"/></p> <p>Preferred username (Maximum 20 characters): vbeatley</p> <p>* Department: UEE - Extension Programs (dropdown) If department is not listed, email to <a href="mailto:edm@fullerton.edu">edm@fullerton.edu</a></p> <p>Account expiration date (MM/DD/YYYY): <input type="text"/> </p> <p>Office (Example: SGMH-123B): CP-950-16</p> <p>Work Phone: (657 ) 278 - 8392</p> <p>* Location: Fullerton Main Campus (dropdown)</p> <p><input type="button" value="Continue"/> <input type="button" value="Cancel"/></p>


Processing Steps	Screen Shots																																								
<p><b>Step 9a:</b> If there is an error or problem with the information, you will see an error message in red next to the field(s) with an error.</p> <p>Correct the error(s) and then click <b>Continue</b> again.</p>																																									
<p><b>Step 10:</b> Verify that the information on the account is correct.</p> <p>Then click <b>Submit</b>.</p> <p> Notice that the person's Address has been entered. This is the address associated with the Location/campus that you selected.</p>	 <p><b>New Computer/Email Account</b></p> <p>Please verify information and click "Submit" button.</p> <table border="0"> <tr> <td>Account Type</td> <td>Part-Time Faculty</td> </tr> <tr> <td>Computer Login Account</td> <td>Yes</td> </tr> <tr> <td>Email Account</td> <td>Yes</td> </tr> <tr> <td>CWID</td> <td></td> </tr> <tr> <td>First Name</td> <td>Victoria</td> </tr> <tr> <td>Initials</td> <td>L</td> </tr> <tr> <td>Last Name</td> <td>Beatley</td> </tr> <tr> <td>Display First Name</td> <td>Victoria</td> </tr> <tr> <td>Display Last Name</td> <td>Beatley</td> </tr> <tr> <td>Personal Title</td> <td></td> </tr> <tr> <td>Preferred username</td> <td>vbeatley</td> </tr> <tr> <td>Department</td> <td>UEE - Extension Programs</td> </tr> <tr> <td>Account expiration date</td> <td></td> </tr> <tr> <td>Office</td> <td>CP-950-16</td> </tr> <tr> <td>Work Phone</td> <td>(657)278-8392</td> </tr> <tr> <td>Address</td> <td>800 N. State College Blvd.</td> </tr> <tr> <td>City</td> <td>Fullerton</td> </tr> <tr> <td>State</td> <td>California</td> </tr> <tr> <td>Zip</td> <td>92831-3599</td> </tr> <tr> <td>Country</td> <td>United States of America</td> </tr> </table> <p>Buttons: Back, <b>Submit</b>, Cancel</p>	Account Type	Part-Time Faculty	Computer Login Account	Yes	Email Account	Yes	CWID		First Name	Victoria	Initials	L	Last Name	Beatley	Display First Name	Victoria	Display Last Name	Beatley	Personal Title		Preferred username	vbeatley	Department	UEE - Extension Programs	Account expiration date		Office	CP-950-16	Work Phone	(657)278-8392	Address	800 N. State College Blvd.	City	Fullerton	State	California	Zip	92831-3599	Country	United States of America
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<p><b>Step 11:</b> You will receive a confirmation that your submission was successful.</p> <p>Once the account is ready, you will receive an email with the username and password.</p>	 <p><b>New Computer/Email Account</b></p> <p>Thank you for submitting account request. It might take up to 24 hours for the request to get processed. Once the account is ready, you will be notified by Email.</p>																																								


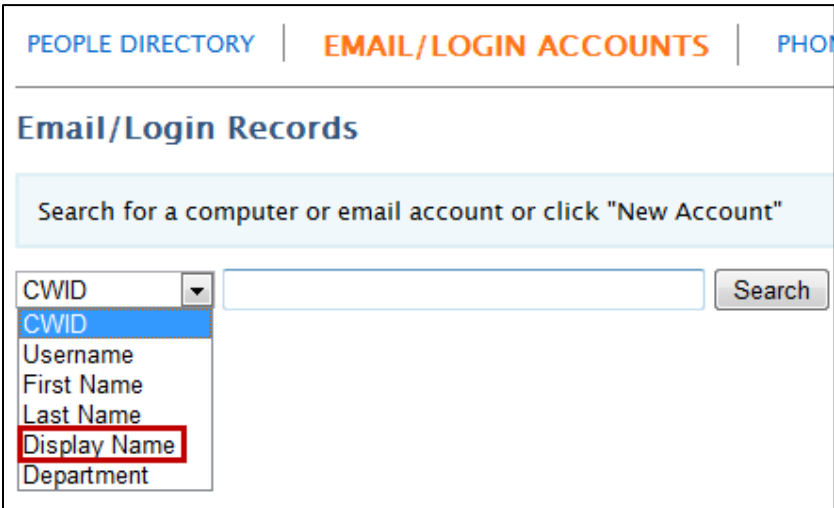
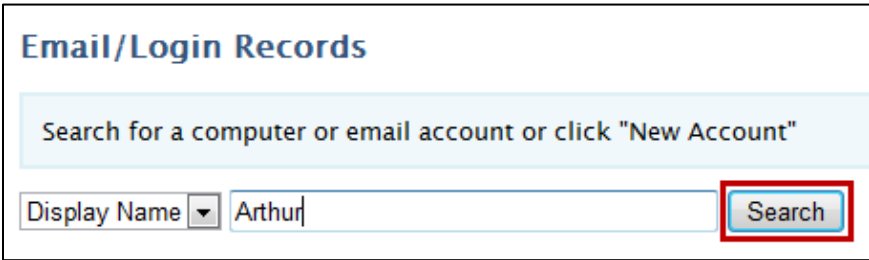
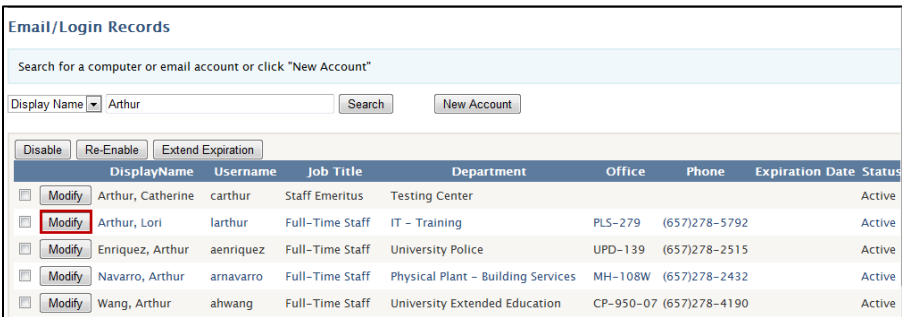


Processing Steps	Screen Shots
<p><b><u>Requesting an Account for a Non-Person (Administrative Account)</u></b></p> <p><b>Step 1:</b> Select the <b>Resource Type</b> for the account. This is the type of account you are requesting.</p> <p> If you select <b>Email Account</b>, it automatically selects <b>Computer Login Account</b> as well.</p>	 <p>* Resource Type <input checked="" type="checkbox"/> Email Account <input checked="" type="checkbox"/> Computer Login Account (No Email)</p>
<p><b>Step 2:</b> Enter a <b>Display Name</b> for the account. This is the name that will show in the Outlook address book for the account.</p> <p>The <b>Position Type</b> is set to Administrative Account. You cannot change this.</p>	 <p>Display Name <input type="text" value="IT Training &amp; Support"/> Position Type <b>Administrative Account</b></p>
<p><b>Step 3:</b> Enter a preferred username for the account.</p> <p>For clarity and ease of use, it is recommended that you make the username as simple as possible. For example: <i>ittraining</i> as opposed to <i>infotechtrng</i>.</p> <p> You may use numbers in the username (i.e. <i>cmstraining1</i>), but not symbols.</p>	 <p>* Preferred username (Maximum 20 characters) <input type="text" value="ittraining"/></p>
<p><b>Step 4:</b> Select the department to be associated with this account from the drop-down list.</p>	 <p>* Department <input type="text" value="IT - Training"/> <input type="button" value="v"/> If department is not listed, email to <a href="mailto:idm@fullerton.edu">idm@fullerton.edu</a></p>


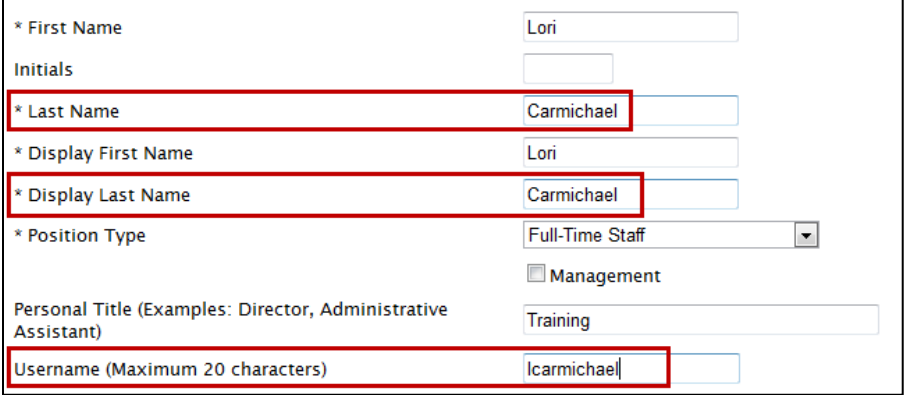


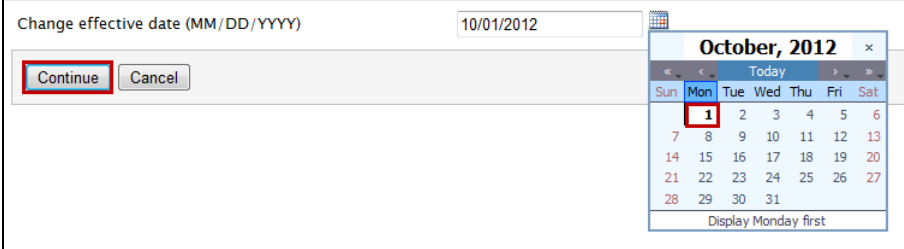
Processing Steps	Screen Shots
<p><b>Step 5:</b> If the account should have an expiration date (i.e. this is an account for a temporary employee or event), use the calendar icon (  ) to select an expiration date for the <b>Account expiration date</b> field.</p> <p>Enter an <b>Office</b> and <b>Work Phone</b> for the account if applicable. This is useful for department accounts as it will be displayed in the Outlook address book.</p> <p>Select a <b>Location</b> from the drop-down menu to indicate which campus this account should be associated with: Fullerton Main Campus, Garden Grove Center, Irvine Campus, or Other.</p>	
<p><b>Step 6:</b> Fill out the following fields if applicable:</p> <ul style="list-style-type: none"> <li>• <b>Hide from Global Address Book:</b> if you do not wish this email account to appear in the Outlook address book, place a check mark in this field.</li> <li>• <b>Mail Send on Behalf security rights:</b> enter the username(s) of individual(s) who should be able to send emails on behalf of this account.</li> <li>• <b>Full Access security rights:</b> enter the username(s) of the individual(s) who should be able to view this mailbox from their Outlook mailbox (i.e. they can view the inbox, calendar, etc. for this account in their Outlook in addition to their own mailbox).</li> </ul>	

Processing Steps	Screen Shots
<p><b>Step 7:</b> Review the information you have entered.</p> <p>Then click <b>Continue</b>.</p>	 <p><b>New Computer/Email Account</b></p> <p>Please fill out the information below.</p> <p>* Resource Type <input checked="" type="checkbox"/> Email Account <input checked="" type="checkbox"/> Computer Login Account (No Email)</p> <p>Display Name IT Training &amp; Support</p> <p>Position Type <b>Administrative Account</b></p> <p>* Preferred username (Maximum 20 characters) ittraining</p> <p>* Department IT - Training <input type="text"/> If department is not listed, email to <a href="mailto:idsm@fullerton.edu">idsm@fullerton.edu</a></p> <p>Account expiration date (MM/DD/YYYY) <input type="text"/></p> <p>Office (Example: SGMH-123B) PLS-281</p> <p>Work Phone (657 ) 278 - 5647</p> <p>* Location Fullerton Main Campus <input type="text"/></p> <p>Hide from Global Address Book <input type="checkbox"/></p> <p>Mail Send on Behalf security rights (Example: Username1; Username2) jausten: odickens</p> <p>Full Access security rights (Example: Username1; Username2) larchur</p> <p><b>Continue</b> <input type="button" value="Cancel"/></p>
<p><b>Step 7a:</b> If there is an error or problem with the information, you will see an error message in red next to the field(s) with an error.</p> <p>Correct the error(s) and then click <b>Continue</b> again.</p>	 <p>* Preferred username (Maximum 20 characters) ittraining <i>* Username belongs to another account</i></p>

Processing Steps	Screen Shots																																		
<p><b>Step 8:</b> Verify that the information on the account is correct.</p> <p>Then click <b>Submit</b>.</p>  <p>Notice that the Address has been entered. This is the address associated with the Location/campus that you selected.</p>	<div data-bbox="570 273 1286 1138" style="border: 1px solid black; padding: 10px;"> <h3 style="margin: 0;">New Computer/Email Account</h3> <p style="background-color: #e0f2f1; padding: 5px; margin: 5px 0;">Please verify information and click "Submit" button.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Account Type</td> <td>Administrative Account</td> </tr> <tr> <td>Computer Login Account</td> <td>Yes</td> </tr> <tr> <td>Email Account</td> <td>Yes</td> </tr> <tr> <td>Display Name</td> <td>IT Training &amp; Support</td> </tr> <tr> <td>Prefered username</td> <td>ittraining2</td> </tr> <tr> <td>Department</td> <td>IT - Training</td> </tr> <tr> <td>Account expiration date</td> <td></td> </tr> <tr> <td>Office</td> <td>PLS-281</td> </tr> <tr> <td>Work Phone</td> <td>(657)278-5647</td> </tr> <tr> <td>Address</td> <td>800 N. State College Blvd.</td> </tr> <tr> <td>City</td> <td>Fullerton</td> </tr> <tr> <td>State</td> <td>California</td> </tr> <tr> <td>Zip</td> <td>92831-3599</td> </tr> <tr> <td>Country</td> <td>United States of America</td> </tr> <tr> <td>Hide from Global Address Book</td> <td>No</td> </tr> <tr> <td>Mail Send on Behalf security rights</td> <td></td> </tr> <tr> <td>Full Access security rights</td> <td>larthur</td> </tr> </table> <div style="margin-top: 10px; border: 1px solid #ccc; padding: 5px;"> <span style="border: 1px solid #ccc; padding: 2px 10px;">Back</span> <span style="border: 2px solid red; padding: 2px 10px; margin-left: 10px;">Submit</span> <span style="border: 1px solid #ccc; padding: 2px 10px; margin-left: 10px;">Cancel</span> </div> </div>	Account Type	Administrative Account	Computer Login Account	Yes	Email Account	Yes	Display Name	IT Training & Support	Prefered username	ittraining2	Department	IT - Training	Account expiration date		Office	PLS-281	Work Phone	(657)278-5647	Address	800 N. State College Blvd.	City	Fullerton	State	California	Zip	92831-3599	Country	United States of America	Hide from Global Address Book	No	Mail Send on Behalf security rights		Full Access security rights	larthur
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<p><b>Step 9:</b> You will receive a confirmation that your submission was successful.</p> <p>Once the account is ready, you will receive an email with the username and password.</p>	<div data-bbox="570 1228 1411 1453" style="border: 1px solid black; padding: 10px;"> <h3 style="margin: 0;">New Computer/Email Account</h3> <p style="background-color: #e0f2f1; padding: 10px; margin: 10px 0;">Thank you for submitting account request. It might take up to 24 hours for the request to get processed. Once the account is ready, you will be notified by Email.</p> </div>																																		


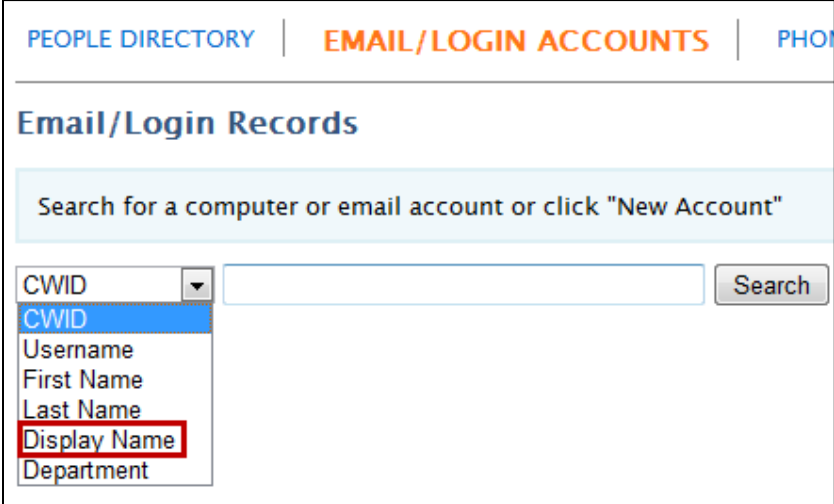
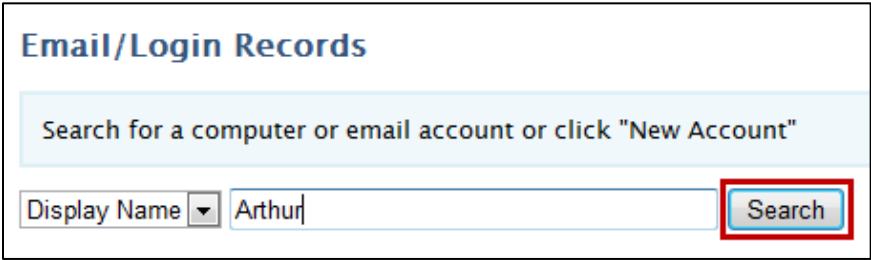
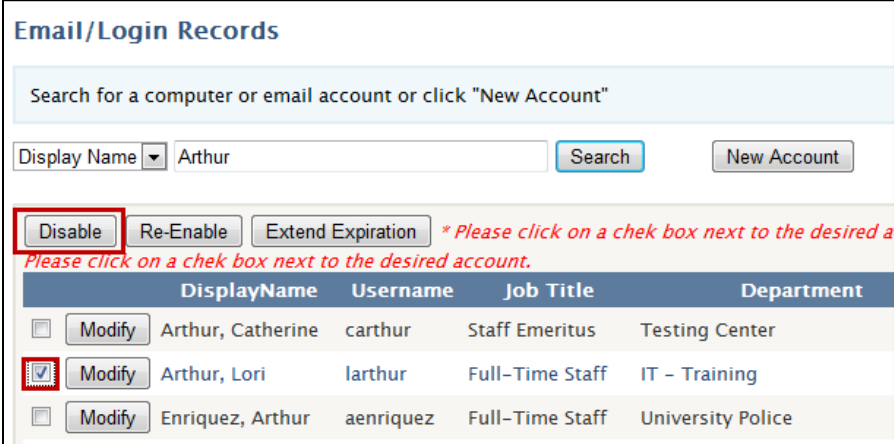
Processing Steps	Screen Shots																																																						
<p><b>Modifying an Email Account</b></p> <p>Modifying an email account involves modifying any of the information associated with the account including the name, the username, the department, the office, the phone number, or the location.</p> <p><b>Step 1:</b> From the Email/Login Records screen, use the drop-down menu to select a search option.</p> <p> Searches by only First Name or only Last Name are not recommended unless the person has a very unique name.</p>	 <p>The screenshot shows the 'Email/Login Records' page with a search bar and a dropdown menu. The dropdown menu is open, showing options: CWID, Username, First Name, Last Name, Display Name (highlighted in red), and Department. A 'Search' button is visible to the right of the search bar.</p>																																																						
<p><b>Step 2:</b> Enter the search criteria.</p> <p>Then click <b>Search</b>.</p>	 <p>The screenshot shows the 'Email/Login Records' page with 'Display Name' selected in the dropdown and 'Arthur' entered in the search bar. The 'Search' button is highlighted with a red box.</p>																																																						
<p><b>Step 3:</b> A list of results matching your criteria appears.</p> <p>Click <b>Modify</b> next to the email account you wish to view/modify.</p>	 <p>The screenshot shows the 'Email/Login Records' page with search results. The search bar contains 'Arthur' and the 'Search' button is visible. Below the search bar is a table with columns: Display Name, Username, Job Title, Department, Office, Phone, Expiration Date, and Status. Each row has a 'Modify' button highlighted in red.</p> <table border="1"> <thead> <tr> <th></th> <th>Display Name</th> <th>Username</th> <th>Job Title</th> <th>Department</th> <th>Office</th> <th>Phone</th> <th>Expiration Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Arthur, Catherine</td> <td>carthur</td> <td>Staff Emeritus</td> <td>Testing Center</td> <td></td> <td></td> <td></td> <td>Active</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Arthur, Lori</td> <td>larthur</td> <td>Full-Time Staff</td> <td>IT - Training</td> <td>PLS-279</td> <td>(657)278-5792</td> <td></td> <td>Active</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Enriquez, Arthur</td> <td>aenriquez</td> <td>Full-Time Staff</td> <td>University Police</td> <td>UPD-139</td> <td>(657)278-2515</td> <td></td> <td>Active</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Navarro, Arthur</td> <td>arnavarro</td> <td>Full-Time Staff</td> <td>Physical Plant - Building Services</td> <td>MH-108W</td> <td>(657)278-2432</td> <td></td> <td>Active</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Wang, Arthur</td> <td>ahwang</td> <td>Full-Time Staff</td> <td>University Extended Education</td> <td>CP-950-07</td> <td>(657)278-4190</td> <td></td> <td>Active</td> </tr> </tbody> </table>		Display Name	Username	Job Title	Department	Office	Phone	Expiration Date	Status	<input type="checkbox"/>	Arthur, Catherine	carthur	Staff Emeritus	Testing Center				Active	<input type="checkbox"/>	Arthur, Lori	larthur	Full-Time Staff	IT - Training	PLS-279	(657)278-5792		Active	<input type="checkbox"/>	Enriquez, Arthur	aenriquez	Full-Time Staff	University Police	UPD-139	(657)278-2515		Active	<input type="checkbox"/>	Navarro, Arthur	arnavarro	Full-Time Staff	Physical Plant - Building Services	MH-108W	(657)278-2432		Active	<input type="checkbox"/>	Wang, Arthur	ahwang	Full-Time Staff	University Extended Education	CP-950-07	(657)278-4190		Active
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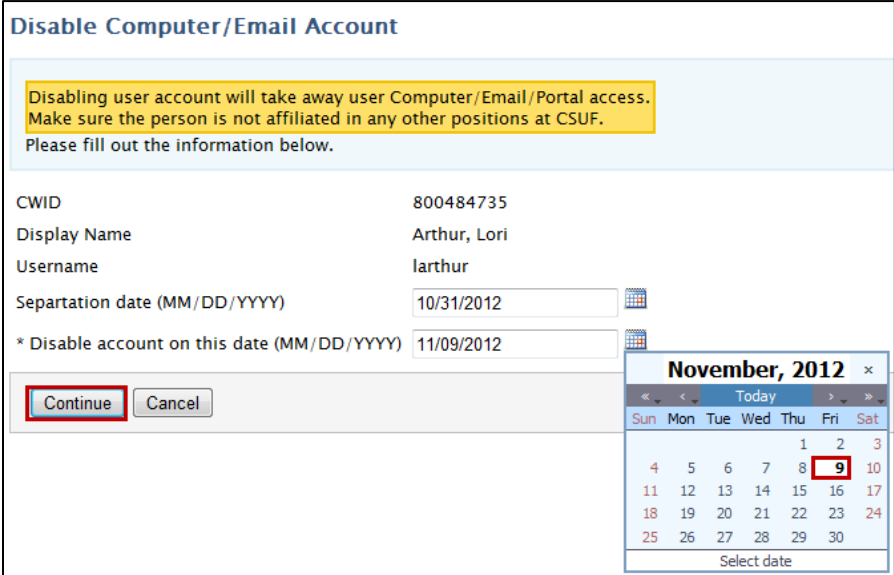
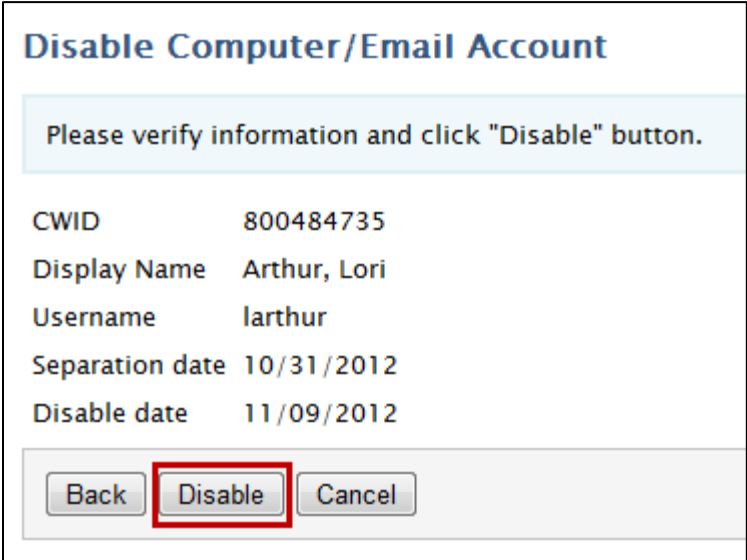
Processing Steps	Screen Shots
<p><b>Step 4:</b> The details of the account are populated.</p> <p>You may modify any of the following:</p> <ul style="list-style-type: none"> <li>• <b>First Name:</b> the person's legal first name (i.e. "Robert" or "Victoria").</li> <li>• <b>Initials:</b> any middle initial(s) the person has.</li> <li>• <b>Last Name:</b> the person's legal last name.</li> <li>• <b>Display First Name:</b> the name the person would like displayed in Outlook; this could be a nickname. (i.e. "Bob" or "Vicky.")</li> <li>• <b>Display Last Name:</b> the name the person would like displayed in Outlook; this is typically the same as their legal last name.</li> <li>• <b>Position Type:</b> the type of position the person occupies.</li> <li>• <b>Management:</b> check this box if the person is a manager.</li> <li>• <b>Personal Title:</b> the title associated with the person/position.</li> <li>• <b>Username:</b> the person's email/computer login username</li> <li>• <b>Department:</b> the department that the person/position belongs to.</li> <li>• <b>Office:</b> the building and room number of the person's office. This can be the department office location if the person will not have an office on campus.</li> <li>• <b>Work Phone:</b> the campus phone number associated with the person. This can be the department main number if the person will not have their own phone.</li> <li>• <b>Location:</b> the campus branch where the person works: Fullerton Main Campus, Garden Grove Center, Irvine Campus, or Other.</li> </ul>	<div data-bbox="570 275 1463 993"> <h3>Modify Computer/Email Account</h3> <p>Update any information as needed and click Continue</p> <p><b>Account Status</b> <span style="float: right;"><b>Active</b></span></p> <p>* Resource Type <input checked="" type="checkbox"/> Email Account <input checked="" type="checkbox"/> Computer Login Account (No Email)</p> <p>CWID 800484735</p> <p>* First Name <input type="text" value="Lori"/></p> <p>Initials <input type="text"/></p> <p>* Last Name <input type="text" value="Arthur"/></p> <p>* Display First Name <input type="text" value="Lori"/></p> <p>* Display Last Name <input type="text" value="Arthur"/></p> <p>* Position Type <input style="border: none; border-bottom: 1px solid black;" type="text" value="Full-Time Staff"/> <span style="float: right;">▼</span></p> <p><input type="checkbox"/> Management</p> <p>Personal Title (Examples: Director, Administrative Assistant) <input type="text" value="Training"/></p> <p>Username (Maximum 20 characters) <input type="text" value="larthur"/></p> <p>* Department <input style="border: none; border-bottom: 1px solid black;" type="text" value="IT - Training"/> <span style="float: right;">▼</span> idm@fullerton.edu</p> <p>Account expiration date <input type="text"/></p> <p>Office (Example: SGMH-123B) <input type="text" value="PLS-279"/></p> <p>Work Phone <input type="text" value="(657 ) 278 - 5792"/></p> <p>* Location <input style="border: none; border-bottom: 1px solid black;" type="text" value="Fullerton Main Campus"/> <span style="float: right;">▼</span></p> </div>




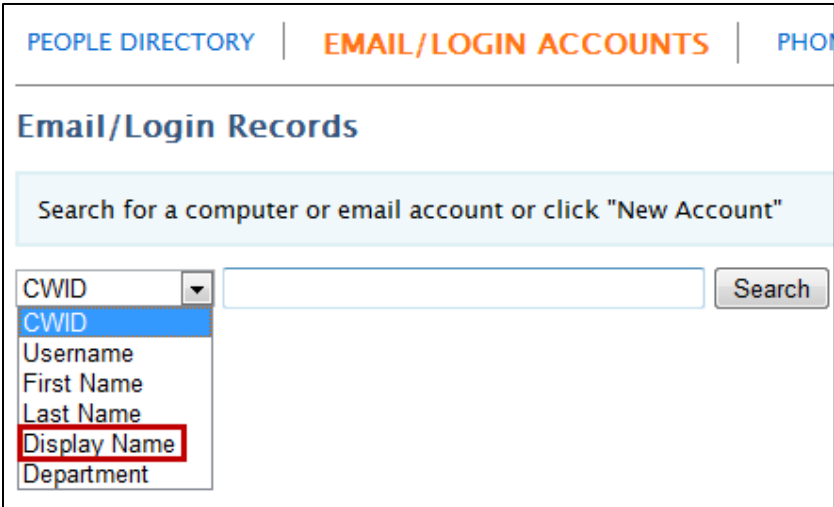
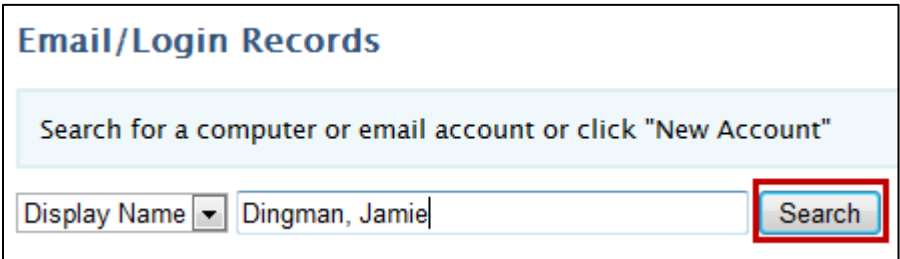
Processing Steps	Screen Shots
<p><b><u>Changing a Person's Name and/or Username</u></b></p> <p><b><u>Step 4a:</u></b>                      If you are changing a person's name (for example because they are now married), be sure to change all of the relevant name fields.</p> <p>You may also choose to update the person's account username.</p>  It is not necessary for a person to change their username when their last name changes. Likewise a person may change their username without changing their first or last names.	
<p><b><u>Step 5:</u></b></p> <p>Use the calendar icon () to select an effective date for these changes.</p> <p>Then click <b>Continue</b>.</p>  You may choose any date for an effective date including dates in the past and future.	

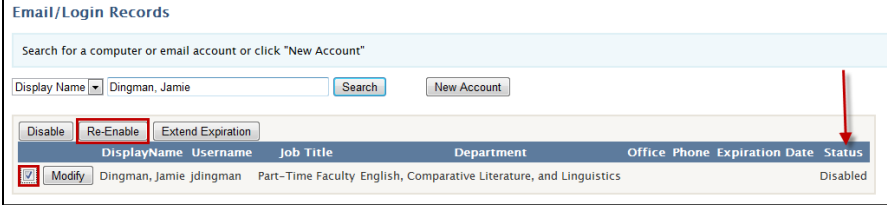
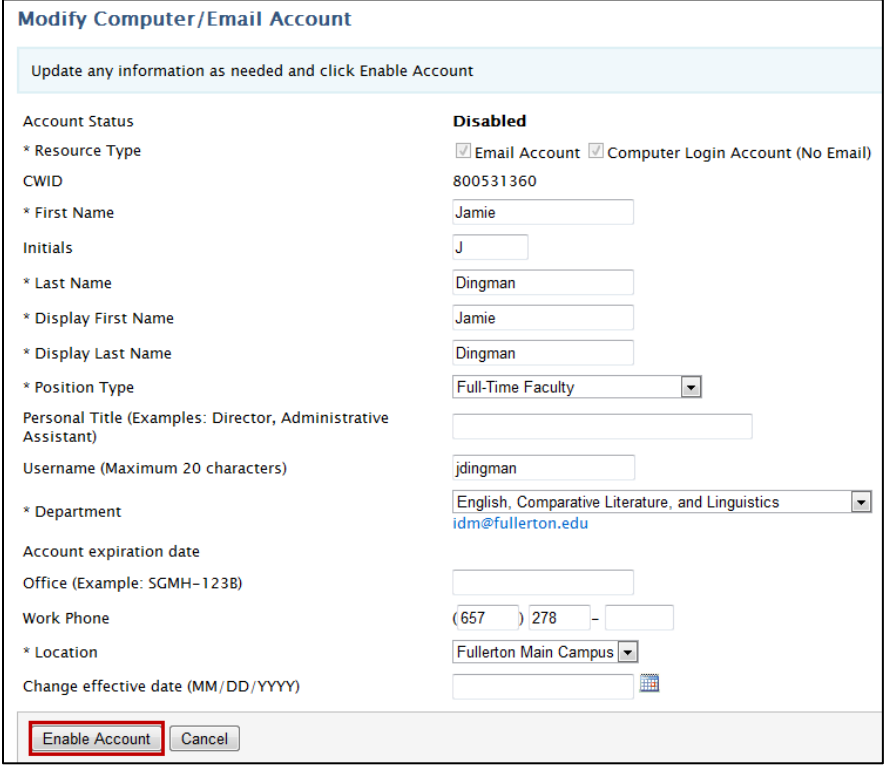
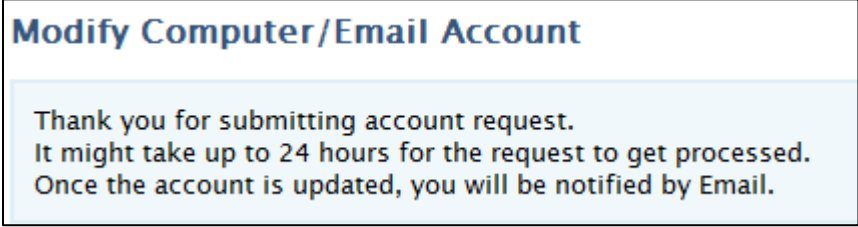
Processing Steps	Screen Shots																																														
<p><b>Step 6:</b> Review your changes.</p> <p>Then click <b>Submit</b>.</p>	<div data-bbox="570 273 1182 1134"> <h3>Modify Computer/Email Account</h3> <p>Please verify information and click "Submit" button.</p> <table border="0"> <tr><td>Account Status</td><td>Active</td></tr> <tr><td>Computer Login Account</td><td>Yes</td></tr> <tr><td>Email Account</td><td>Yes</td></tr> <tr><td>CWID</td><td>800484735</td></tr> <tr><td>First Name</td><td>Lori</td></tr> <tr><td>Initials</td><td></td></tr> <tr><td>Last Name</td><td>Arthur</td></tr> <tr><td>Display First Name</td><td>Lori</td></tr> <tr><td>Display Last Name</td><td>Arthur</td></tr> <tr><td>Management</td><td>No</td></tr> <tr><td>Personal Title</td><td>IT Documentation, Training &amp; Support Specialist</td></tr> <tr><td>Prefered username</td><td>larthur</td></tr> <tr><td>Job Title</td><td>Full-Time Staff</td></tr> <tr><td>Department</td><td>IT - Training</td></tr> <tr><td>Account expiration date</td><td></td></tr> <tr><td>Office</td><td>PLS-279</td></tr> <tr><td>Work Phone</td><td>(657)278-5792</td></tr> <tr><td>Address</td><td>800 N. State College Blvd.</td></tr> <tr><td>City</td><td>Fullerton</td></tr> <tr><td>State</td><td>California</td></tr> <tr><td>Zip</td><td>92834-9480</td></tr> <tr><td>Country</td><td>United States of America</td></tr> <tr><td>Change effective date</td><td>09/01/2012</td></tr> </table> <p> <input type="button" value="Back"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> </div>	Account Status	Active	Computer Login Account	Yes	Email Account	Yes	CWID	800484735	First Name	Lori	Initials		Last Name	Arthur	Display First Name	Lori	Display Last Name	Arthur	Management	No	Personal Title	IT Documentation, Training & Support Specialist	Prefered username	larthur	Job Title	Full-Time Staff	Department	IT - Training	Account expiration date		Office	PLS-279	Work Phone	(657)278-5792	Address	800 N. State College Blvd.	City	Fullerton	State	California	Zip	92834-9480	Country	United States of America	Change effective date	09/01/2012
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<p><b>Step 7:</b> You will receive a confirmation that your submission was successful.</p> <p>Once the changes have been made, you will receive an email.</p>	<div data-bbox="570 1224 1385 1470"> <h3>Modify Computer/Email Account</h3> <p>Thank you for submitting account request. It might take up to 24 hours for the request to get processed. Once the account is updated, you will be notified by Email.</p> </div>																																														


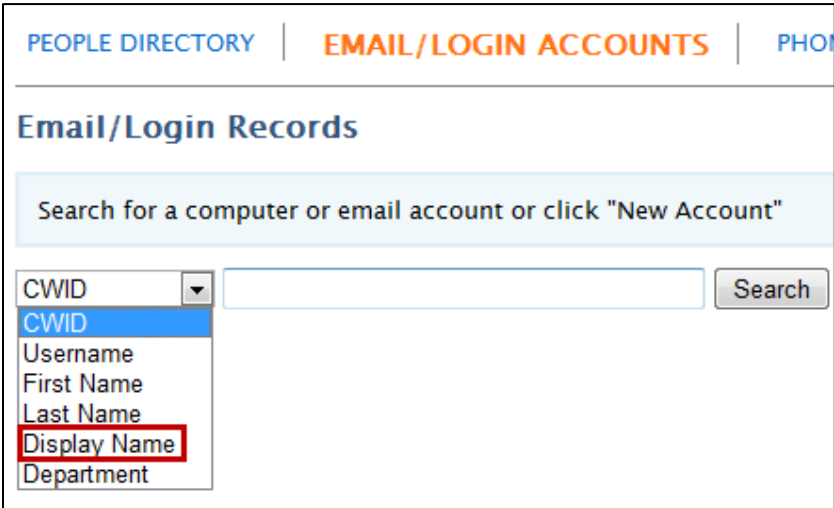
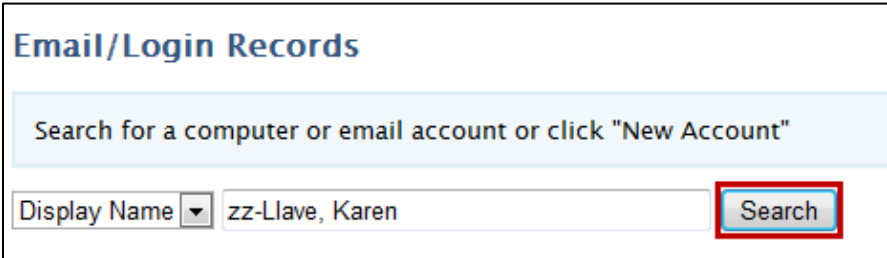
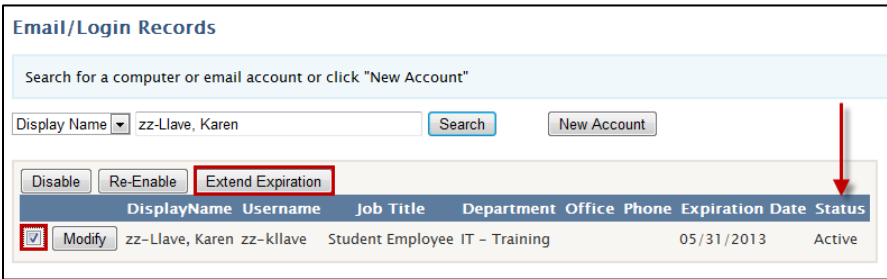


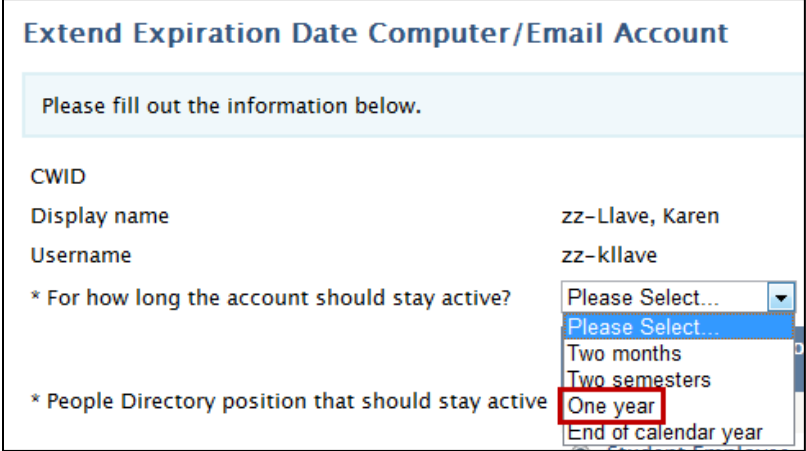


Processing Steps	Screen Shots																				
<p><b>Disabling an Account</b></p> <p>When a person leaves the university, submit a request to have their email/login account disabled. You may also use this request to disable an administrative account that is no longer needed.</p> <p><b>Step 1:</b> From the Email/Login Records screen, use the drop-down menu to select a search option.</p>  Searches by only First Name or only Last Name are not recommended unless the person has a very unique name.																					
<p><b>Step 2:</b> Enter the search criteria.</p> <p>Then click <b>Search</b>.</p>																					
<p><b>Step 3:</b> A list of results matching your criteria appears.</p> <p>Place a check mark next to the account you wish to disable.</p> <p>Then click <b>Disable</b>.</p>	 <p><i>* Please click on a check box next to the desired account. Please click on a check box next to the desired account.</i></p> <table border="1"> <thead> <tr> <th></th> <th>DisplayName</th> <th>Username</th> <th>Job Title</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Arthur, Catherine</td> <td>carthur</td> <td>Staff Emeritus</td> <td>Testing Center</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Arthur, Lori</td> <td>larthur</td> <td>Full-Time Staff</td> <td>IT - Training</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Enriquez, Arthur</td> <td>aenriquez</td> <td>Full-Time Staff</td> <td>University Police</td> </tr> </tbody> </table>		DisplayName	Username	Job Title	Department	<input type="checkbox"/>	Arthur, Catherine	carthur	Staff Emeritus	Testing Center	<input checked="" type="checkbox"/>	Arthur, Lori	larthur	Full-Time Staff	IT - Training	<input type="checkbox"/>	Enriquez, Arthur	aenriquez	Full-Time Staff	University Police
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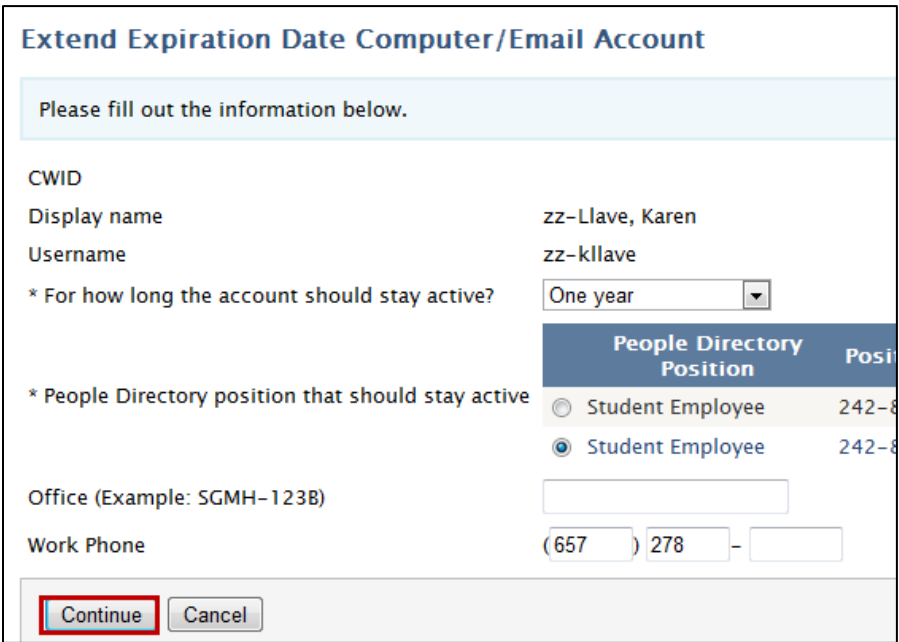
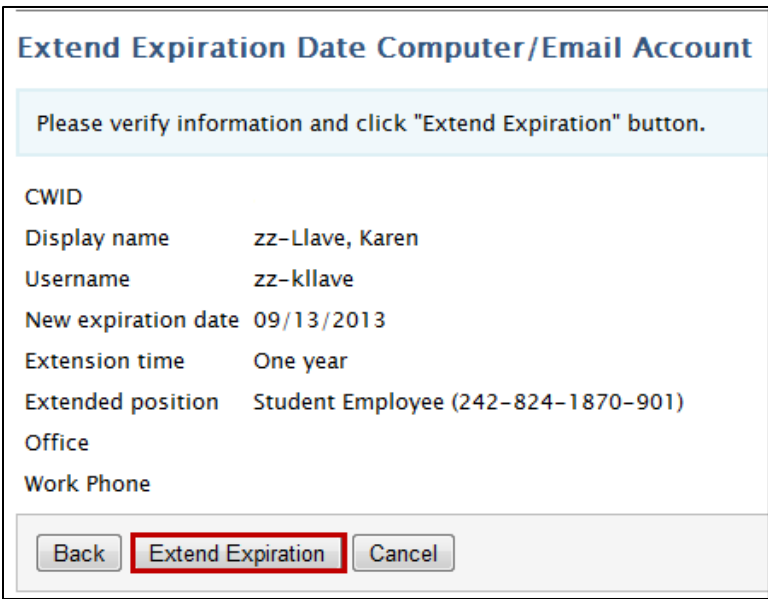
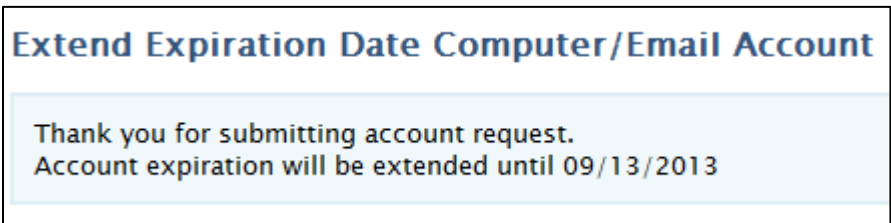
Processing Steps	Screen Shots
<p><b>Step 4:</b></p> <p>Use the calendar icons () to select the following:</p> <ul style="list-style-type: none"> <li>• <b>Separation Date:</b> this is the official date that the employee is separating/separated from the university.</li> <li>• <b>Disable account on this date:</b> this is the date when the email/login account should be disabled.</li> </ul> <p>Then click <b>Continue</b>.</p> <p> The disable account date should be either the same date as the separation date or a date after the separation date.</p>	
<p><b>Step 5:</b></p> <p>Review the information on the request.</p> <p>Then click <b>Disable</b>.</p>	

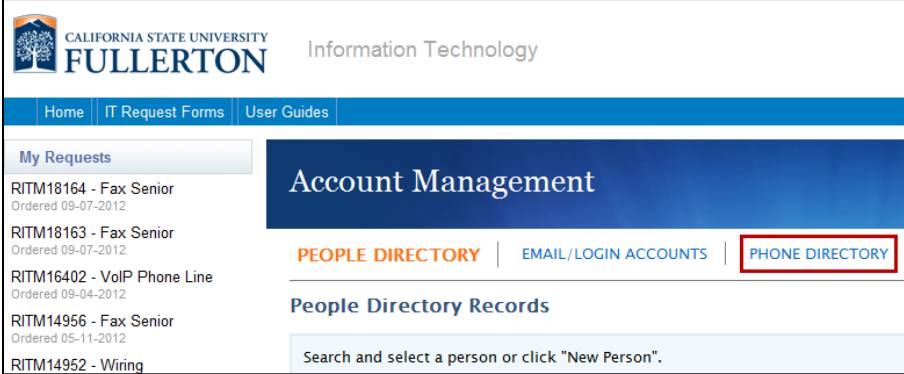

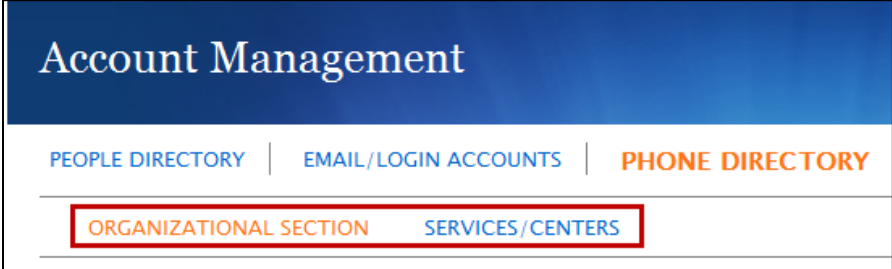

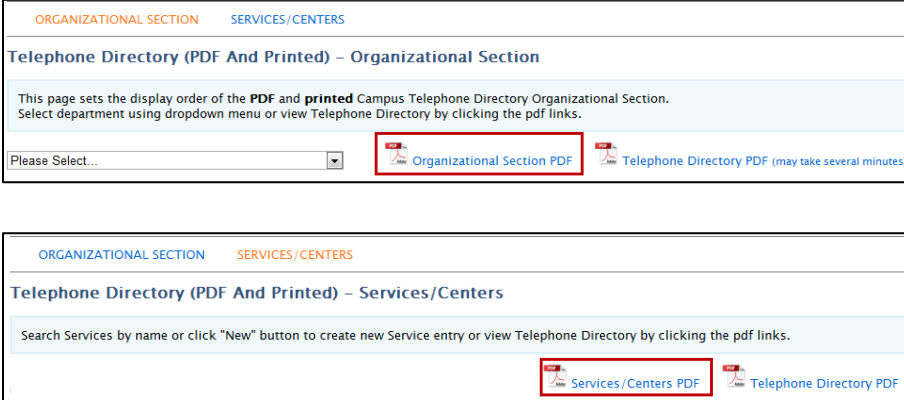
Processing Steps	Screen Shots
<p><b>Step 6:</b> You will receive a confirmation that your submission was successful.</p>  <p>The employee will receive an email informing them that their account will be disabled on the date you selected.</p>	 <p><b>Disable Computer/Email Account</b></p> <p>Thank you for submitting account request. An email has been sent to Arthur, Lori informing about the account disabling date. The account will be disabled on 11/09/2012</p>
<p><b>Re-Enabling an Account</b></p> <p>If an account has been disabled, you can use the Re-Enable Account feature to re-enable it.</p> <p><b>Step 1:</b> From the Email/Login Records screen, use the drop-down menu to select a search option.</p>  <p>Searches by only First Name or only Last Name are not recommended unless the person has a very unique name.</p>	 <p>PEOPLE DIRECTORY   <b>EMAIL/LOGIN ACCOUNTS</b>   PHO</p> <p><b>Email/Login Records</b></p> <p>Search for a computer or email account or click "New Account"</p> <p>CWID <input type="text"/> <input type="button" value="Search"/></p> <ul style="list-style-type: none"> <li>CWID</li> <li>Username</li> <li>First Name</li> <li>Last Name</li> <li><b>Display Name</b></li> <li>Department</li> </ul>
<p><b>Step 2:</b> Enter the search criteria.</p> <p>Then click <b>Search</b>.</p>	 <p><b>Email/Login Records</b></p> <p>Search for a computer or email account or click "New Account"</p> <p>Display Name <input type="text" value="Dingman, Jamie"/> <input type="button" value="Search"/></p>

Processing Steps	Screen Shots
<p><b>Step 3:</b> A list of results matching your criteria appears.</p> <p>The <b>Status</b> column shows <i>Disabled</i> indicating that this account has been disabled.</p> <p>Place a check mark next to the account you wish to re-enable.</p> <p>Then click <b>Re-Enable</b>.</p>	
<p><b>Step 4:</b> Modify any of the information on the account that has changed.</p> <p>Then click <b>Enable Account</b>.</p>	
<p><b>Step 5:</b> You will receive a confirmation that your submission was successful.</p> <p>Once the account has been re-enabled, you will receive an email.</p>	



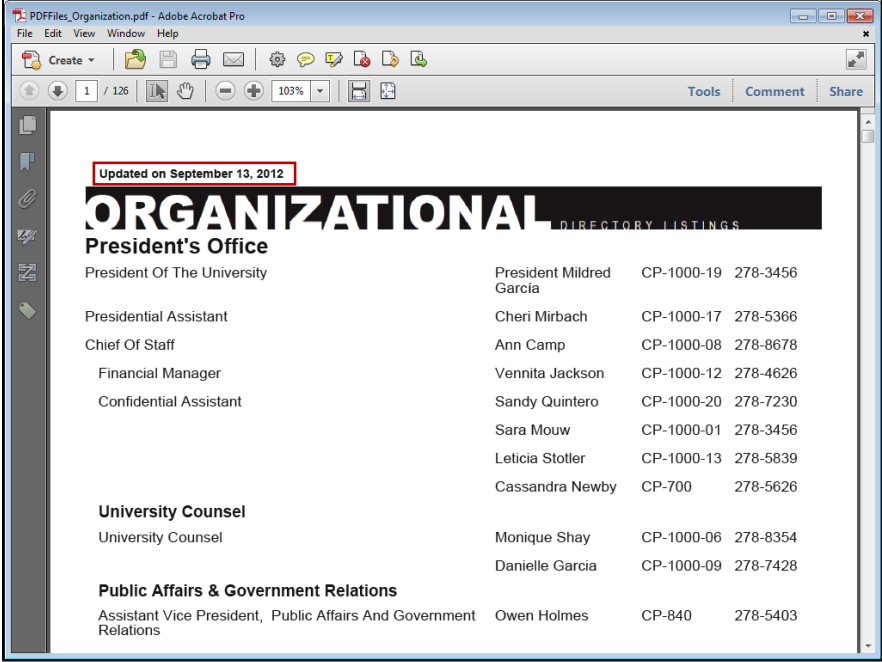
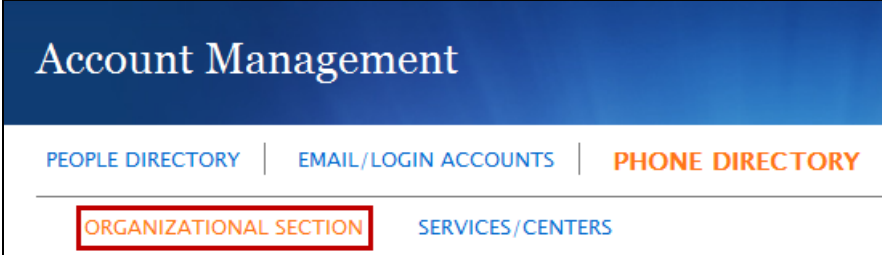

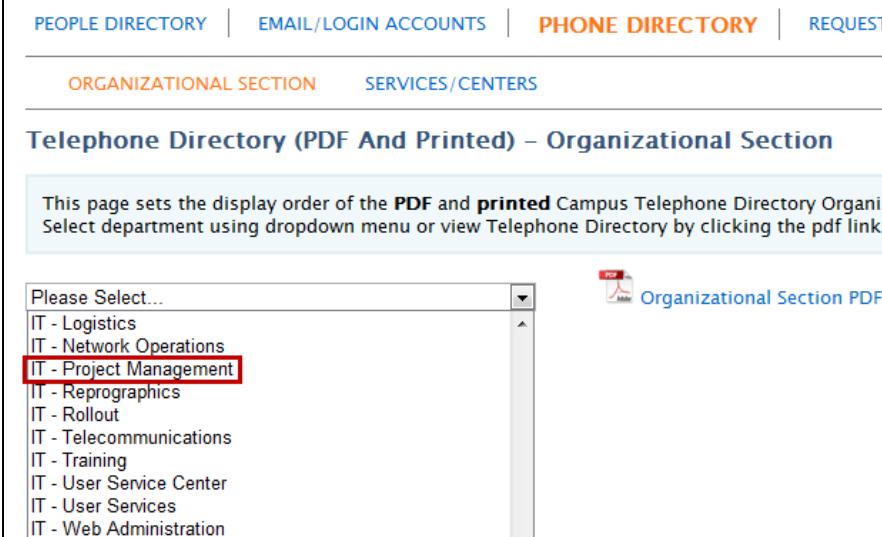
Processing Steps	Screen Shots																		
<p><b>Extending Expiration of an Account</b></p> <p>Several account types have expiration dates associated with them (i.e. zz email accounts for student assistants). Use the Extend Expiration feature to change the expiration date of an account.</p> <p><b>Step 1:</b> From the Email/Login Records screen, use the drop-down menu to select a search option.</p>  Searches by only First Name or only Last Name are not recommended unless the person has a very unique name.																			
<p><b>Step 2:</b> Enter the search criteria.</p> <p>Then click <b>Search</b>.</p>																			
<p><b>Step 3:</b> A list of results that match your criteria appears.</p> <p>Place a check mark next to the account for which you wish to extend the expiration date.</p> <p>Then click <b>Extend Expiration</b>.</p>	 <table border="1" data-bbox="570 1486 1451 1608"> <thead> <tr> <th></th> <th>DisplayName</th> <th>Username</th> <th>Job Title</th> <th>Department</th> <th>Office</th> <th>Phone</th> <th>Expiration Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>zz-Llave, Karen</td> <td>zz-kllave</td> <td>Student Employee</td> <td>IT - Training</td> <td></td> <td></td> <td>05/31/2013</td> <td>Active</td> </tr> </tbody> </table>		DisplayName	Username	Job Title	Department	Office	Phone	Expiration Date	Status	<input checked="" type="checkbox"/>	zz-Llave, Karen	zz-kllave	Student Employee	IT - Training			05/31/2013	Active
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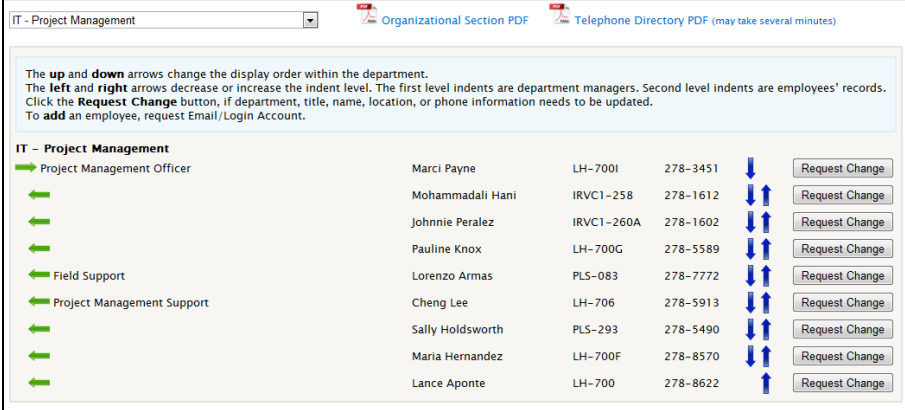
Processing Steps	Screen Shots																		
<p><b>Step 4:</b> Use the drop-down menu to select the amount of time that the account should stay active.</p>																			
<p><b>Step 5:</b> If the person has multiple positions listed, click the radio button next to the position that this person currently holds in your department.</p> <p> If the status of the position you select is <i>Separated</i>, extending the expiration of the account will temporarily re-activate portal access and parking permit information for the employee.</p> <p>Once the employee has an active position in the HR database, there will be no issues with portal or parking permit access.</p>	 <table border="1"> <thead> <tr> <th></th> <th>People Directory Position</th> <th>Position Number</th> <th>Department</th> <th>Percentage</th> <th>Position Status</th> </tr> </thead> <tbody> <tr> <td>* People Directory position that should stay active</td> <td><input type="radio"/> Student Employee</td> <td>242-824-1874-002</td> <td>IT-Training</td> <td>10.00</td> <td>Active</td> </tr> <tr> <td></td> <td><input checked="" type="radio"/> Student Employee</td> <td>242-824-1870-901</td> <td>IT-Training</td> <td>10.00</td> <td>Active</td> </tr> </tbody> </table>		People Directory Position	Position Number	Department	Percentage	Position Status	* People Directory position that should stay active	<input type="radio"/> Student Employee	242-824-1874-002	IT-Training	10.00	Active		<input checked="" type="radio"/> Student Employee	242-824-1870-901	IT-Training	10.00	Active
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Processing Steps	Screen Shots						
<p><b>Step 6:</b> Then click <b>Continue</b>.</p>	 <p><b>Extend Expiration Date Computer/Email Account</b></p> <p>Please fill out the information below.</p> <p>CWID</p> <p>Display name                      zz-Llave, Karen</p> <p>Username                              zz-kllave</p> <p>* For how long the account should stay active?    One year</p> <table border="1"> <thead> <tr> <th>People Directory Position</th> <th>Posi</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> Student Employee</td> <td>242-8</td> </tr> <tr> <td><input checked="" type="radio"/> Student Employee</td> <td>242-8</td> </tr> </tbody> </table> <p>* People Directory position that should stay active</p> <p>Office (Example: SGMH-123B)                      [ ]</p> <p>Work Phone                              ( 657 ) 278 - [ ]</p> <p><b>Continue</b>    Cancel</p>	People Directory Position	Posi	<input type="radio"/> Student Employee	242-8	<input checked="" type="radio"/> Student Employee	242-8
People Directory Position	Posi						
<input type="radio"/> Student Employee	242-8						
<input checked="" type="radio"/> Student Employee	242-8						
<p><b>Step 7:</b> Review the information on your request.  Then click <b>Extend Expiration</b>.</p>	 <p><b>Extend Expiration Date Computer/Email Account</b></p> <p>Please verify information and click "Extend Expiration" button.</p> <p>CWID</p> <p>Display name                      zz-Llave, Karen</p> <p>Username                              zz-kllave</p> <p>New expiration date    09/13/2013</p> <p>Extension time                      One year</p> <p>Extended position    Student Employee (242-824-1870-901)</p> <p>Office</p> <p>Work Phone</p> <p>Back    <b>Extend Expiration</b>    Cancel</p>						
<p><b>Step 8:</b> You will receive a confirmation that your submission was successful.</p>	 <p><b>Extend Expiration Date Computer/Email Account</b></p> <p>Thank you for submitting account request. Account expiration will be extended until 09/13/2013</p>						

Processing Steps	Screen Shots
<p><b>Phone Directory (Campus Online Phone Directory)</b></p> <p>This section covers viewing, downloading, and modifying the campus online phone directory.</p> <p><b>Accessing Phone Directory Requests</b></p> <p><b>Step 1:</b> From the Account Management system, select <b>Phone Directory</b>.</p>	 <p>The screenshot shows the 'Account Management' page of the California State University Fullerton Information Technology portal. On the left, there is a 'My Requests' list with several items. On the right, under 'Account Management', there are three links: 'PEOPLE DIRECTORY', 'EMAIL/LOGIN ACCOUNTS', and 'PHONE DIRECTORY'. The 'PHONE DIRECTORY' link is highlighted with a red rectangular box.</p>
<p><b>Downloading a Copy of the Phone Directory</b></p> <p><b>Step 1:</b> From the Phone Directory main screen, click on a section: <b>Organizational Section</b> or <b>Services/Centers</b>.</p> <p> The Organizational Section contains employee directory information. Services/Centers contains department directory information.</p>	 <p>The screenshot shows the 'Account Management' page with the 'PHONE DIRECTORY' link selected. Below it, two sub-links are visible: 'ORGANIZATIONAL SECTION' and 'SERVICES/CENTERS'. Both of these sub-links are highlighted with a red rectangular box.</p>
<p><b>Step 2:</b> To download just the selected section, click on <b>Organizational Section PDF</b> or <b>Services/Centers PDF</b>.</p> <p>To download the entire directory, click <b>Telephone Directory PDF</b>.</p> <p> The Telephone Directory PDF may take several minutes to download.</p>	 <p>The first screenshot shows the 'Telephone Directory (PDF And Printed) - Organizational Section' page. It includes a dropdown menu labeled 'Please Select...' and two PDF download links: 'Organizational Section PDF' and 'Telephone Directory PDF (may take several minutes)'. The 'Organizational Section PDF' link is highlighted with a red box.</p> <p>The second screenshot shows the 'Telephone Directory (PDF And Printed) - Services/Centers' page. It includes a search bar and two PDF download links: 'Services/Centers PDF' and 'Telephone Directory PDF'. The 'Services/Centers PDF' link is highlighted with a red box.</p>

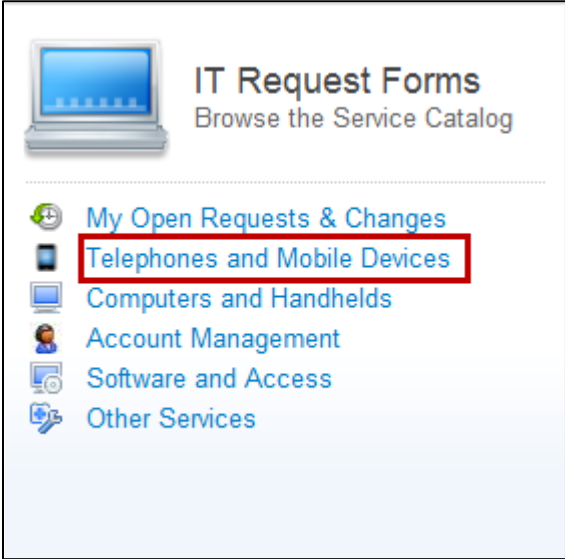
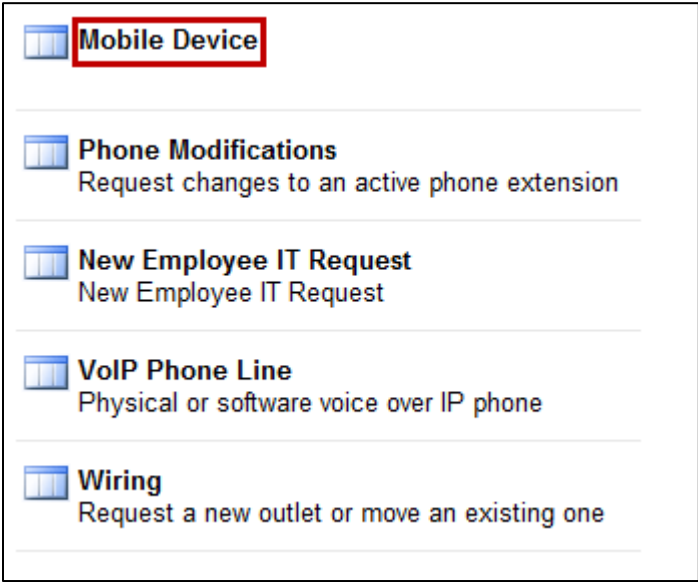


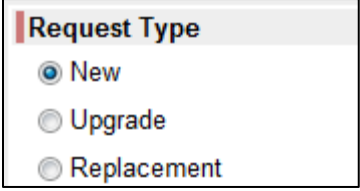

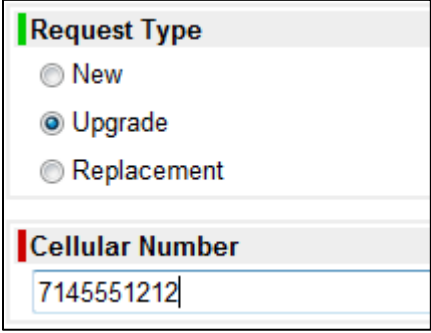
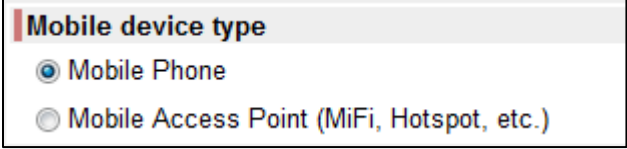
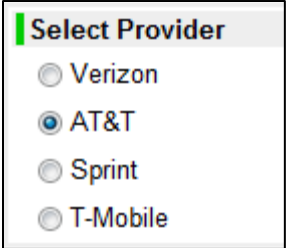
Processing Steps	Screen Shots
<p><b>Step 3:</b> The PDF you selected will open either in your web browser or in Adobe Reader/Adobe Acrobat Pro, depending on the setup of your computer.</p> <p>The date that you downloaded the PDF will be printed at the top of the PDF.</p> <p> Use Adobe's built in save icon () to save a copy of the PDF to your desktop.</p>	
<p><b>Modifying the Organizational Section</b></p> <p><b>Step 1:</b> From the Phone Directory main screen, click on <b>Organizational Section</b>.</p>	
<p><b>Step 2:</b> Use the drop-down menu to select the department you wish to view/modify.</p> <p> You will only see departments that you have access to modify in this list.</p>	




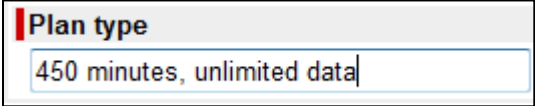
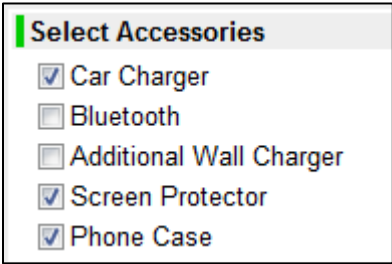

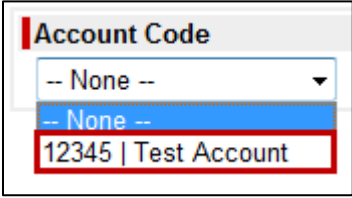
Processing Steps	Screen Shots																																								
<p><b>Step 3:</b> The selected department appears.</p> <p>Use the green arrow icons (← →) to adjust the alignment of the titles on the left. This allows you to denote the hierarchy of a department.</p> <p>Use the blue arrow icons to move an employee row up (↑) or down (↓). This allows you to denote the hierarchy of employees.</p> <p> Changes made using the arrow icons are automatically saved. They will show up on the PDFs within a moment.</p> <p>If you wish to change the information for a specific person, click <b>Request Change</b>. This will take you to the Modify Email request. See the <a href="#">Modify an Email Account section</a> of this guide for more information.</p>	 <p>The <b>up</b> and <b>down</b> arrows change the display order within the department. The <b>left</b> and <b>right</b> arrows decrease or increase the indent level. The first level indents are department managers. Second level indents are employees' records. Click the <b>Request Change</b> button, if department, title, name, location, or phone information needs to be updated. To <b>add</b> an employee, request Email/Login Account.</p> <table border="1"> <thead> <tr> <th colspan="4">IT - Project Management</th> </tr> </thead> <tbody> <tr> <td>Project Management Officer</td> <td>Marci Payne</td> <td>LH-700I</td> <td>278-3451</td> </tr> <tr> <td></td> <td>Mohammadali Hani</td> <td>IRVC1-258</td> <td>278-1612</td> </tr> <tr> <td></td> <td>Johnnie Peralez</td> <td>IRVC1-260A</td> <td>278-1602</td> </tr> <tr> <td></td> <td>Pauline Knox</td> <td>LH-700G</td> <td>278-5589</td> </tr> <tr> <td>Field Support</td> <td>Lorenzo Armas</td> <td>PLS-083</td> <td>278-7772</td> </tr> <tr> <td>Project Management Support</td> <td>Cheng Lee</td> <td>LH-706</td> <td>278-5913</td> </tr> <tr> <td></td> <td>Sally Holdsworth</td> <td>PLS-293</td> <td>278-5490</td> </tr> <tr> <td></td> <td>Maria Hernandez</td> <td>LH-700F</td> <td>278-8570</td> </tr> <tr> <td></td> <td>Lance Aponte</td> <td>LH-700</td> <td>278-8622</td> </tr> </tbody> </table>	IT - Project Management				Project Management Officer	Marci Payne	LH-700I	278-3451		Mohammadali Hani	IRVC1-258	278-1612		Johnnie Peralez	IRVC1-260A	278-1602		Pauline Knox	LH-700G	278-5589	Field Support	Lorenzo Armas	PLS-083	278-7772	Project Management Support	Cheng Lee	LH-706	278-5913		Sally Holdsworth	PLS-293	278-5490		Maria Hernandez	LH-700F	278-8570		Lance Aponte	LH-700	278-8622
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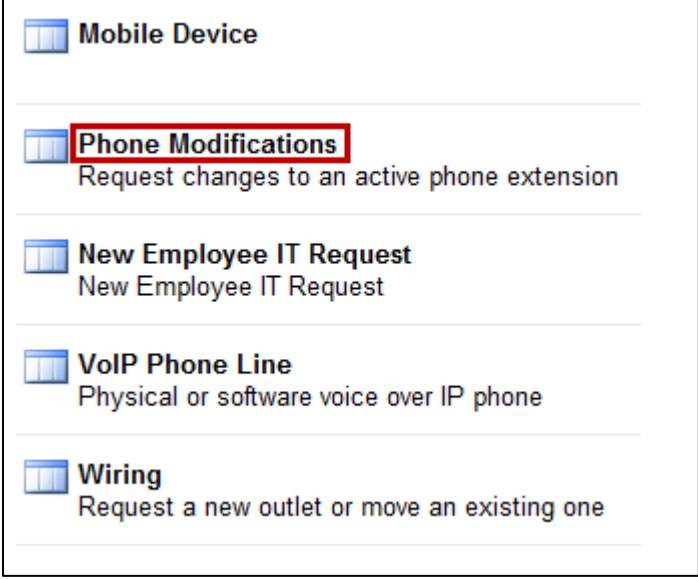


### 3.0 Telephone and Mobile Device Requests

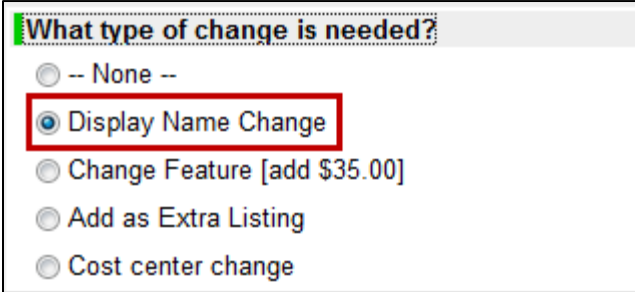

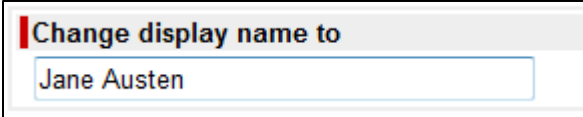

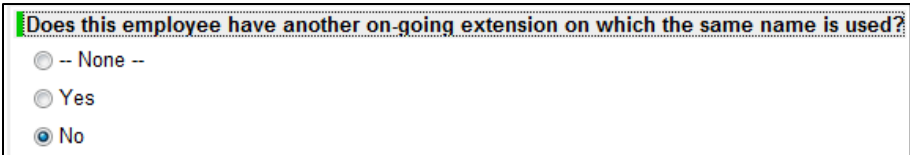
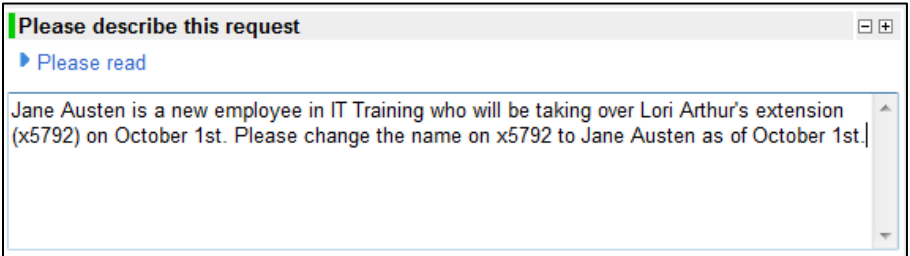
This section covers all Telephones and Mobile Devices requests including adding a new phone, ordering a mobile device, and moving a phone.

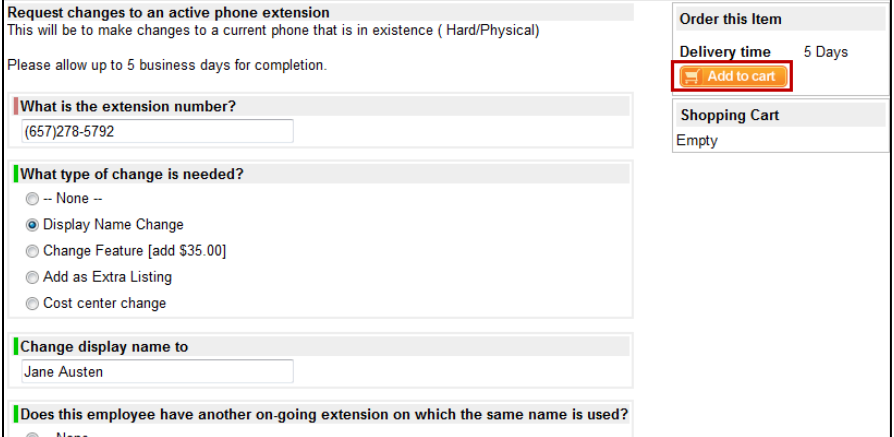
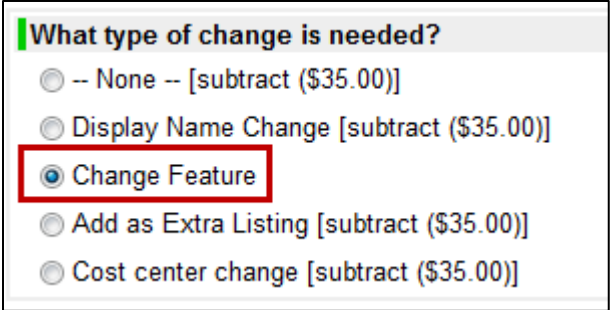

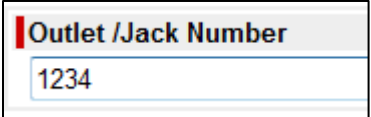
Processing Steps	Screen Shots
<p><b>Accessing Telephone and Mobile Devices Requests</b></p> <p><b>Step 1:</b> From the main IT Service Catalog Request Forms screen, select <b>Telephones and Mobile Devices</b>.</p>	 <p>The screenshot shows the 'IT Request Forms' interface with the subtext 'Browse the Service Catalog'. Below this is a list of service categories: 'My Open Requests &amp; Changes', 'Telephones and Mobile Devices' (highlighted with a red box), 'Computers and Handhelds', 'Account Management', 'Software and Access', and 'Other Services'.</p>
<p><b>Mobile Device Request</b></p> <p>This request allows you to order mobile devices such as cell phones, smart phones, and wireless hotspots. You can also request accessories or modifications to existing mobile devices.</p> <p><b>Step 1:</b> From the Telephones and Mobile Devices menu, select <b>Mobile Device</b>.</p>	 <p>The screenshot shows a list of options under the 'Mobile Device' category, which is highlighted with a red box. The options are: 'Mobile Device', 'Phone Modifications' (Request changes to an active phone extension), 'New Employee IT Request' (New Employee IT Request), 'VoIP Phone Line' (Physical or software voice over IP phone), and 'Wiring' (Request a new outlet or move an existing one).</p>

Processing Steps	Screen Shots
<p><b>Step 2:</b> Select the <b>Request Type</b>:</p> <ul style="list-style-type: none"> <li>• <b>New</b>: a new device for a new user.</li> <li>• <b>Upgrade</b>: a new device for a user who currently has a device.</li> <li>• <b>Replacement</b>: a new device for a user whose existing device is broken or malfunctioning.</li> </ul>	
<p><b>Step 2a:</b> If you select either <b>Upgrade</b> or <b>Replacement</b> as the Request Type, you will need to enter the phone number of the existing device in the <b>Cellular Number</b> field.</p> <p> Even if a device is not used for cellular/voice service, typically a phone number is assigned as an identification number for the device.</p>	
<p><b>Step 3:</b> Select the <b>Mobile Device Type</b>:</p> <ul style="list-style-type: none"> <li>• <b>Mobile Phone</b>: any mobile phone device including cell phone or smartphone.</li> <li>• <b>Mobile Access Point (MiFi, Hotspot, etc.)</b>: any mobile device used exclusively for wireless internet access.</li> </ul>	
<p><b>Step 4:</b> Select the <b>Provider</b> for the device from the list of available vendors.</p>	

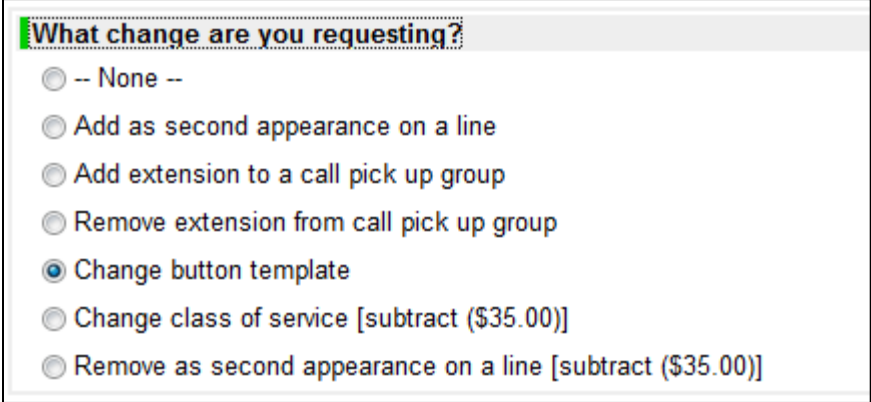
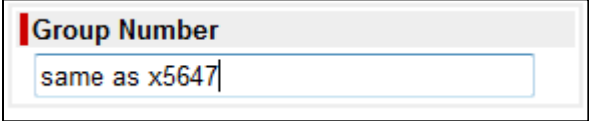

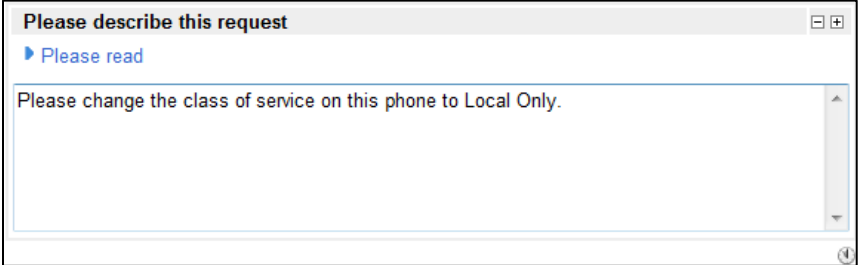
Processing Steps	Screen Shots
<p><b>Step 5:</b> Enter the <b>Type of wireless device</b>.</p>  <p>This should include the brand of the device (i.e. Apple, HTC, Samsung, etc.) as well as the model number (i.e. iPhone 4S, HTC Vivid, Samsung Galaxy, etc.). Also include the hard drive capacity where applicable (i.e. 16GB, 32GB, etc.).</p>	
<p><b>Step 6:</b> Enter the <b>Plan type</b>.</p>  <p>Enter either the name of the plan (i.e. Nation 450) or a description of the services you wish to have (i.e. 450 minutes with unlimited data and unlimited texting).</p>	
<p><b>Step 7: (Optional)</b> Place a check mark next to the accessories you would like to purchase for the mobile device.</p>	
<p><b>Step 8:</b> Select an <b>Account Code</b> from the drop-down menu.</p>  <p>This is the CFS chartfield that will be billed for any charges relating to this request.</p>	

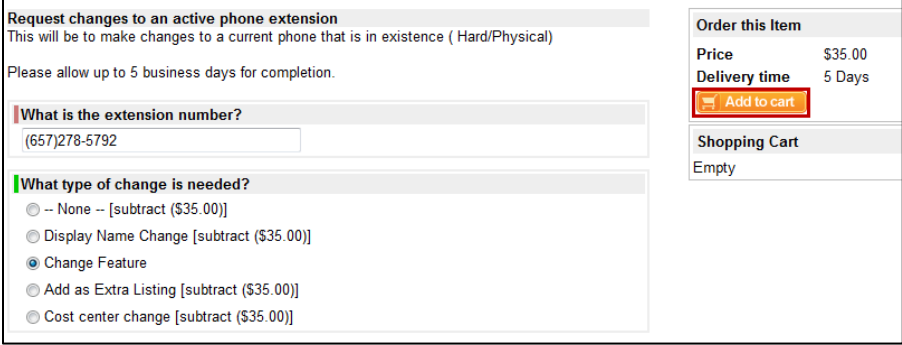
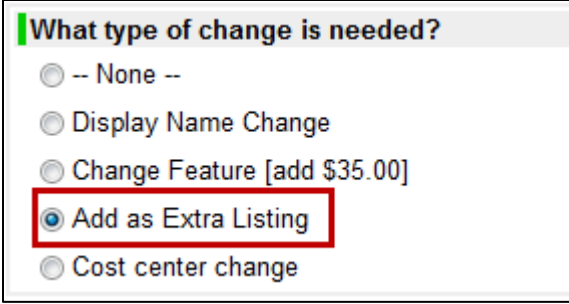
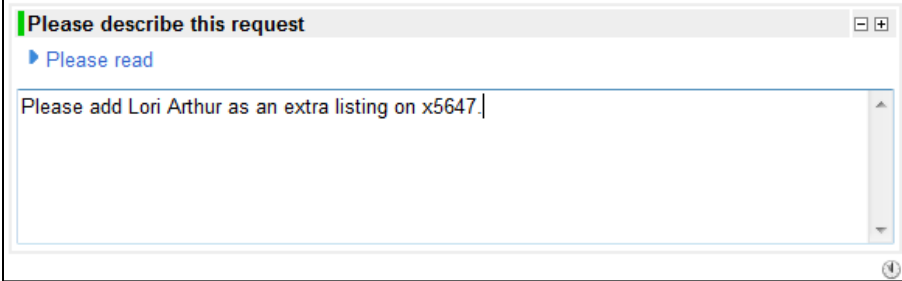
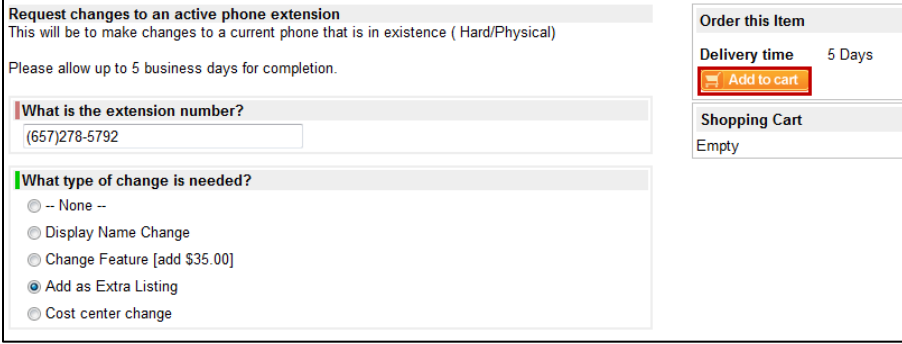
Processing Steps	Screen Shots
<p><b>Step 9:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	
<p><b>Phone Modification Requests</b></p> <p>These requests allow you to change the name on a phone, change a feature such as line appearances or class of service, add extra listings, and change the billing cost center.</p> <p><b>Step 1:</b> From the Telephones and Mobile Devices menu, select <b>Phone Modifications</b>.</p>	
<p><b>Step 2:</b> Enter the extension number that needs to be modified.</p> <p> You may enter either the 10 digit phone number (i.e. 657-278-5792) or the four digit extension number (i.e. 5792).</p>	

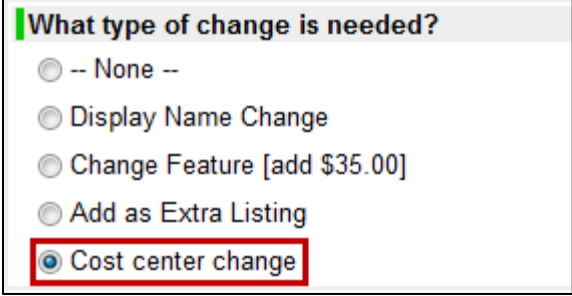

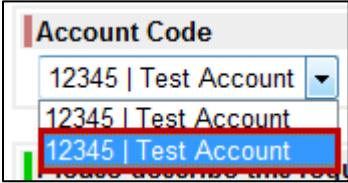
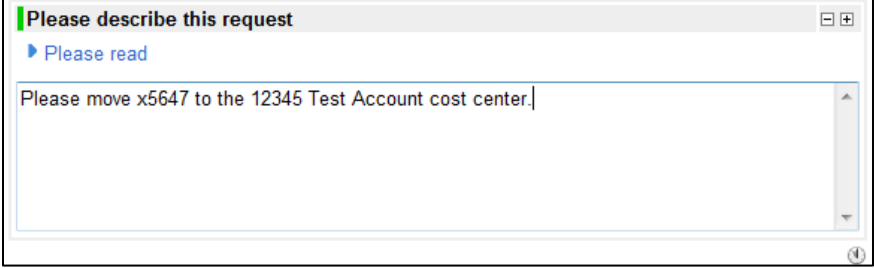
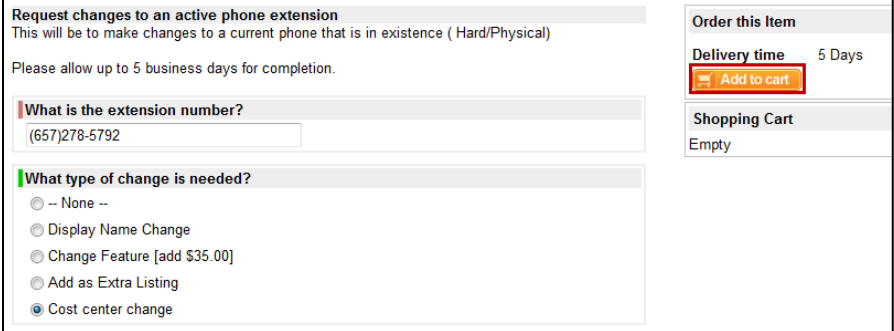
Processing Steps	Screen Shots
<p><b>Display Name Change</b></p> <p>This request allows you to change the name that is shown on and associated with a phone extension.</p> <p><b>Step 1:</b> In the What type of change is needed field, select <b>Display Name Change</b>.</p>	 <p>A screenshot of a form titled "What type of change is needed?". It contains five radio button options: "-- None --", "Display Name Change" (which is selected and highlighted with a red box), "Change Feature [add \$35.00]", "Add as Extra Listing", and "Cost center change".</p>
<p><b>Step 2:</b> Type in the name that you would like to be displayed on the extension.</p> <p> You may enter a person's name in this field (i.e. John Keats) or a descriptive name (i.e. IT Training Main Desk).</p>	 <p>A screenshot of a form titled "Change display name to". It features a text input field containing the text "Jane Austen".</p>
<p><b>Step 3:</b> If you are changing the display name to a person's name, indicate if the employee has another extension on campus.</p> <p> Several campus directories only allow an employee to have a single listing; notifying IT that this employee has another extension ensures that the employee will be listed at their preferred extension.</p>	 <p>A screenshot of a form titled "Does this employee have another on-going extension on which the same name is used?". It contains three radio button options: "-- None --", "Yes", and "No" (which is selected).</p>
<p><b>Step 4:</b> Enter a description for the request as well as any special instructions or additional information that you would like to convey to IT.</p>	 <p>A screenshot of a form titled "Please describe this request". It includes a "Please read" link and a text area containing the following text: "Jane Austen is a new employee in IT Training who will be taking over Lori Arthur's extension (x5792) on October 1st. Please change the name on x5792 to Jane Austen as of October 1st."</p>

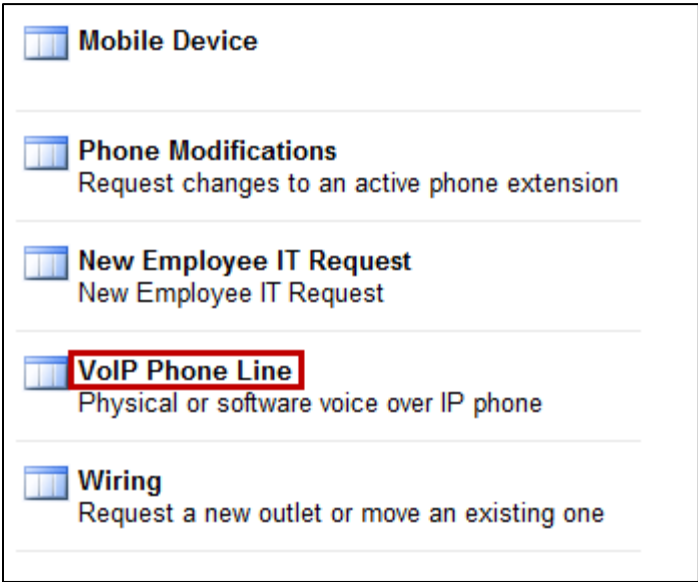
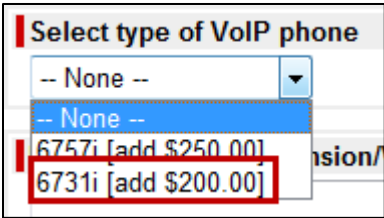

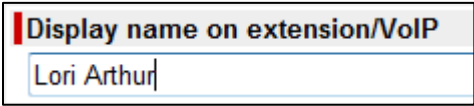
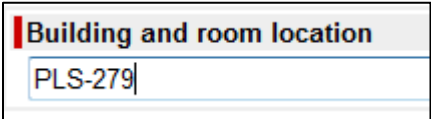
Processing Steps	Screen Shots
<p><b>Step 5:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	
<p><b>Change Feature Request</b></p> <p>This request allows you to change a feature on a phone extension including adding/removing as a second appearance, adding/removing from call pickup group, changing the feature keys, and changing the class of service/calling plan.</p> <p><b>Step 1:</b> In the What type of change is needed field, select <b>Change Feature</b>.</p>	
<p><b>Step 2:</b> Select the type of phone that you are changing.</p>	
<p><b>Step 3:</b> Enter the voice jack number that the phone extension is plugged into.</p>	

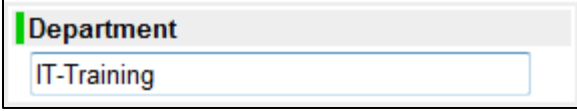

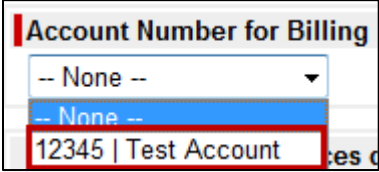
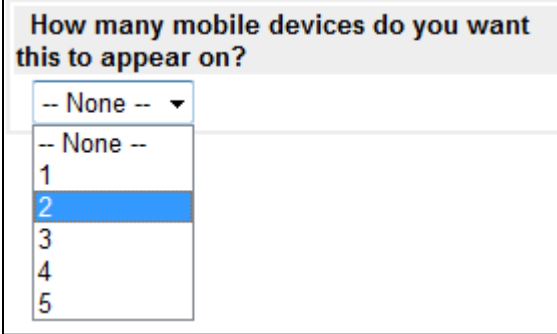
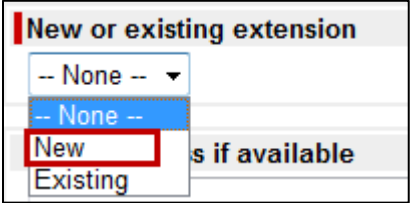

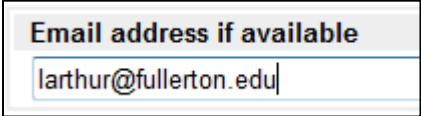



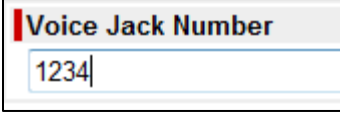

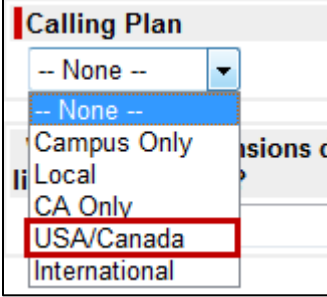
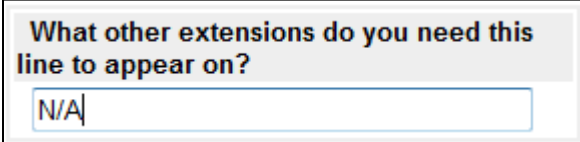
Processing Steps	Screen Shots
<p><b>Step 4:</b> Select the type of change that you are requesting:</p> <ul style="list-style-type: none"> <li>• <b>Add as second appearance on a line:</b> add this extension as a secondary line on another phone.</li> <li>• <b>Add extension to call pick up group:</b> add this extension to an existing call pickup group.</li> <li>• <b>Remove extension from call pick up group:</b> remove this extension from a call-pick up group.</li> <li>• <b>Change button template:</b> change the line and/or feature buttons/keys that appear on the phone.</li> <li>• <b>Change class of service:</b> change what type of calls this extension can make (i.e. local only, California only, USA/Canada only, etc.)</li> <li>• <b>Remove as a second appearance on a line:</b> remove this extension from appearing on another phone.</li> </ul>	
<p><b>Step 4a:</b> If you select the option to add or remove the extension from a call pickup group, you will be asked to enter the call pickup group number.</p>	
<p><b>Step 5:</b> Enter a brief description of your request.</p> <p> If you selected “change class of service,” enter the class of service for the extension in this box.</p>	

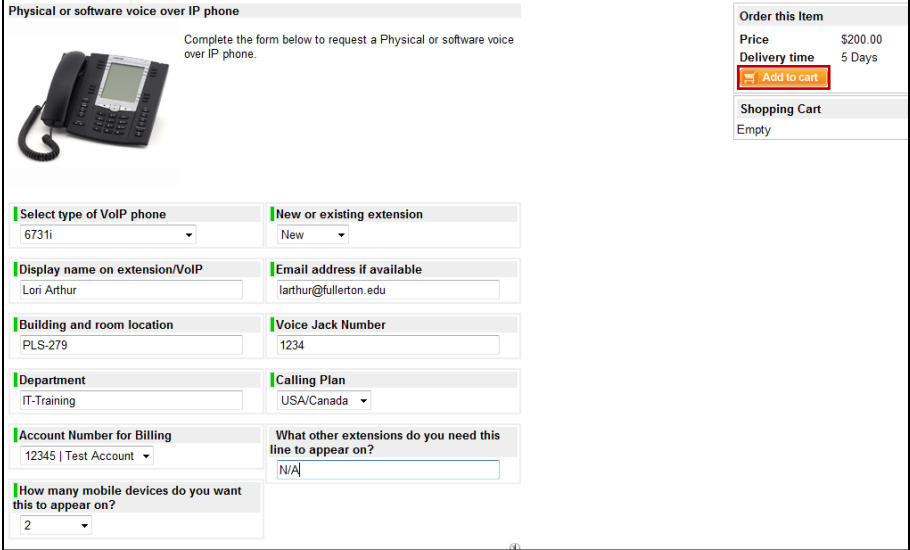

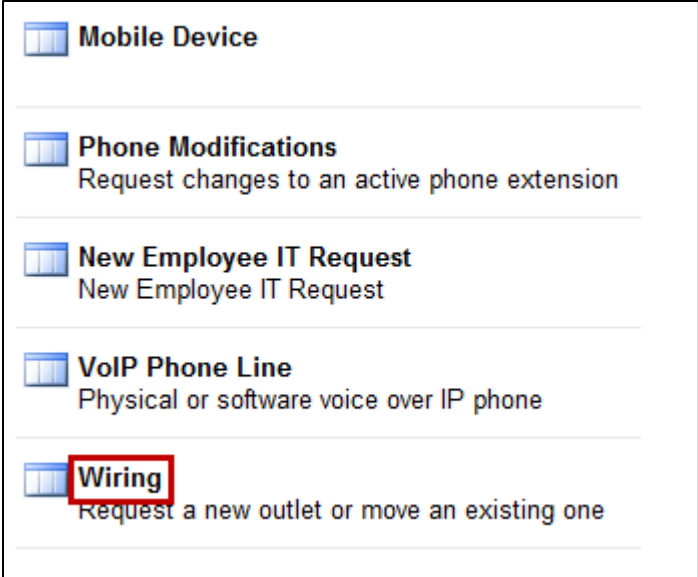
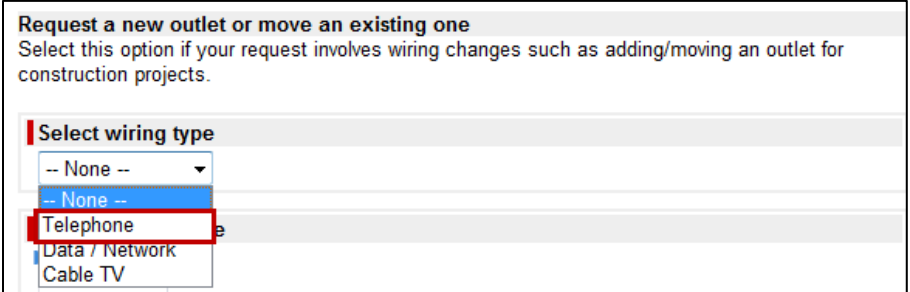
Processing Steps	Screen Shots
<p><b>Step 6:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order.</a></p>	 <p><b>Request changes to an active phone extension</b> This will be to make changes to a current phone that is in existence ( Hard/Physical) Please allow up to 5 business days for completion.</p> <p><b>What is the extension number?</b> (657)278-5792</p> <p><b>What type of change is needed?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> -- None -- [subtract (\$35.00)]</li> <li><input type="radio"/> Display Name Change [subtract (\$35.00)]</li> <li><input checked="" type="radio"/> Change Feature</li> <li><input type="radio"/> Add as Extra Listing [subtract (\$35.00)]</li> <li><input type="radio"/> Cost center change [subtract (\$35.00)]</li> </ul> <p><b>Order this Item</b> Price \$35.00 Delivery time 5 Days <b>Add to cart</b></p> <p><b>Shopping Cart</b> Empty</p>
<p><b>Add as Extra Listing</b></p> <p>This request allows you to request an additional listing on a phone extension. This does not affect the display name on the phone.</p> <p><b>Step 1:</b> In the What type of change is needed field, select <b>Add as Extra Listing</b>.</p>	 <p><b>What type of change is needed?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> -- None --</li> <li><input type="radio"/> Display Name Change</li> <li><input type="radio"/> Change Feature [add \$35.00]</li> <li><input checked="" type="radio"/> Add as Extra Listing</li> <li><input type="radio"/> Cost center change</li> </ul>
<p><b>Step 2:</b> Enter a brief description of your request.</p>	 <p><b>Please describe this request</b></p> <p>Please read</p> <p>Please add Lori Arthur as an extra listing on x5647.</p>
<p><b>Step 3:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order.</a></p>	 <p><b>Request changes to an active phone extension</b> This will be to make changes to a current phone that is in existence ( Hard/Physical) Please allow up to 5 business days for completion.</p> <p><b>What is the extension number?</b> (657)278-5792</p> <p><b>What type of change is needed?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> -- None --</li> <li><input type="radio"/> Display Name Change</li> <li><input type="radio"/> Change Feature [add \$35.00]</li> <li><input checked="" type="radio"/> Add as Extra Listing</li> <li><input type="radio"/> Cost center change</li> </ul> <p><b>Order this Item</b> Delivery time 5 Days <b>Add to cart</b></p> <p><b>Shopping Cart</b> Empty</p>

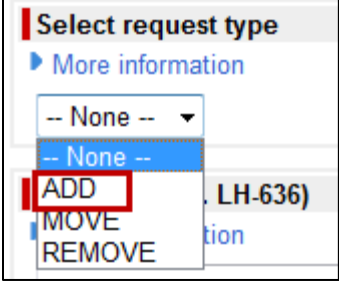

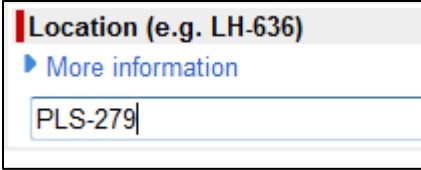

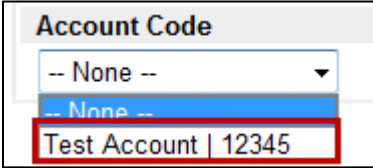
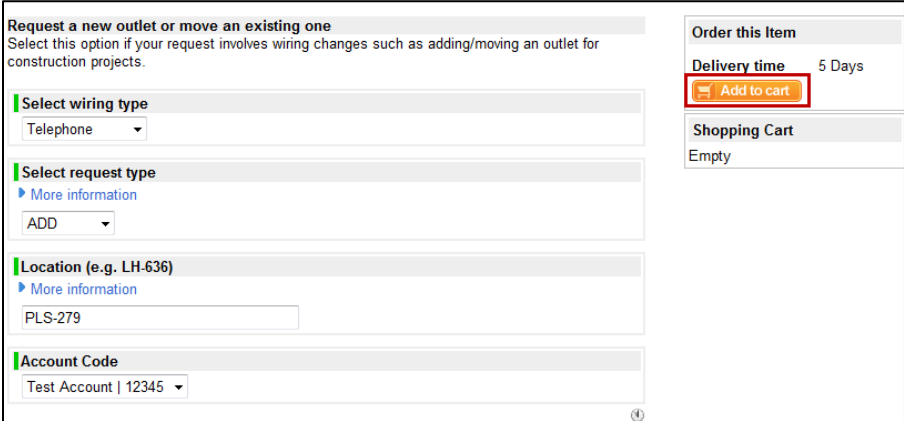
Processing Steps	Screen Shots
<p><b>Cost Center Change</b></p> <p>This request allows you to change where charges for a phone extension are billed.</p> <p><b>Step 1:</b> In the What type of change is needed field, select <b>Add as Extra Listing</b>.</p>	 <p>What type of change is needed?</p> <ul style="list-style-type: none"> <li><input type="radio"/> -- None --</li> <li><input type="radio"/> Display Name Change</li> <li><input type="radio"/> Change Feature [add \$35.00]</li> <li><input type="radio"/> Add as Extra Listing</li> <li><input checked="" type="radio"/> <b>Cost center change</b></li> </ul>
<p><b>Step 2:</b> Select an <b>Account Code</b> from the drop-down menu.</p> <p> This should be the cost center that you want to move this extension to.</p>	 <p>Account Code</p> <p>12345   Test Account</p> <p>12345   Test Account</p> <p>12345   Test Account</p>
<p><b>Step 3:</b> Enter a brief description of your request.</p>	 <p>Please describe this request</p> <p>Please read</p> <p>Please move x5647 to the 12345 Test Account cost center.</p>
<p><b>Step 4:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submmitting Your Order</a>.</p>	 <p>Request changes to an active phone extension This will be to make changes to a current phone that is in existence ( Hard/Physical)</p> <p>Please allow up to 5 business days for completion.</p> <p>What is the extension number? (657)278-5792</p> <p>What type of change is needed?</p> <ul style="list-style-type: none"> <li><input type="radio"/> -- None --</li> <li><input type="radio"/> Display Name Change</li> <li><input type="radio"/> Change Feature [add \$35.00]</li> <li><input type="radio"/> Add as Extra Listing</li> <li><input checked="" type="radio"/> Cost center change</li> </ul> <p>Order this Item</p> <p>Delivery time 5 Days</p> <p><b>Add to cart</b></p> <p>Shopping Cart</p> <p>Empty</p>

Processing Steps	Screen Shots
<p><b>VoIP Phone Line Request</b></p> <p>This request allows you to request a campus voice over IP (VoIP) telephone.</p> <p><b>Step 1:</b> From the Telephones and Mobile Devices menu, select <b>VoIP Phone Line</b>.</p>	 <p>The screenshot shows a list of service categories with blue folder icons. The categories are: Mobile Device, Phone Modifications (Request changes to an active phone extension), New Employee IT Request (New Employee IT Request), VoIP Phone Line (Physical or software voice over IP phone), and Wiring (Request a new outlet or move an existing one). The 'VoIP Phone Line' item is highlighted with a red rectangular box.</p>
<p><b>Step 2:</b> Select the type of VoIP phone you would like to order from the drop-down menu.</p>	 <p>The screenshot shows a dropdown menu titled 'Select type of VoIP phone'. The menu is open, showing options: -- None --, 6757i [add \$250.00], and 6731i [add \$200.00]. The '6731i [add \$200.00]' option is selected and highlighted with a red rectangular box.</p>
<p><b>Step 3:</b> Enter the display name for the extension.</p> <p> You may enter a person's name in this field (i.e. John Keats) or a descriptive name (i.e. IT Training Main Desk).</p>	 <p>The screenshot shows a text input field with the label 'Display name on extension/VoIP'. The field contains the text 'Lori Arthur'.</p>
<p><b>Step 4:</b> Enter the building and room number for the extension.</p>	 <p>The screenshot shows a text input field with the label 'Building and room location'. The field contains the text 'PLS-279'.</p>

Processing Steps	Screen Shots
<p><b>Step 5: (Optional)</b> If your request is for a department other than your default department, type in the department name.</p>	
<p><b>Step 6:</b> Select an <b>Account Number for Billing</b> from the drop-down menu.</p> <p> This is the CFS chartfield that will be billed for any charges relating to this request.</p>	
<p><b>Step 7: (Optional)</b> If applicable, indicate the number of mobile devices that you wish to use with this extension.</p>	
<p><b>Step 8:</b> Select whether this request is for a new extension or an existing extension.</p>	
<p><b>Step 9: (Optional)</b> Enter the email address associated with the person or department using this extension.</p> <p> This email address is used to set up unified voicemail messaging which sends a copy of all voicemail messages to an email account.</p>	

Processing Steps	Screen Shots
<p><b>Step 10:</b> Enter the Voice Jack Number that this extension uses/will use.</p> <p>This is the number associated with the voice jack in the outlet on the wall.</p>  <p>It is critical to include the voice jack number for new phone requests. Not including this information will result in a delay of your order.</p>	
<p><b>Step 11:</b> Select the <b>Calling Plan</b> from the drop-down menu.</p>  <p>The Calling Plan or Class of Service determines where an extension is allowed to call. I.e. selecting <i>Local</i> means the extension will only be allowed to make local calls.</p>	
<p><b>Step 12: (Optional)</b> If this line should appear on another phone in your department, indicate the other extension(s) that need to have this extension on it.</p>	

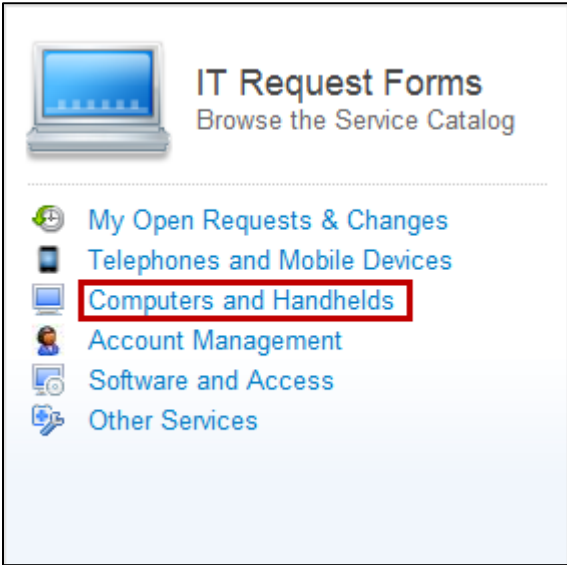
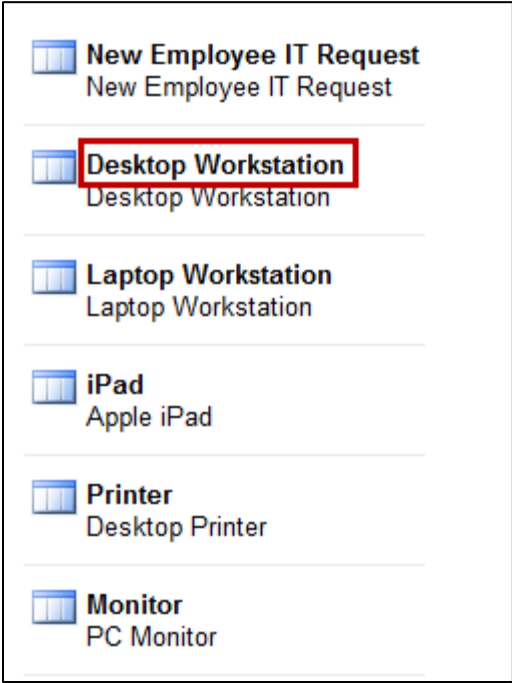
Processing Steps	Screen Shots
<p><b>Step 13:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	
<p><b>Wiring Request</b></p> <p>This request allows you to request a new outlet, move an outlet within a room, or remove an outlet.</p> <p> Typically outlets are only moved or removed as a result of construction projects.</p> <p><b>Step 1:</b> From the Telephones and Mobile Devices menu, select <b>Wiring</b>.</p>	
<p><b>Step 2:</b> Use the drop-down menu to select the wiring type.</p> <ul style="list-style-type: none"> <li>• <b>Telephone:</b> outlet with voice/telephone jacks.</li> <li>• <b>Data/Network:</b> outlet with data/internet jacks.</li> <li>• <b>Cable TV:</b> outlet for cable television connectivity.</li> </ul>	<p><b>Request a new outlet or move an existing one</b> Select this option if your request involves wiring changes such as adding/moving an outlet for construction projects.</p> 

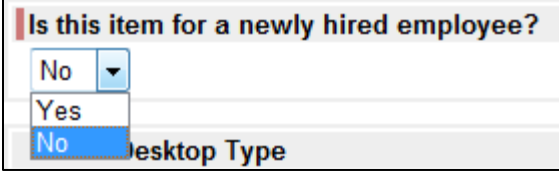

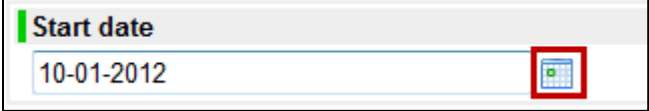

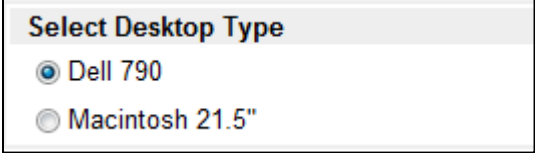
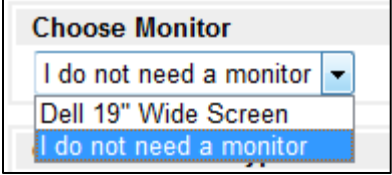
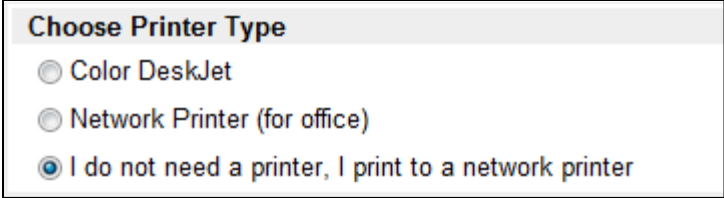
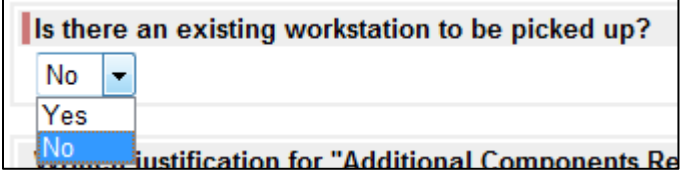
Processing Steps	Screen Shots
<p><b>Step 3:</b> Use the drop-down menu to select the request type.</p> <ul style="list-style-type: none"> <li>• <b>Add:</b> add a new outlet to the wall.</li> <li>• <b>Move:</b> move an existing outlet within a room (i.e. move outlet to another wall because of a construction project).</li> <li>• <b>Remove:</b> remove an existing outlet completely (i.e. remove outlet from the wall because a wall is being demolished as part of a construction project).</li> </ul>	 <p>The screenshot shows a form section titled "Select request type" with a "More information" link. Below it is a dropdown menu currently showing "-- None --". A red box highlights the "ADD" option in the dropdown list. Other options visible are "MOVE" and "REMOVE".</p>
<p><b>Step 4:</b> Enter the building and room number for the wiring request.</p> <p> This is where the outlet is currently located or will be located.</p>	 <p>The screenshot shows a form section titled "Location (e.g. LH-636)" with a "More information" link. Below it is a text input field containing the text "PLS-279".</p>
<p><b>Step 5:</b> Select an <b>Account Code</b> from the drop-down menu.</p> <p> This is the CFS chartfield that will be billed for any charges relating to this request.</p>	 <p>The screenshot shows a form section titled "Account Code" with a dropdown menu currently showing "-- None --". A red box highlights the "Test Account   12345" option in the dropdown list.</p>
<p><b>Step 6:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	 <p>The screenshot shows the complete request form. On the right side, there is a section titled "Order this Item" which includes a "Delivery time" of "5 Days" and a red-bordered "Add to cart" button. Below this is a "Shopping Cart" section showing "Empty". The main form fields are filled with the same data as in previous steps: "Select wiring type" (Telephone), "Select request type" (ADD), "Location (e.g. LH-636)" (PLS-279), and "Account Code" (Test Account   12345).</p>

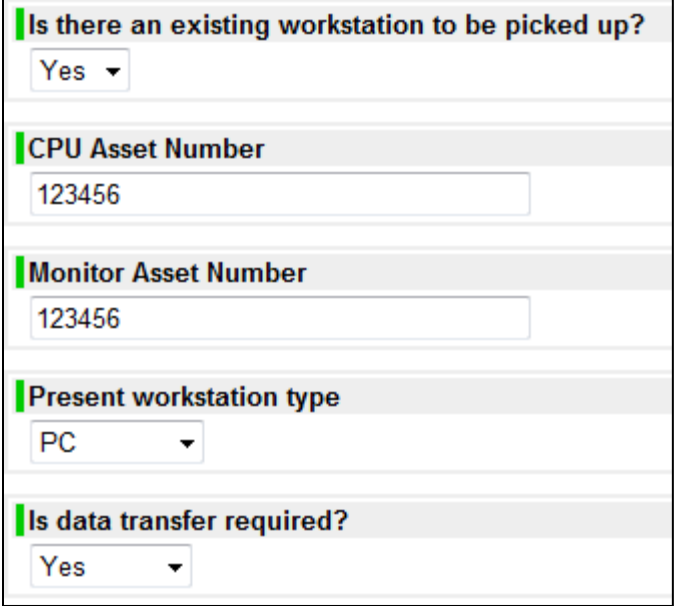
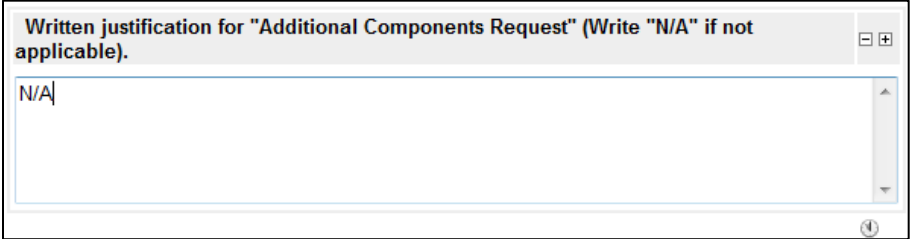


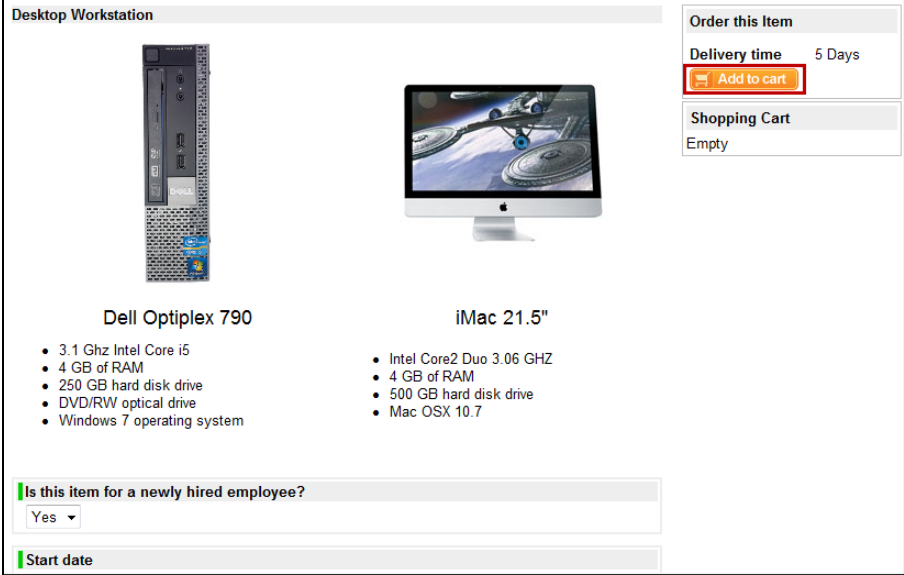
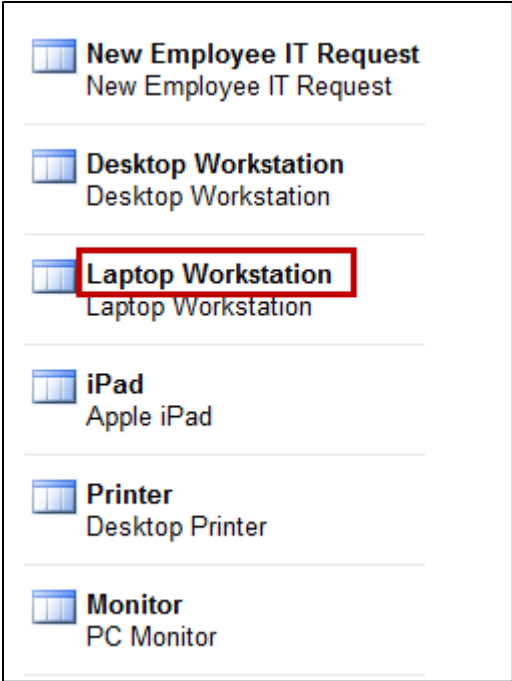
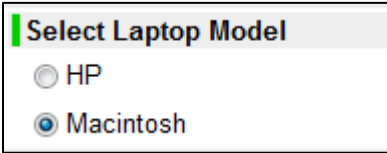
## 4.0 Computers and Handhelds Requests

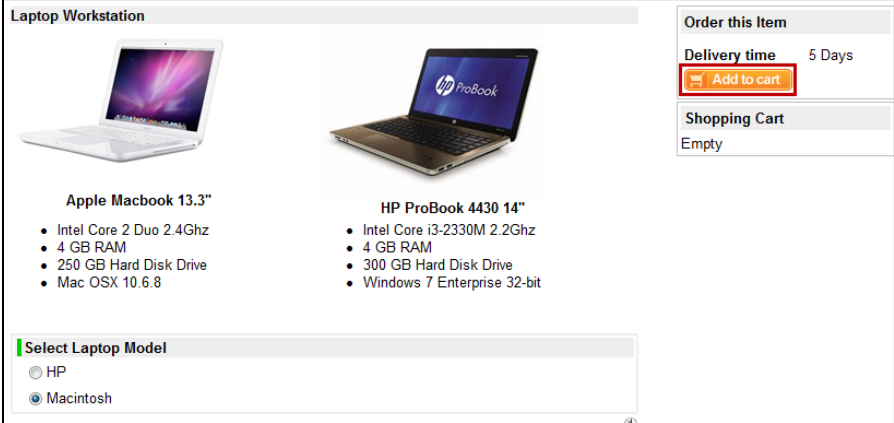
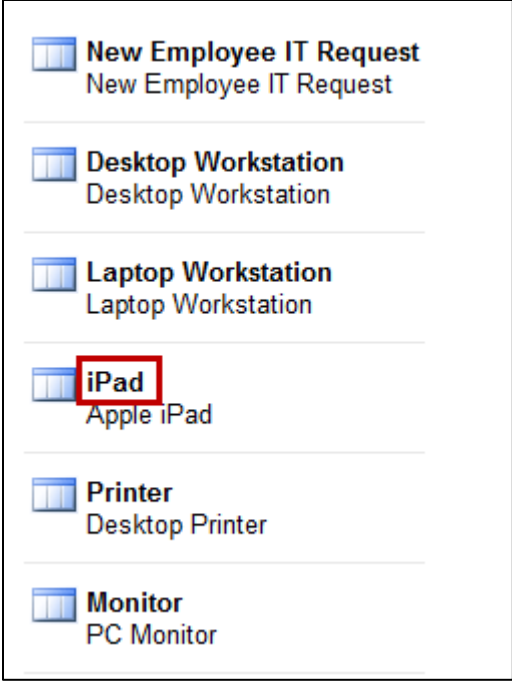
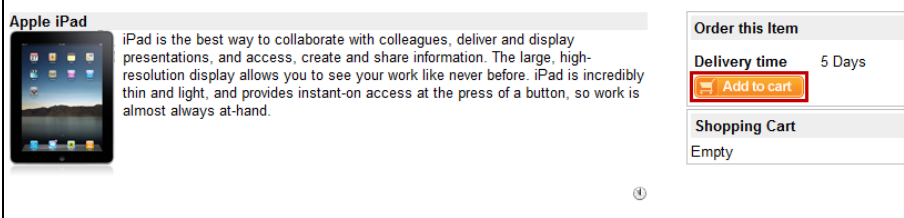
This section covers all Computers and Handhelds requests including rollout workstations, laptop workstations, iPads, printers, and monitors.

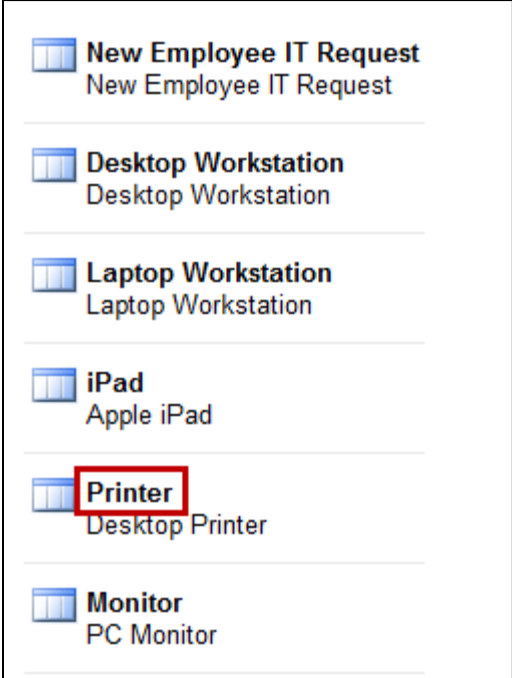

Processing Steps	Screen Shots
<p><b>Accessing Computers and Handhelds Requests.</b></p> <p><b>Step 1:</b> From the main IT Service Catalog Request Forms screen, select <b>Computers and Handhelds</b>.</p>	 <p>The screenshot shows the 'IT Request Forms' interface with the following menu items: 'My Open Requests &amp; Changes', 'Telephones and Mobile Devices', 'Computers and Handhelds' (highlighted with a red box), 'Account Management', 'Software and Access', and 'Other Services'.</p>
<p><b>Desktop Workstation Request</b></p> <p>This request allows you to order a PC or Mac Rollout computer for an eligible campus employee.</p> <p><b>Step 1:</b> From the Computers and Handhelds menu, select <b>Desktop Workstation</b>.</p>	 <p>The screenshot shows a list of IT request options: 'New Employee IT Request', 'Desktop Workstation' (highlighted with a red box), 'Laptop Workstation', 'iPad', 'Printer', and 'Monitor'.</p>

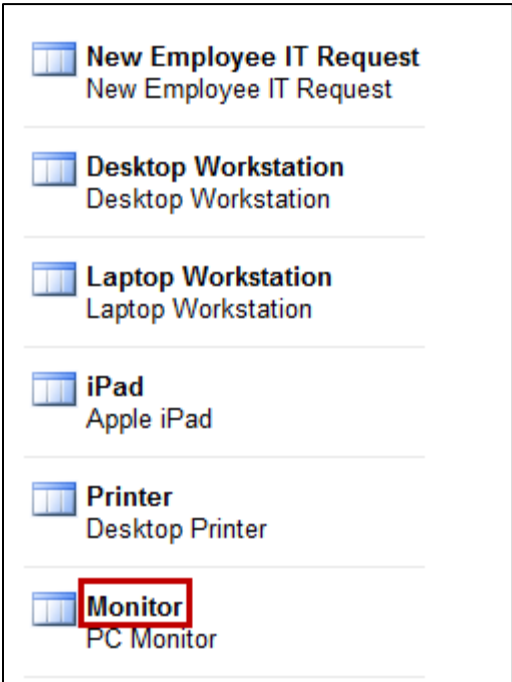
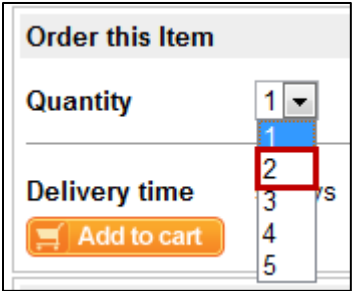

Processing Steps	Screen Shots
<p><b>Step 2:</b> Use the drop-down menu to indicate if this request is for a newly hired employee.</p>	
<p><b>Step 2a:</b> If you select Yes in step 2, you will need to populate the employee's start date.</p> <p>You may use the calendar icon  to select the start date from a calendar view.</p>	
<p><b>Step 3:</b> Select the <b>Desktop Type</b>.</p> <p> Macintosh computers are only available for approved departments.</p>	
<p><b>Step 4: (Dell Only)</b> If you are ordering a Dell computer, indicate whether you need a monitor for the computer or not.</p>	
<p><b>Step 5:</b> Choose the <b>Printer Type</b> for your request.</p>	
<p><b>Step 6:</b> Use the drop-down menu to indicate if there is an existing workstation that will be replaced that IT should pick up.</p>	

Processing Steps	Screen Shots
<p><b>Step 6a:</b> If you indicate that there is an existing workstation to be picked up, you will need to enter the following additional fields:</p> <ul style="list-style-type: none"> <li>• <b>CPU Asset Number:</b> this is the number on the CSUF asset tag that is located on the top of the CPU tower.</li> <li>• <b>Monitor Asset Number:</b> this is the number on the CSUF asset tag that is located on the top of the monitor. Mac users: enter N/A in this field.</li> <li>• <b>Present Workstation Type:</b> the type of workstation being picked up: PC or Mac.</li> <li>• <b>Is Data Transfer Required:</b> indicate if you would like IT to assist you in transferring files from the current workstation to the new workstation.</li> </ul>	
<p><b>Step 7: (Optional)</b> If you have requirements for the new workstation that are outside the campus standards, enter the requirements and justification in <b>Written Justification for Additional Components Request.</b></p>	

Processing Steps	Screen Shots
<p><b>Step 8:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submmitting Your Order.</a></p>	 <p>The screenshot shows a product selection interface. On the left is a Dell Optiplex 790 tower PC, and on the right is an iMac 21.5\". Below each image are their respective specifications. To the right of the iMac is a sidebar with 'Order this Item', 'Delivery time 5 Days', an 'Add to cart' button, and 'Shopping Cart Empty'. At the bottom, there are two input fields: 'Is this item for a newly hired employee?' with a 'Yes' dropdown, and 'Start date'.</p>
<p><b>Laptop Workstation Request</b></p> <p>This request allows you to order a PC or Mac Rollout laptop computer for an eligible campus employee.</p> <p><b>Step 1:</b> From the Computers and Handhelds menu, select <b>Laptop Workstation</b>.</p>	 <p>The screenshot shows a vertical list of IT request categories, each with a blue folder icon. The categories are: 'New Employee IT Request', 'Desktop Workstation', 'Laptop Workstation' (highlighted with a red box), 'iPad', 'Printer', and 'Monitor'. Each category has its full name and a sub-label below it.</p>
<p><b>Step 2:</b> Select the <b>Laptop Model</b>.</p>	 <p>The screenshot shows a form titled 'Select Laptop Model'. It contains two radio button options: 'HP' and 'Macintosh'. The 'Macintosh' option is selected, indicated by a filled blue circle.</p>

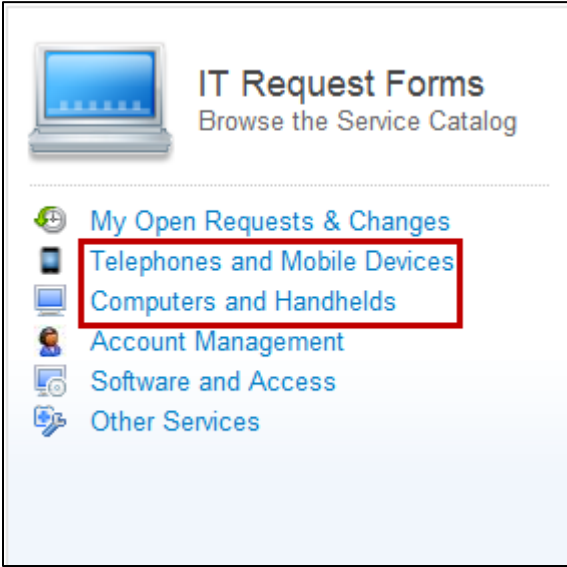
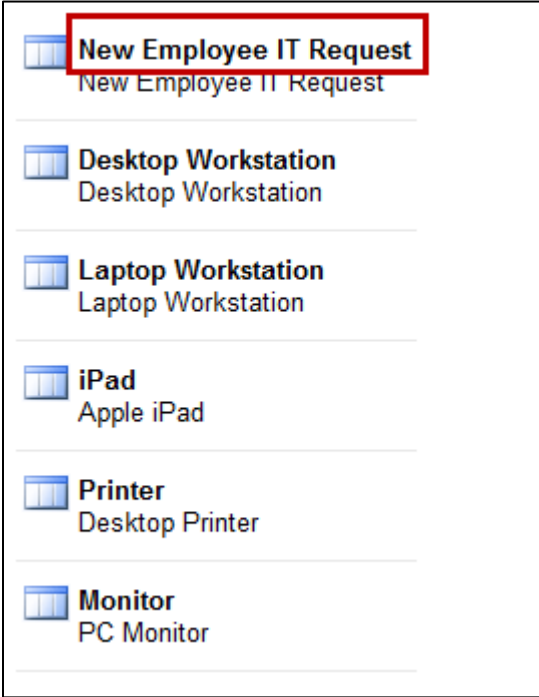
Processing Steps	Screen Shots
<p><b>Step 3:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order.</a></p>	
<p><b>iPad Request</b></p> <p>This request allows you to order an Apple iPad for an eligible campus employee.</p> <p><b>Step 1:</b> From the Computers and Handhelds menu, select <b>iPad</b>.</p>	
<p><b>Step 2:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order.</a></p>	

Processing Steps	Screen Shots
<p><b>Printer Request</b></p> <p>This request allows you to order a desktop printer for an eligible employee.</p> <p><b>Step 1:</b> From the Computers and Handhelds menu, select <b>Printer</b>.</p>	 <p>The screenshot shows a list of IT request categories. Each item has a blue folder icon to its left. The items are: 'New Employee IT Request' (with subtext 'New Employee IT Request'), 'Desktop Workstation' (with subtext 'Desktop Workstation'), 'Laptop Workstation' (with subtext 'Laptop Workstation'), 'iPad' (with subtext 'Apple iPad'), 'Printer' (with subtext 'Desktop Printer'), and 'Monitor' (with subtext 'PC Monitor'). The 'Printer' item is highlighted with a red rectangular box.</p>
<p><b>Step 2:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	 <p>The screenshot shows the product page for a 'Color HP Deskjet 1000' printer. The printer is shown in the center with a document being printed. To the right, there is a 'Order this Item' section with 'Delivery time 5 Days' and an 'Add to cart' button. Below that is a 'Shopping Cart' section showing 'Empty'. At the bottom, there is a 'Select printer' dropdown menu with 'Color HP 1000' selected.</p>


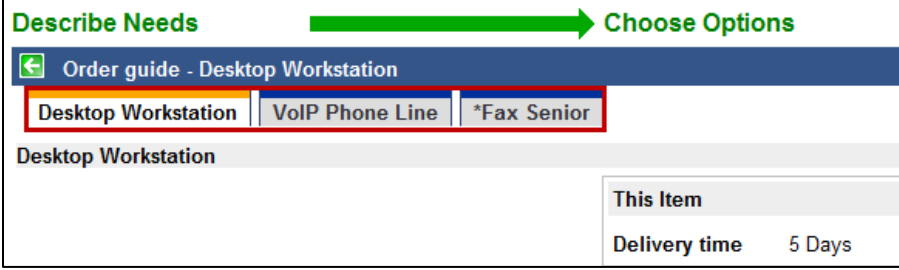

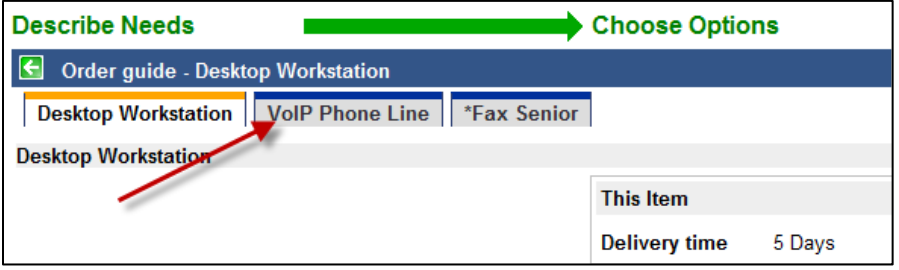
Processing Steps	Screen Shots
<p><b>Monitor Request</b></p> <p>This request allows you to order desktop PC monitors for eligible employees.</p> <p><b>Step 1:</b> From the Computers and Handhelds menu, select <b>Monitor</b>.</p>	 <p>The screenshot shows a list of service categories, each with a blue folder icon. The categories are: New Employee IT Request, Desktop Workstation, Laptop Workstation, iPad, Printer, and Monitor. The 'Monitor' category is highlighted with a red rectangular box.</p>
<p><b>Step 2:</b> Select the quantity of monitors you are requesting from the drop-down menu at the far right of the screen.</p>	 <p>The screenshot shows a close-up of the 'Order this Item' section. It includes a 'Quantity' dropdown menu with a list of numbers from 1 to 5. The number '2' is highlighted with a red rectangular box. Below the quantity menu is a 'Delivery time' section showing '3' days and an 'Add to cart' button.</p>
<p><b>Step 3:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	 <p>The screenshot shows the product page for a 'PC Monitor'. On the left is an image of a monitor. On the right is the 'Order this Item' section, which includes a 'Quantity' dropdown set to '2', a 'Delivery time' of '5 Days', and an 'Add to cart' button highlighted with a red rectangular box. Below this is a 'Shopping Cart' section showing 'Empty'.</p>

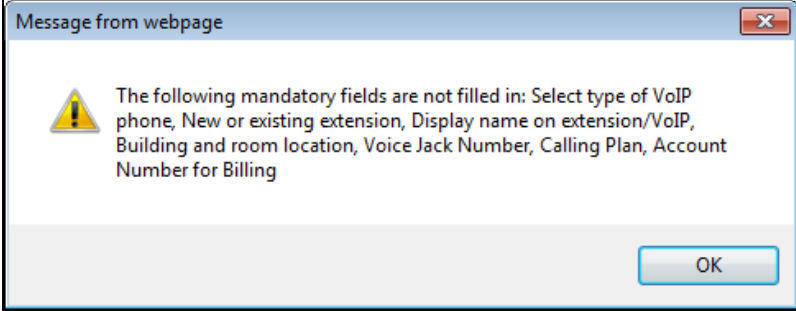

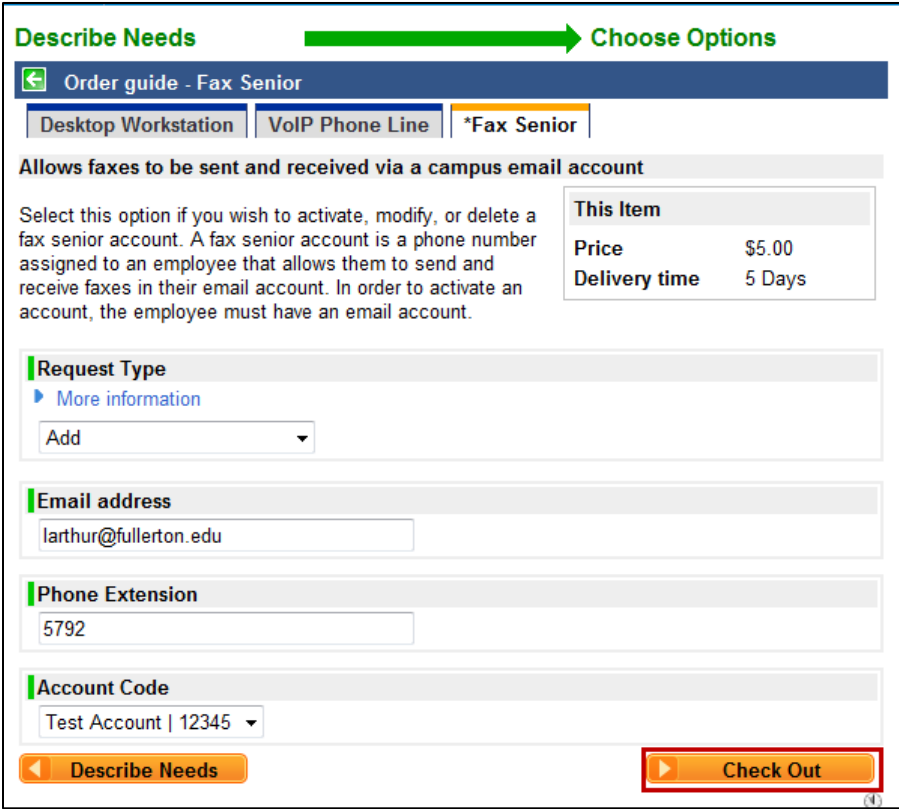
## 5.0 New Employee IT Request

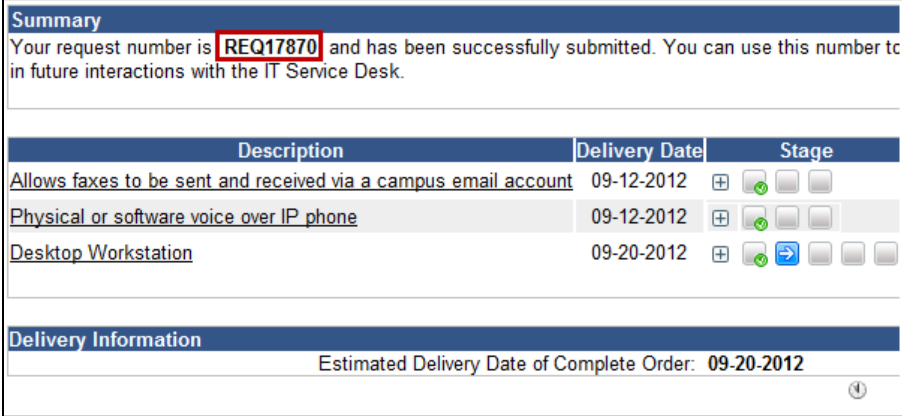
This section covers the New Employee IT Request which allows you to request multiple items for an employee in one order including mobile device, desktop workstation, new VoIP phone, phone modifications, fax senior, and wiring.

Processing Steps	Screen Shots
<p><b>Step 1:</b> There are two ways to access the New Employee IT Request:</p> <ol style="list-style-type: none"> <li>From the main IT Service Catalog Request screen, select <b>Telephones and Mobile Devices</b>.</li> <li>From the main IT Service Catalog Request screen, select <b>Computers and Handhelds</b>.</li> </ol>	 <p>The screenshot shows a web interface titled "IT Request Forms" with the subtitle "Browse the Service Catalog". Below the title is a list of menu items, each with a small icon: "My Open Requests &amp; Changes", "Telephones and Mobile Devices" (highlighted with a red box), "Computers and Handhelds", "Account Management", "Software and Access", and "Other Services".</p>
<p><b>Step 2:</b> Select <b>New Employee IT Request</b>.</p>	 <p>The screenshot shows a list of service categories, each with a blue folder icon and a title: "New Employee IT Request" (highlighted with a red box), "Desktop Workstation", "Laptop Workstation", "iPad", "Printer", and "Monitor".</p>



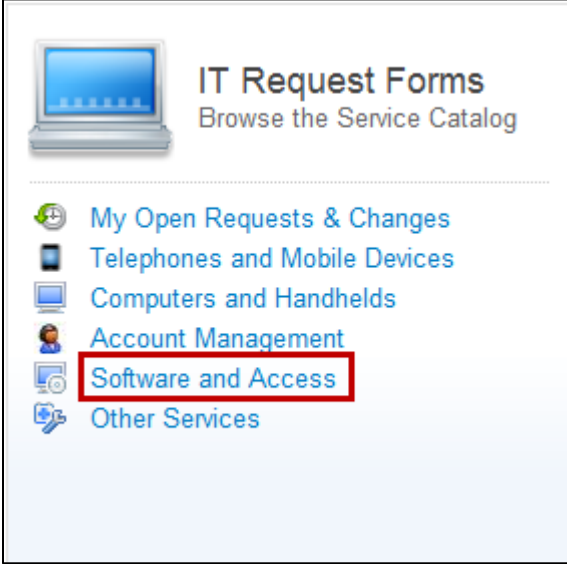

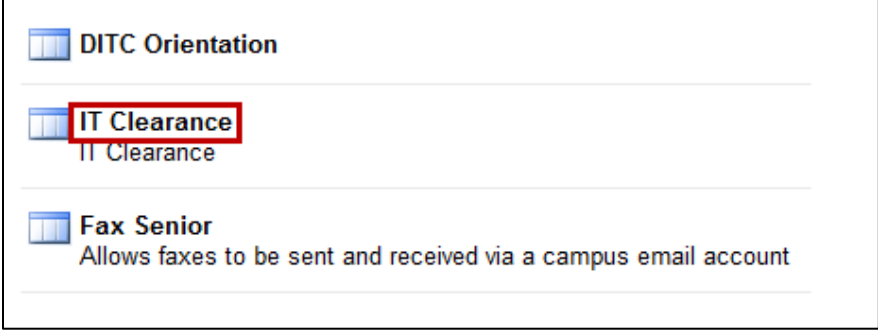
Processing Steps	Screen Shots
<p><b>Step 3:</b> Place a check mark next to the items that you wish to request for the new employee.</p> <p>Then click <b>Choose Options</b>.</p>	
<p><b>Step 4:</b> You will see a tab for each of the services/equipment that you selected in step 3.</p> <p>Fill out the form on each tab starting with the first tab on the left.</p>	
<p><b>Step 5:</b> Once you have filled out the form on a tab, click on the next tab to fill out that form.</p> <p> For more information on how to fill out a specific form, view the section of this guide dedicated to that form.</p> <ul style="list-style-type: none"> <li>• <a href="#">Mobile Device</a></li> <li>• <a href="#">Desktop Workstation</a></li> <li>• <a href="#">New VoIP</a></li> <li>• <a href="#">Phone Modification</a></li> <li>• <a href="#">Fax Sr.</a></li> <li>• <a href="#">Wiring</a></li> </ul>	



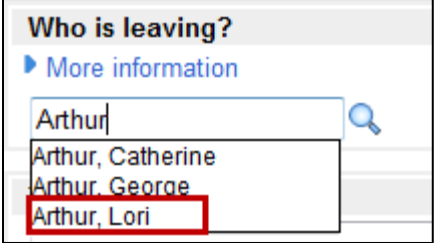



Processing Steps	Screen Shots
<p><b>Step 5a:</b> If you try to move to another tab before completing the current tab, you will see an error message.</p>	
<p><b>Step 6:</b> Once you complete the last request, the <b>Check Out</b> button will become active.</p> <p>Click <b>Check Out</b> to submit your order.</p> <p> Clicking <b>Check Out</b> immediately submits your order to IT; be sure to review each tab of your order before clicking <b>Check Out</b>.</p>	

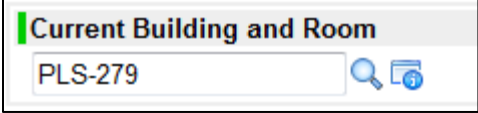

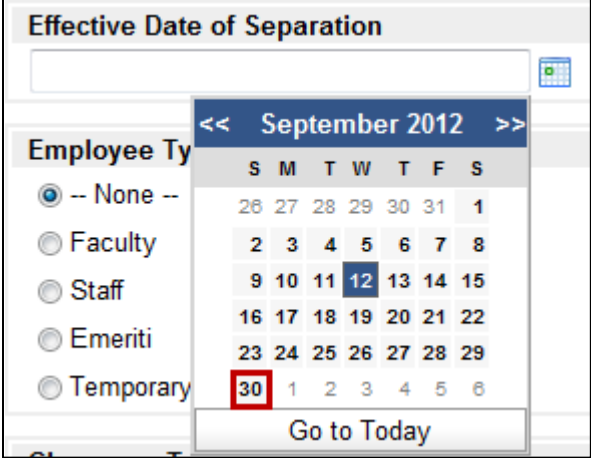
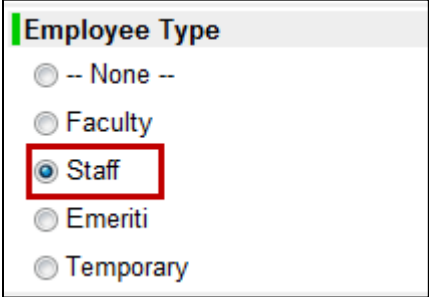

Processing Steps	Screen Shots												
<p><b>Step 7:</b> A summary page appears indicating the REQ number assigned to your request.</p> <p>Save this REQ number in your records as you will need to refer to it when contacting IT about this request.</p>	 <p>The screenshot shows a web interface with a blue header 'Summary'. Below it, a message states: 'Your request number is <b>REQ17870</b> and has been successfully submitted. You can use this number to in future interactions with the IT Service Desk.' Below this is a table with columns 'Description', 'Delivery Date', and 'Stage'. The table contains three rows of items. At the bottom, there is a 'Delivery Information' section with the text 'Estimated Delivery Date of Complete Order: 09-20-2012'.</p> <table border="1" data-bbox="570 411 1466 569"> <thead> <tr> <th>Description</th> <th>Delivery Date</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>Allows faxes to be sent and received via a campus email account</td> <td>09-12-2012</td> <td>[+][x][ ] [ ]</td> </tr> <tr> <td>Physical or software voice over IP phone</td> <td>09-12-2012</td> <td>[+][x][ ] [ ]</td> </tr> <tr> <td>Desktop Workstation</td> <td>09-20-2012</td> <td>[+][x][ ] [ ] [ ]</td> </tr> </tbody> </table> <p>Delivery Information Estimated Delivery Date of Complete Order: 09-20-2012</p>	Description	Delivery Date	Stage	Allows faxes to be sent and received via a campus email account	09-12-2012	[+][x][ ] [ ]	Physical or software voice over IP phone	09-12-2012	[+][x][ ] [ ]	Desktop Workstation	09-20-2012	[+][x][ ] [ ] [ ]
Description	Delivery Date	Stage											
Allows faxes to be sent and received via a campus email account	09-12-2012	[+][x][ ] [ ]											
Physical or software voice over IP phone	09-12-2012	[+][x][ ] [ ]											
Desktop Workstation	09-20-2012	[+][x][ ] [ ] [ ]											


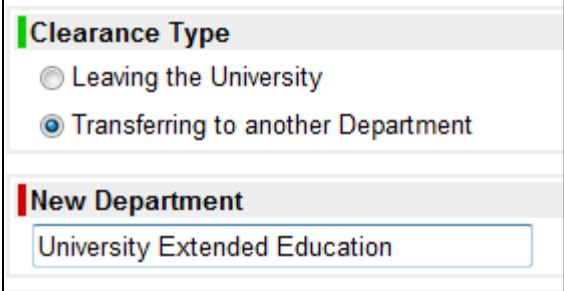

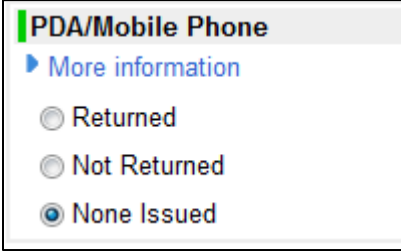
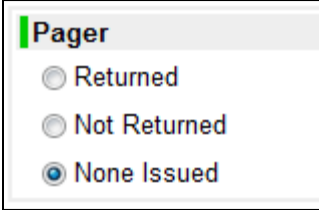
## 6.0 Software and Access Requests

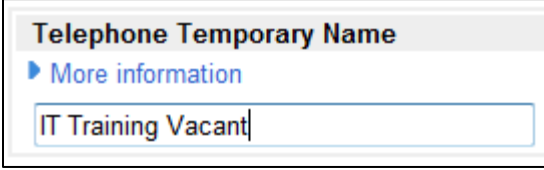
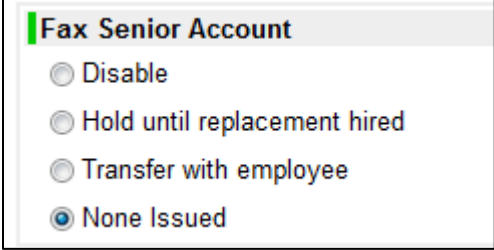
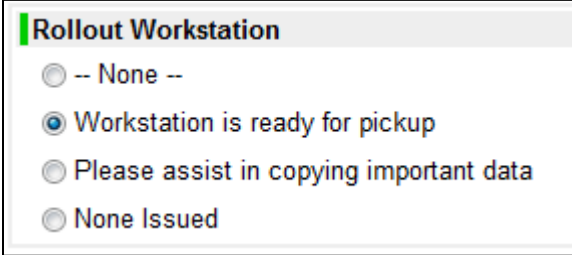
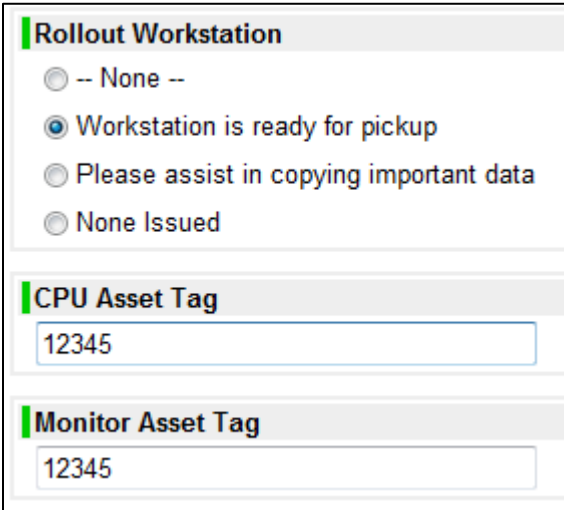
This section covers all Software and Access requests including IT Clearance and Fax Senior.

Processing Steps	Screen Shots
<p><b>Accessing Software and Access Requests.</b></p> <p><b>Step 1:</b> From the main IT Service Catalog Request Forms screen, select <b>Software and Access</b>.</p>	 <p>The screenshot shows the 'IT Request Forms' interface. At the top, there is a laptop icon and the text 'IT Request Forms' and 'Browse the Service Catalog'. Below this is a list of service categories, each with an icon: 'My Open Requests &amp; Changes' (refresh icon), 'Telephones and Mobile Devices' (phone icon), 'Computers and Handhelds' (laptop icon), 'Account Management' (person icon), 'Software and Access' (document with gear icon, highlighted with a red box), and 'Other Services' (handshake icon).</p>
<p><b>IT Clearance Request</b></p> <p>This request allows you to notify IT that an employee has left your department and to specify what should happen to that employee's IT assets and services.</p> <p> To disable an email account for a separated employee, you will need to <a href="#">submit a request to disable an email account in the Account Management section</a>.</p> <p><b>Step 1:</b> From the Software and Access menu, select <b>IT Clearance</b>.</p>	 <p>The screenshot shows the 'Software and Access' menu. It lists three items: 'DITC Orientation', 'IT Clearance' (highlighted with a red box), and 'Fax Senior'. Below 'Fax Senior' is a sub-item: 'Allows faxes to be sent and received via a campus email account'.</p>

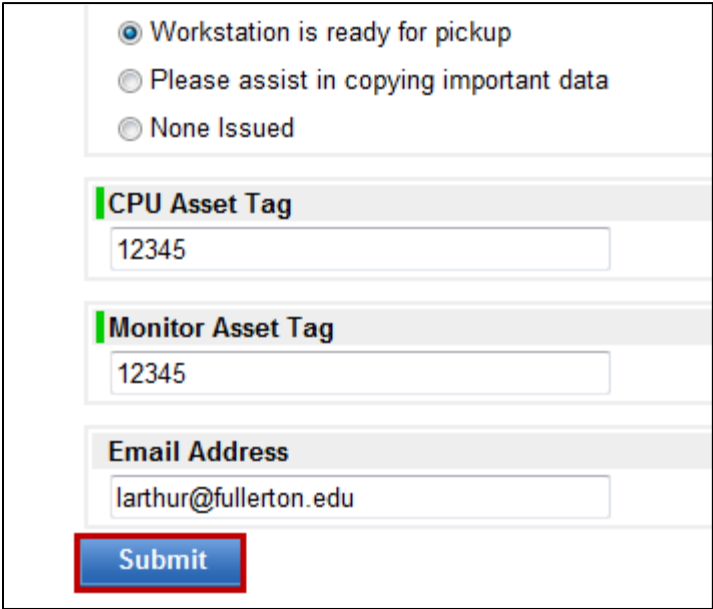
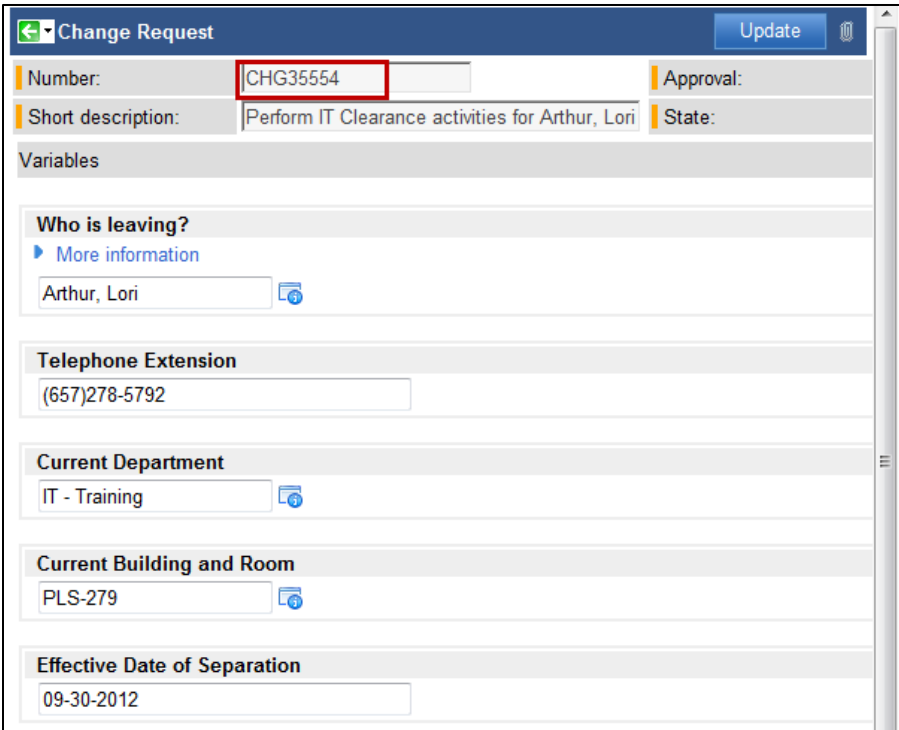
Processing Steps	Screen Shots
<p><b>Step 2:</b> First, indicate the name of the person who is leaving your department.</p> <p> You may either start typing the person's last name and choose from the results or click on the magnifying glass icon (  ) to search. See the <a href="#">Changing the Requested For Field section of this guide</a> for more details.</p>	 <p>The screenshot shows a search interface titled "Who is leaving?". Below the title is a link for "More information". A search input field contains the text "Arthur". A dropdown menu displays search results: "Arthur, Catherine", "Arthur, George", and "Arthur, Lori". The "Arthur, Lori" option is highlighted with a red rectangular box.</p>
<p><b>Step 3:</b> The extension that is associated with the selected person populates in <b>Telephone Extension</b>.</p> <p>If the extension that is populated is incorrect, you may modify this field.</p>	 <p>The screenshot shows a form field titled "Telephone Extension" with a green vertical bar on the left. The field contains the text "(657)278-5792".</p>
<p><b>Step 4:</b> The current department that is associated with the selected person populates in Current Department.</p> <p>If the department that is populated is incorrect, you may modify the field by typing in the correct department or clicking the magnifying glass icon (  ) to search for the correct department.</p>	 <p>The screenshot shows a form field titled "Current Department" with a green vertical bar on the left. The field contains the text "IT - Training". To the right of the field is a magnifying glass icon and a small blue icon.</p>

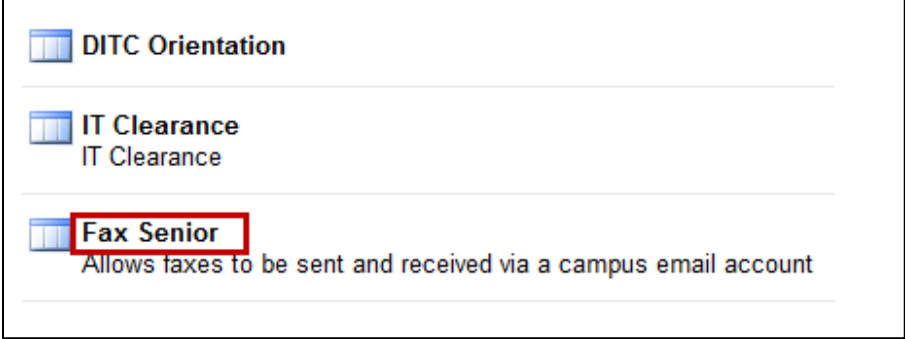
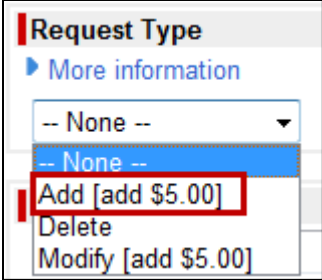
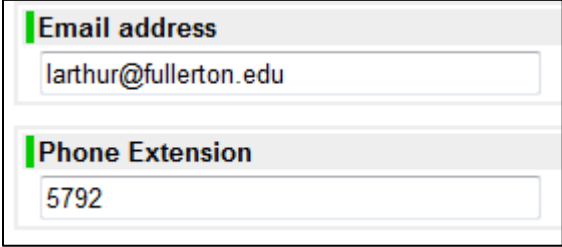

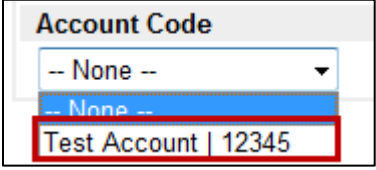
Processing Steps	Screen Shots
<p><b>Step 5:</b> The current building and room that is associated with the selected person populates in Current Department.</p> <p>If the building and room that is populated is incorrect, you may modify the field by typing in the correct building and room or clicking the magnifying glass icon (🔍) to search for the correct building and room.</p>	
<p><b>Step 6:</b> Enter an <b>Effective Date of Separation</b> for the employee.</p> <p>You may use the calendar icon (📅) to select a date from a calendar view.</p> <p> The Effective Date of Separation is the date when IT can disable the user's assets and accounts. This can be a date in the past or in the future.</p>	
<p><b>Step 7:</b> Select the <b>Employee Type</b> that applies to the employee.</p>	
<p><b>Step 8:</b> Indicate the <b>Clearance Type</b> that applies to the employee.</p>	

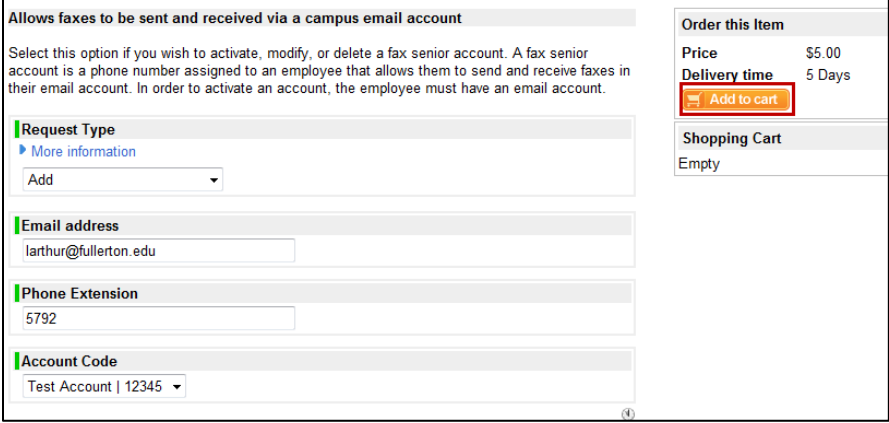
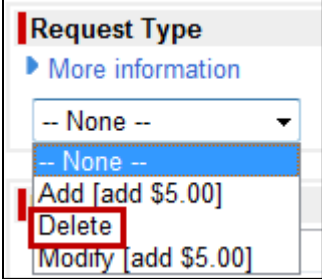
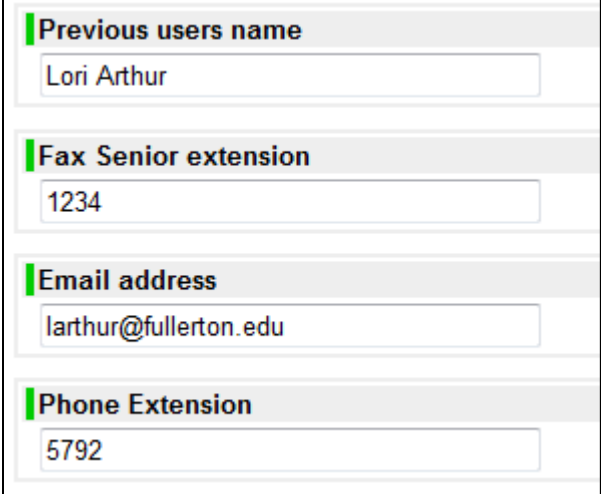
Processing Steps	Screen Shots
<p><b>Step 8a:</b> If you select Transferring to another Department in step 8, a new field, <b>New Department</b>, appears.</p> <p>Enter the department that the employee is transferring to (if known).</p>  This helps IT know which department to follow up with regarding the employee.	
<p><b>Step 9:</b> Select the <b>Calling Card</b> option that applies to the employee.</p> <p>Indicate to whom the calling card was returned if applicable.</p>	
<p><b>Step 10:</b> Select the <b>PDA/Mobile Phone</b> option that applies to the employee.</p>	
<p><b>Step 11:</b> Select the <b>Pager</b> option that applies to the employee.</p>	


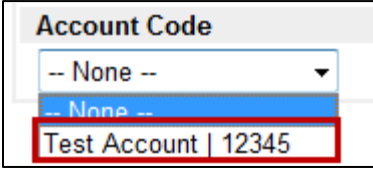
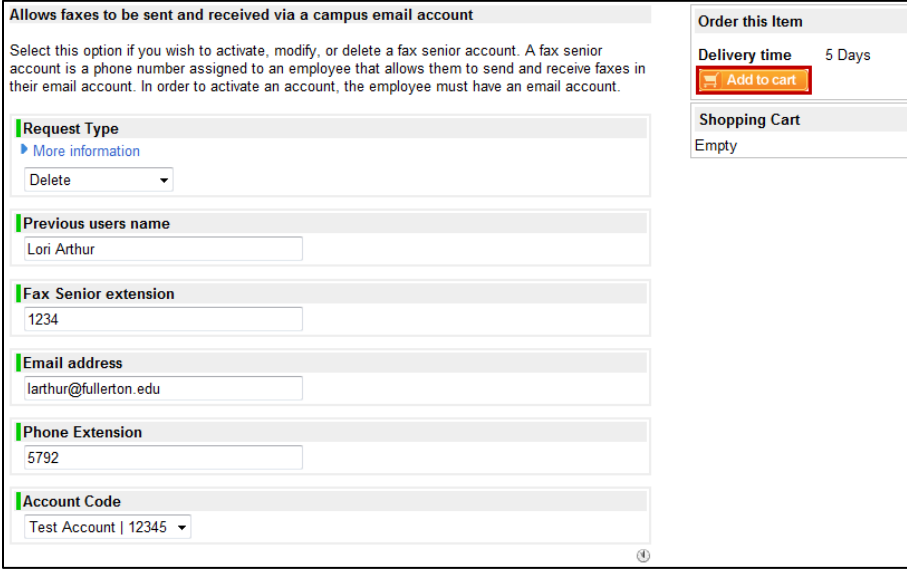
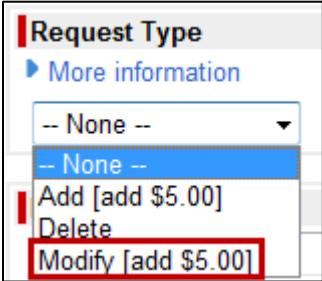
Processing Steps	Screen Shots
<p><b>Step 12:</b> Enter the display name that you would like for the employee's extension specified in step 3 in <b>Telephone Temporary Name</b>.</p>	 <p>The screenshot shows a form section titled "Telephone Temporary Name". Below the title is a link for "More information" and a text input field containing the text "IT Training Vacant".</p>
<p><b>Step 13:</b> Select the <b>Fax Senior Account</b> option that applies to the employee.</p>	 <p>The screenshot shows a form section titled "Fax Senior Account" with four radio button options: "Disable", "Hold until replacement hired", "Transfer with employee", and "None Issued". The "None Issued" option is selected.</p>
<p><b>Step 14:</b> Select the <b>Rollout Workstation</b> option that applies to the employee.</p>	 <p>The screenshot shows a form section titled "Rollout Workstation" with four radio button options: "-- None --", "Workstation is ready for pickup", "Please assist in copying important data", and "None Issued". The "Workstation is ready for pickup" option is selected.</p>
<p><b>Step 14a:</b> If you indicate that there is a workstation assigned to the employee, you will need to enter the following fields for the assigned workstation:</p> <ul style="list-style-type: none"> <li>• <b>CPU Asset Tag:</b> this is the number on the CSUF asset tag that is located on the top of the CPU tower.</li> <li>• <b>Monitor Asset Tag:</b> this is the number on the CSUF asset tag that is located on the top of the monitor. Mac users: enter N/A in this field.</li> </ul>	 <p>The screenshot shows the "Rollout Workstation" options (with "Workstation is ready for pickup" selected) and two input fields below. The "CPU Asset Tag" field contains "12345" and the "Monitor Asset Tag" field also contains "12345".</p>

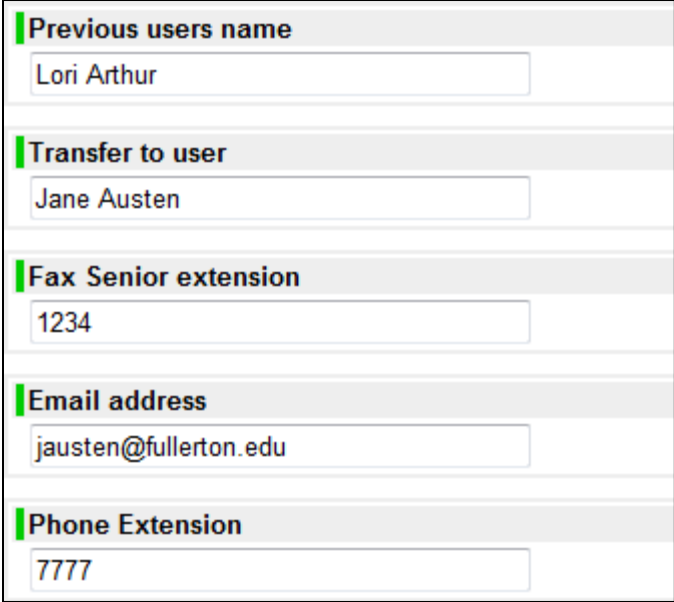

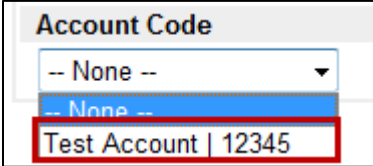
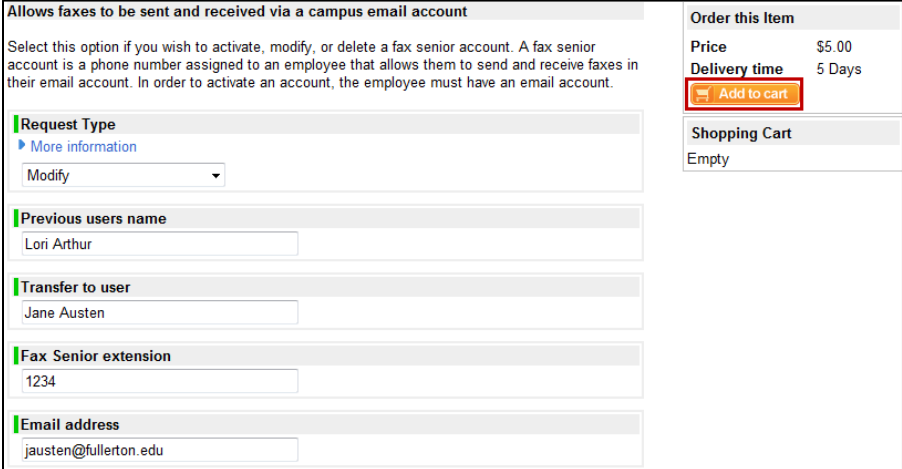


Processing Steps	Screen Shots
<p><b>Step 15:</b> Review your order and then click <b>Submit</b>.</p>	 <p>A screenshot of a web form for Step 15. It features three radio button options: 'Workstation is ready for pickup' (selected), 'Please assist in copying important data', and 'None Issued'. Below these are three input fields: 'CPU Asset Tag' with value '12345', 'Monitor Asset Tag' with value '12345', and 'Email Address' with value 'larthur@fullerton.edu'. A blue 'Submit' button is highlighted with a red border.</p>
<p><b>Step 16:</b> A summary page appears indicating the CHG number assigned to your request.</p> <p>Save this CHG number in your records as you will need to refer to it when contacting IT about this request.</p>	 <p>A screenshot of a 'Change Request' summary page. The title bar shows 'Change Request' and an 'Update' button. The form contains several fields: 'Number' (CHG35554, highlighted with a red box), 'Approval', 'Short description' (Perform IT Clearance activities for Arthur, Lori), and 'State'. Below these are sections for 'Variables', 'Who is leaving?' (Arthur, Lori), 'Telephone Extension' ((657)278-5792), 'Current Department' (IT - Training), 'Current Building and Room' (PLS-279), and 'Effective Date of Separation' (09-30-2012).</p>

Processing Steps	Screen Shots
<p><b>Fax Senior Request</b></p> <p>This request allows you to add, modify, or delete a fax senior account which allows a user to send and receive faxes via their campus email account.</p> <p><b>Step 1:</b> From the Software and Access menu, select <b>Fax Senior</b>.</p>	
<p><b>Add a Fax Senior Request</b></p> <p>This request allows you to request a new fax senior account.</p> <p><b>Step 1:</b> Select <b>Add</b> in the Request Type drop-down menu.</p>	
<p><b>Step 2:</b> Enter the <b>Email address</b> and <b>Phone Extension</b> to be associated with the fax senior account.</p>	
<p><b>Step 3:</b> Select an <b>Account Code</b> from the drop-down menu.</p> <p> This is the CFS chartfield that will be billed for any charges relating to this request.</p>	

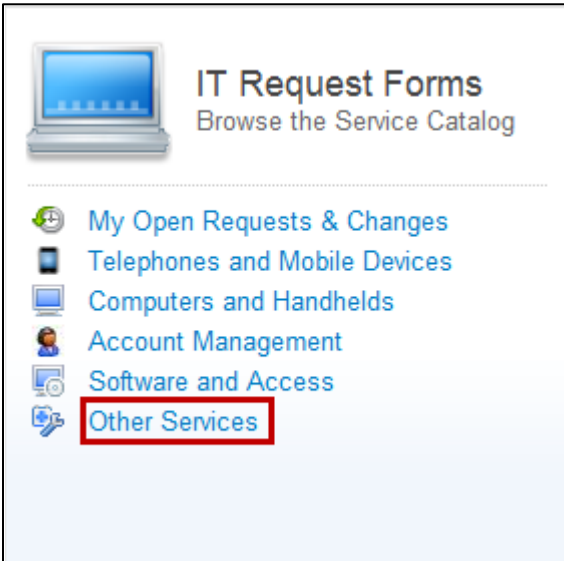
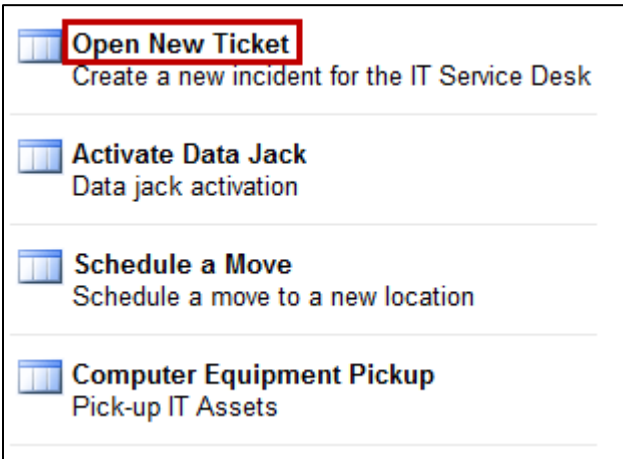
Processing Steps	Screen Shots
<p><b>Step 4:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	
<p><b>Delete a Fax Senior Request</b></p> <p>This request allows you to request that an existing fax senior be deleted as it is no longer needed.</p> <p><b>Step 1:</b> Select <b>Delete</b> in the Request Type drop-down menu.</p>	
<p><b>Step 2:</b> Enter the following fields:</p> <ul style="list-style-type: none"> <li>• <b>Previous users name:</b> the name of the user associated with the fax senior account.</li> <li>• <b>Fax Senior extension:</b> the extension number of the fax senior account; that is, the phone number where faxes are sent.</li> <li>• <b>Email address:</b> the email address associated with the fax senior account.</li> <li>• <b>Phone Extension:</b> the campus extension associated with the user/fax senior account.</li> </ul>	



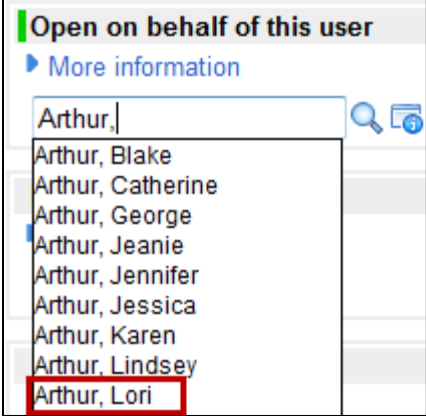
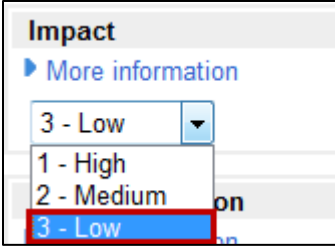
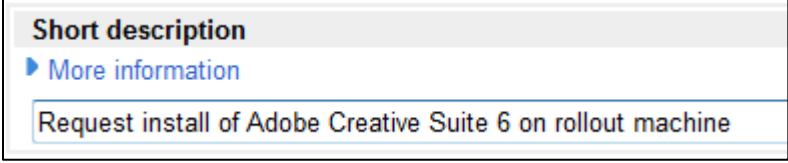
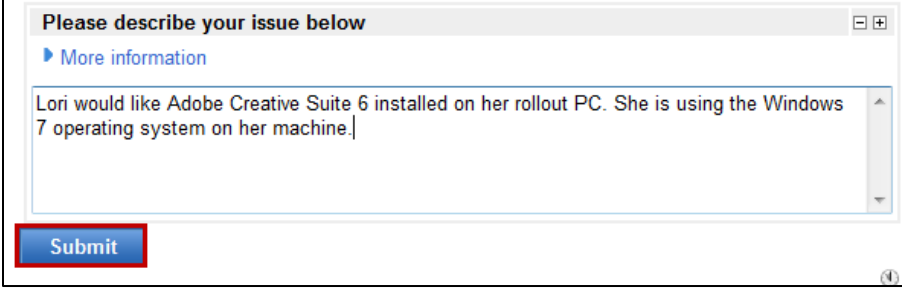
Processing Steps	Screen Shots
<p><b>Step 3:</b> Select an <b>Account Code</b> from the drop-down menu.</p>  <p>This is the CFS chartfield that will be billed for any charges relating to this request.</p>	
<p><b>Step 4:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order.</a></p>	
<p><b>Modify a Fax Senior Request</b></p> <p>This request allows you to request that an existing fax senior be transferred to another user.</p> <p><b>Step 1:</b> Select <b>Modify</b> in the Request Type drop-down menu.</p>	

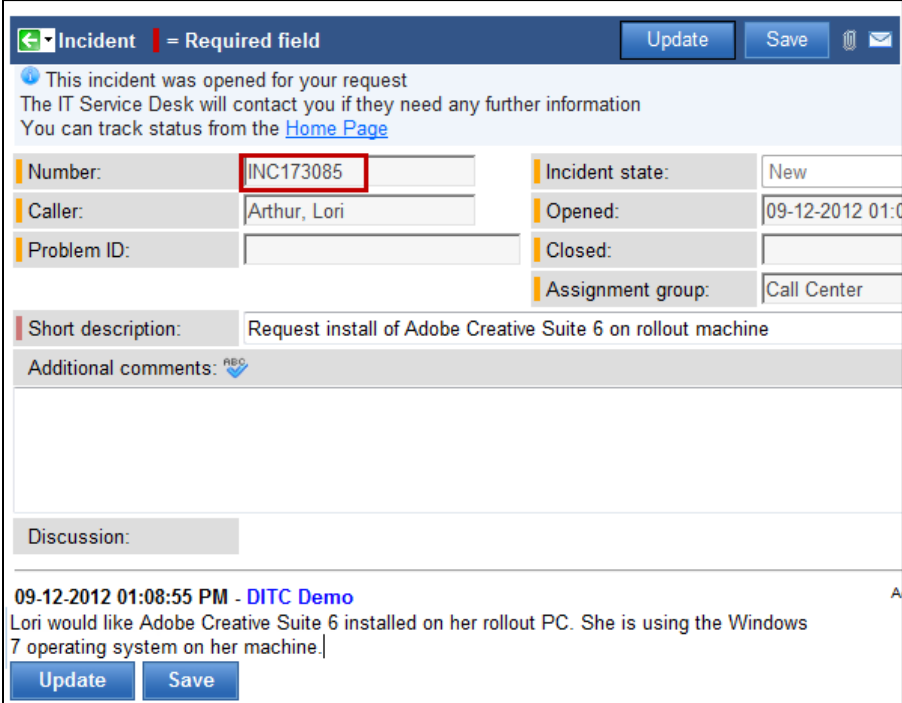
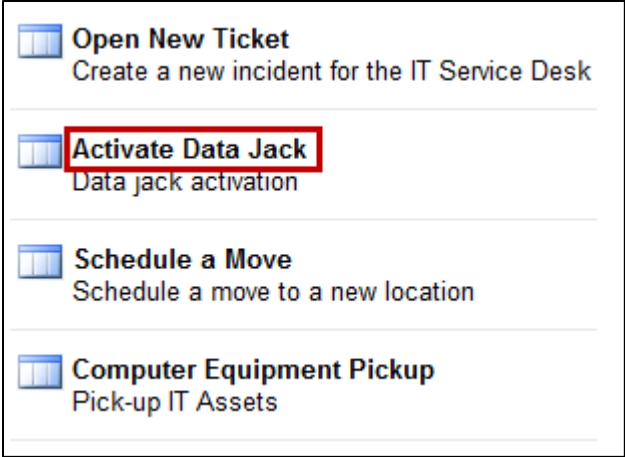
Processing Steps	Screen Shots
<p><b>Step 2:</b> Enter the following fields:</p> <ul style="list-style-type: none"> <li>• <b>Previous users name:</b> the name of the user associated with the fax senior account.</li> <li>• <b>Transfer to user:</b> the name of the user that you wish to transfer the fax senior account to.</li> <li>• <b>Fax Senior extension:</b> the extension number of the fax senior account; that is, the phone number where faxes are sent.</li> <li>• <b>Email address:</b> the email address of the user you wish to transfer the fax senior account to.</li> <li>• <b>Phone Extension:</b> the campus phone extension of the user you wish to transfer the fax senior account to.</li> </ul>	
<p><b>Step 3:</b> Select an <b>Account Code</b> from the drop-down menu.</p> <p> This is the CFS chartfield that will be billed for any charges relating to this request.</p>	
<p><b>Step 4:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order.</a></p>	

## 7.0 Other Services Requests



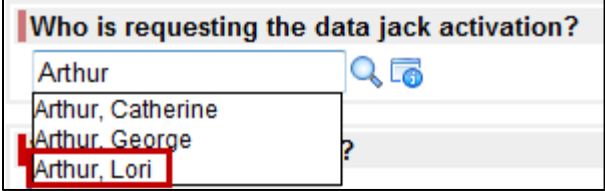
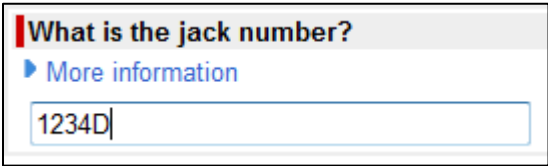
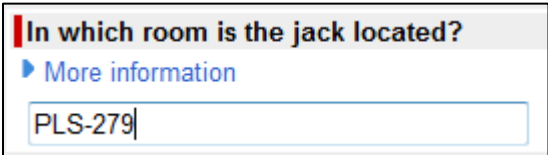

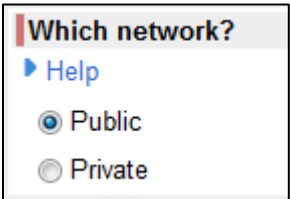
This section covers all Other Services requests including opening a ticket, activating a data jack, scheduling a move, and picking up computer equipment.



Processing Steps	Screen Shots
<p><b>Accessing Other Services Requests.</b></p> <p><b>Step 1:</b> From the main IT Service Catalog Request Forms screen, select <b>Other Services</b>.</p>	 <p>The screenshot shows the 'IT Request Forms' interface with the following menu items: 'My Open Requests &amp; Changes', 'Telephones and Mobile Devices', 'Computers and Handhelds', 'Account Management', 'Software and Access', and 'Other Services'. The 'Other Services' item is highlighted with a red rectangular box.</p>
<p><b>Open New Ticket Request</b></p> <p>This request allows you to open a trouble ticket/inquiry with the IT Service Desk on behalf of another employee.</p> <p><b>Step 1:</b> From the Other Services menu, select <b>Open New Ticket</b>.</p>	 <p>The screenshot shows a list of service options: 'Open New Ticket' (highlighted with a red box), 'Activate Data Jack', 'Schedule a Move', and 'Computer Equipment Pickup'. Each option includes a brief description of the service.</p>

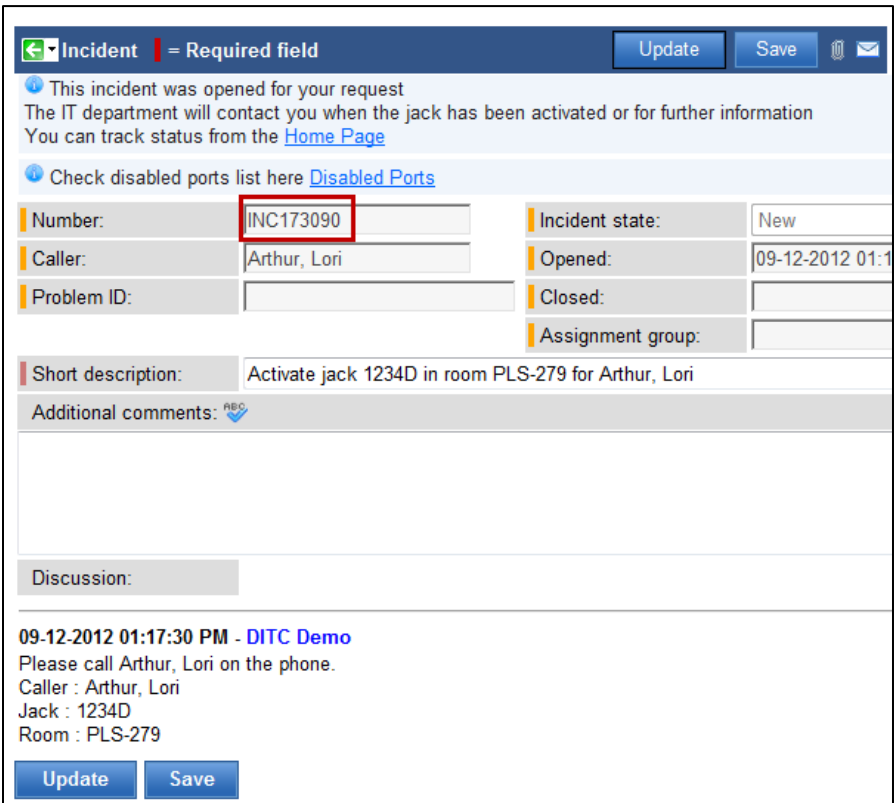
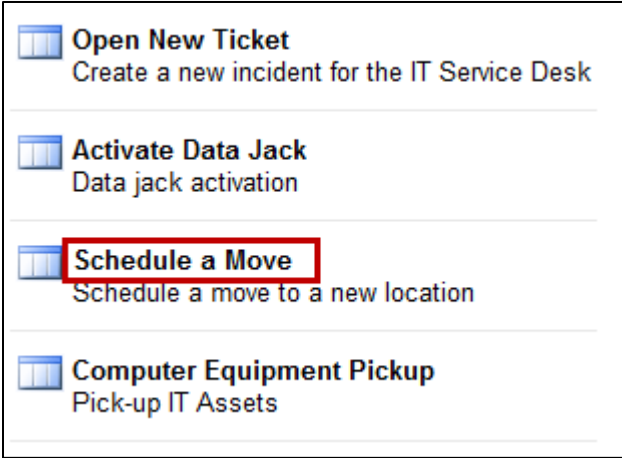
Processing Steps	Screen Shots
<p><b>Step 2:</b> First, indicate the name of the person you are opening the ticket for.</p> <p> You may either start typing the person's last name and choose from the results or click on the magnifying glass icon (  ) to search. See the <a href="#">Changing the Requested For Field section of this guide</a> for more details.</p>	
<p><b>Step 3:</b> Select the <b>Impact</b> from the drop-down menu.</p>	
<p><b>Step 4:</b> Enter a brief description of the issue/inquiry in the <b>Short description</b> field.</p>	
<p><b>Step 5:</b> Enter a detailed description of the issue/inquiry in the <b>Please describe your issue below</b> field.</p> <p>Then click <b>Submit</b>.</p>	




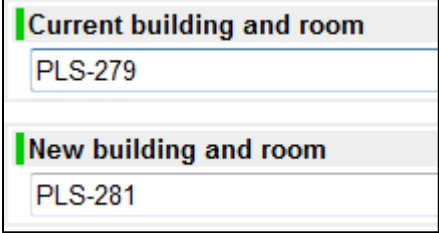



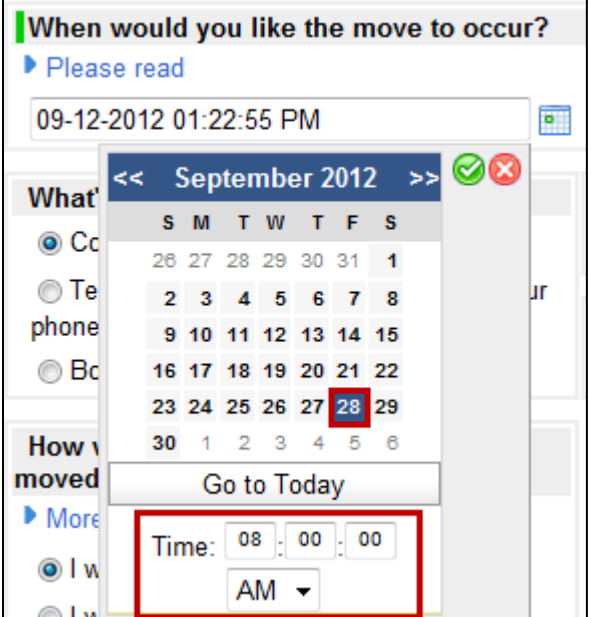
Processing Steps	Screen Shots
<p><b>Step 6:</b> A summary page appears indicating the INC number assigned to your request.</p> <p>Save this INC number in your records as you will need to refer to it when contacting IT about this request.</p> <p>The end user will be contacted by an IT technician to resolve the request.</p>	
<p><b>Activate Data Jack Request</b></p> <p>This request allows you to request that IT activate an existing data jack on an outlet on a wall.</p> <p><b>Step 1:</b> From the Other Services menu, select <b>Activate Data Jack</b>.</p>	

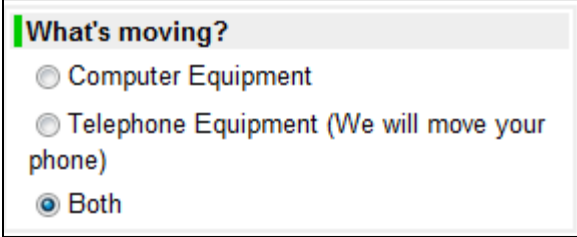
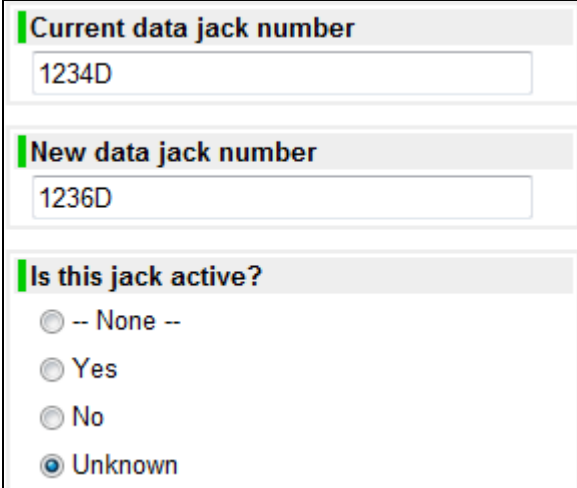
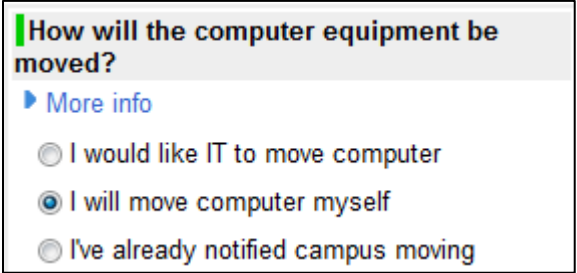


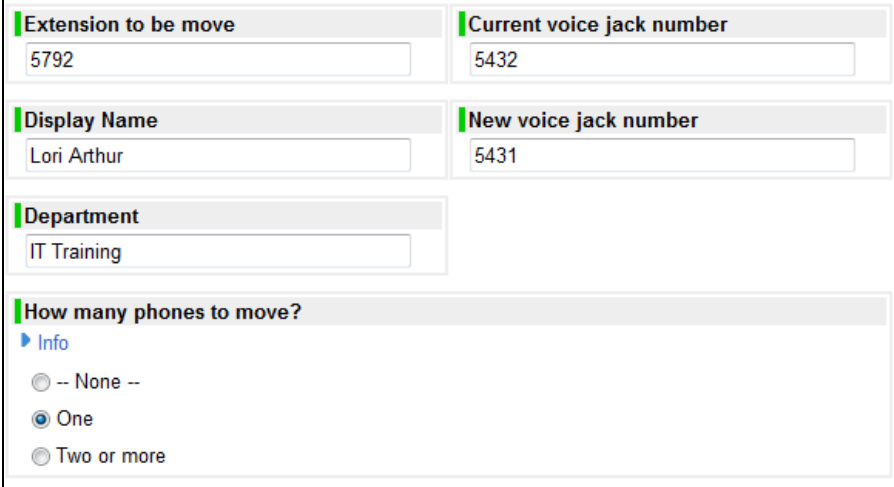

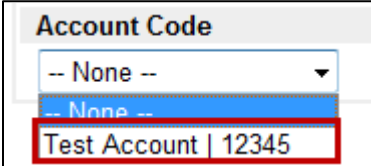
Processing Steps	Screen Shots
<p><b>Step 2:</b> By default, the request is in your name, but if you are submitting this request on behalf of someone else (i.e. a campus tech, etc.), you may enter their name in the <b>Who is requesting the data jack activation?</b> field.</p> <p> You may either start typing the person's last name and choose from the results or click on the magnifying glass icon (  ) to search. See the <a href="#">Changing the Requested For Field section of this guide</a> for more details.</p>	
<p><b>Step 3:</b> Enter the data jack number that you wish to have activated in the <b>What is the jack number?</b> field.</p>	
<p><b>Step 4:</b> Enter the building and room number of the jack in the <b>In which room is the jack located?</b> Field.</p>	
<p><b>Step 5:</b> Select the type of network in the <b>Which network?</b> field.</p> <p> If the data jack is located in a computer lab, select <b>Private</b>. Otherwise select <b>Public</b>.</p>	


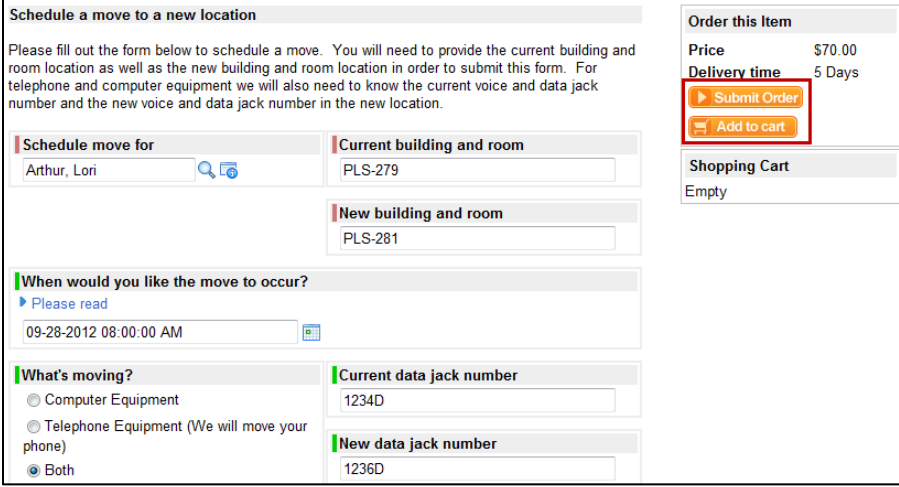
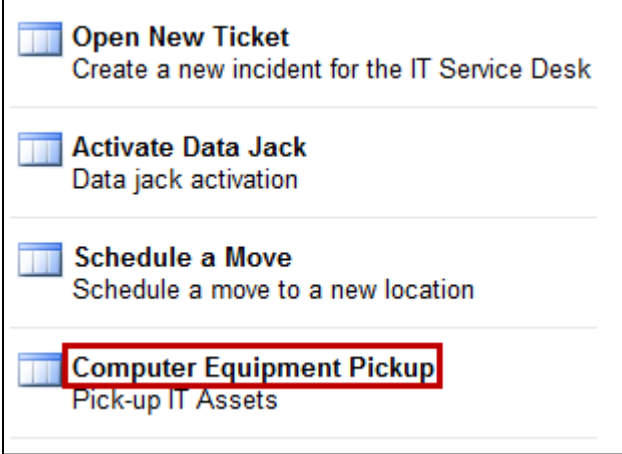
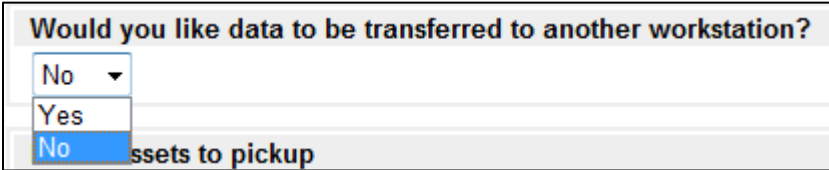
Processing Steps	Screen Shots
<p><b>Step 6:</b> Then click <b>Submit</b>.</p>	<div data-bbox="570 270 1338 1138"> <p><b>Data jack activation</b> Please fill out the form below to request a data jack activation.</p> <p><b>Who is requesting the data jack activation?</b> Arthur, Lori  </p> <p><b>What is the jack number?</b> <a href="#">More information</a> 1234D</p> <p><b>In which room is the jack located?</b> <a href="#">More information</a> PLS-279</p> <p><b>Which network?</b> <a href="#">Help</a> <input checked="" type="radio"/> Public <input type="radio"/> Private</p> <p><b>Submit</b></p> </div>

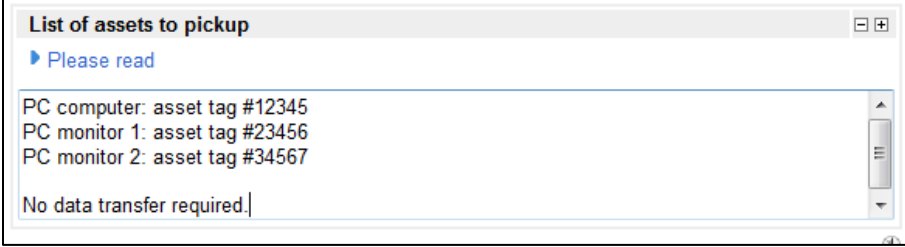
Processing Steps	Screen Shots
<p><b>Step 7:</b> A summary page appears indicating the INC number assigned to your request.</p> <p>Save this INC number in your records as you will need to refer to it when contacting IT about this request.</p> <p>The end user will be contacted by an IT technician to resolve the request.</p>	 <p>The screenshot shows a web interface for an incident. At the top, it says "Incident" with a red exclamation mark and "= Required field". There are "Update" and "Save" buttons. Below that, a message states: "This incident was opened for your request. The IT department will contact you when the jack has been activated or for further information. You can track status from the Home Page." Another message says: "Check disabled ports list here Disabled Ports". A form contains the following fields: "Number:" with value "INC173090" (highlighted in red), "Incident state:" with value "New", "Caller:" with value "Arthur, Lori", "Opened:" with value "09-12-2012 01:11", "Problem ID:" (empty), "Closed:" (empty), and "Assignment group:" (empty). Below the form is a "Short description:" field with the text "Activate jack 1234D in room PLS-279 for Arthur, Lori". There is also an "Additional comments:" section with a "New" icon. At the bottom, there is a "Discussion:" section and a timestamp "09-12-2012 01:17:30 PM - DITC Demo" followed by the text "Please call Arthur, Lori on the phone. Caller : Arthur, Lori. Jack : 1234D. Room : PLS-279". There are "Update" and "Save" buttons at the very bottom.</p>
<p><b>Schedule a Move Request</b></p> <p>This request allows you to schedule a move of telephones and computer equipment.</p> <p><b>Step 1:</b> From the Other Services menu, select <b>Schedule a Move</b>.</p>	 <p>The screenshot shows a list of service catalog items, each with a blue folder icon. The items are: "Open New Ticket" (Create a new incident for the IT Service Desk), "Activate Data Jack" (Data jack activation), "Schedule a Move" (Schedule a move to a new location), and "Computer Equipment Pickup" (Pick-up IT Assets). The "Schedule a Move" item is highlighted with a red rectangular box.</p>

Processing Steps	Screen Shots
<p><b>Step 2:</b> By default, the request is in your name, but if you are submitting this request on behalf of someone else you may enter their name in the <b>Schedule move for</b> field.</p> <p> You may either start typing the person's last name and choose from the results or click on the magnifying glass icon (  ) to search. See the <a href="#">Changing the Requested For Field section of this guide</a> for more details.</p>	 <p>The screenshot shows a search interface titled "Schedule move for". A text input field contains "Arthur". Below it, a dropdown menu lists search results: "Arthur, Catherine", "Arthur, George", and "Arthur, Lori". The "Arthur, Lori" option is highlighted with a red rectangular box.</p>
<p><b>Step 3:</b> Enter both the <b>Current building and room</b> for the user/extension and the <b>New building and room</b> for the user/extension.</p>	 <p>The screenshot shows two input fields. The first is labeled "Current building and room" and contains the text "PLS-279". The second is labeled "New building and room" and contains the text "PLS-281".</p>
<p><b>Step 4:</b> Use the calendar icon (  ) to select a day and time for the move.</p> <p>Then click the green check mark icon (  ).</p> <p> You must pick a day that is at least 5 business days in the future.</p>	 <p>The screenshot shows a dialog box titled "When would you like the move to occur?". It includes a "Please read" link and a timestamp "09-12-2012 01:22:55 PM". A calendar for "September 2012" is displayed, with the date "28" highlighted in a red box. Below the calendar, there is a "Go to Today" button and a time selection field. The time field shows "Time: 08 : 00 : 00" and "AM" with a dropdown arrow, and this entire field is enclosed in a red rectangular box.</p>

Processing Steps	Screen Shots
<p><b>Step 5:</b> Indicate what type of IT equipment is being moved.</p>	 <p><b>What's moving?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Computer Equipment</li> <li><input type="radio"/> Telephone Equipment (We will move your phone)</li> <li><input checked="" type="radio"/> Both</li> </ul>
<p><b>Step 6:</b> For computer moves, enter the following information:</p> <ul style="list-style-type: none"> <li>• <b>Current data jack number:</b> the data jack the computer is currently plugged into.</li> <li>• <b>New data jack number:</b> the data jack the computer will use in the new location.</li> <li>• <b>Is this jack active?:</b> indicate if you know whether the new data jack is active or not.</li> </ul>	 <p><b>Current data jack number</b> 1234D</p> <p><b>New data jack number</b> 1236D</p> <p><b>Is this jack active?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> -- None --</li> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input checked="" type="radio"/> Unknown</li> </ul>
<p><b>Step 7:</b> For computer moves, indicate who is moving the computer.</p> <ul style="list-style-type: none"> <li>• <b>I would like IT to move computer:</b> an IT technician will move your computer.</li> <li>• <b>I will move computer myself:</b> you or someone in your department/college will move the computer.</li> <li>• <b>I've already notified campus moving:</b> a request to move the computer has been made with campus Moving Services.</li> </ul>	 <p><b>How will the computer equipment be moved?</b></p> <p><a href="#">More info</a></p> <ul style="list-style-type: none"> <li><input type="radio"/> I would like IT to move computer</li> <li><input checked="" type="radio"/> I will move computer myself</li> <li><input type="radio"/> I've already notified campus moving</li> </ul>

Processing Steps	Screen Shots
<p><b>Step 8:</b> For telephone moves, enter the following information:</p> <ul style="list-style-type: none"> <li>• <b>Extension to be moved:</b> the campus phone number to be moved.</li> <li>• <b>Display Name:</b> the name displayed on the phone/the person who is moving.</li> <li>• <b>Department:</b> the department that the extension belongs to.</li> <li>• <b>Current voice jack number:</b> the voice jack that the phone is currently plugged into.</li> <li>• <b>New voice jack number:</b> the voice jack that the phone will use in the new location.</li> <li>• <b>How many phones to move?:</b> indicate how many phones are being moved.</li> </ul>	
<p><b>Step 9:</b> Select an <b>Account Code</b> from the drop-down menu.</p> <p> This is the CFS chartfield that will be billed for any charges relating to this request.</p>	

Processing Steps	Screen Shots
<p><b>Step 10:</b> To submit your order without reviewing, click <b>Submit Order</b>.</p> <p>To add the request to your cart and continue shopping, click <b>Add to Cart</b>.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>  <p>If you are moving multiple phones and/or computers, please <a href="#">attach a spreadsheet</a> detailing the users, phone extensions, and jack numbers involved in the move.</p>	
<p><b>Computer Equipment Pickup Request</b></p> <p>This request allows you to request a pickup of computer equipment that is no longer needed.</p> <p><b>Step 1:</b> From the Other Services menu, select <b>Computer Equipment Pickup</b>.</p>	
<p><b>Step 2:</b> First, indicate whether you would like IT to assist you in transferring files from the computer to another computer.</p>	

Processing Steps	Screen Shots
<p><b>Step 3:</b> Enter all of the computer assets to be picked up along with the CSUF asset tag numbers on each item.</p> <p>If you requested that IT transfer the data to another computer, indicate to what computer you wish the data to be transferred.</p>	
<p><b>Step 4:</b> Click <b>Add to Cart</b> at the top right of the page.</p> <p>Then <a href="#">follow the instructions on Checking Out/Submitting Your Order</a>.</p>	