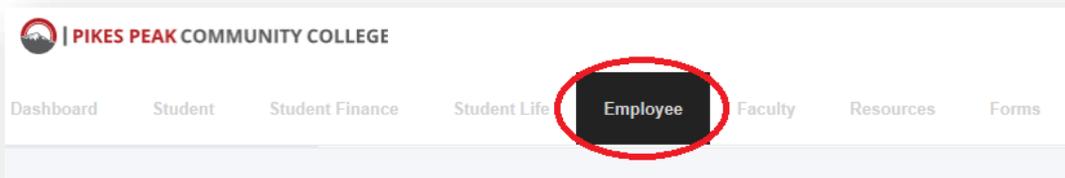




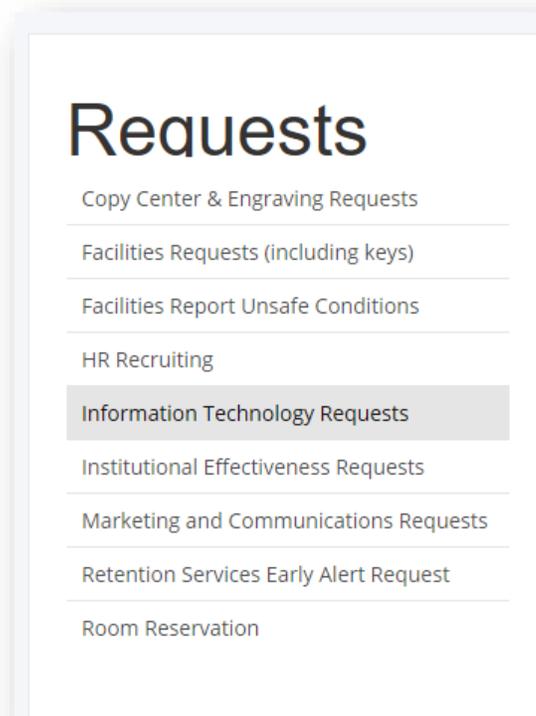
## Division of Business, Public Service & Social Sciences

### ITSS Work Order Requests

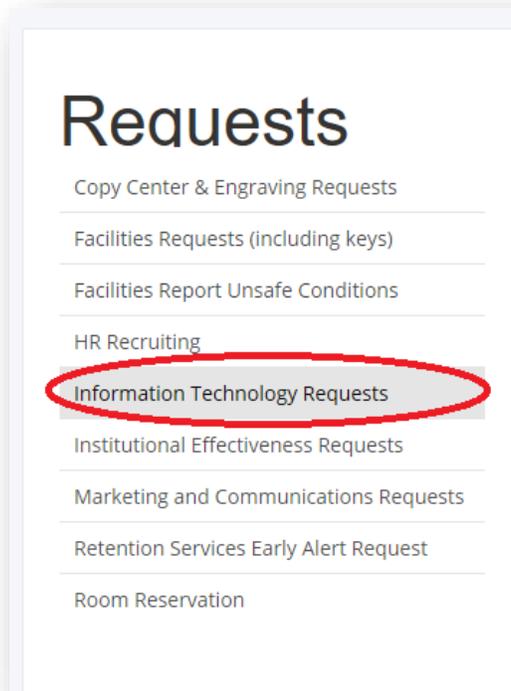
1. Login to myPPCC using your S# and password.
2. Click on the ***Employee*** tab.



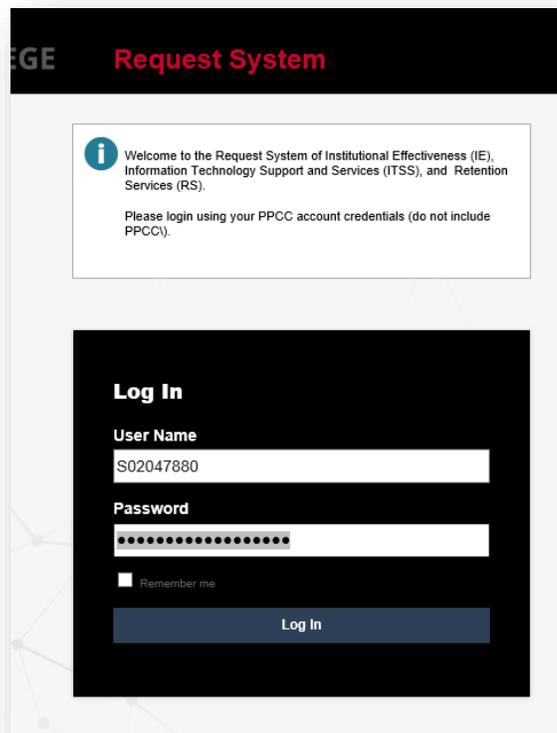
3. Scroll down to find the ***Requests*** box.



4. Select "**Information Technology Requests**" within the Requests box.



5. Log in to the Request System using your PPCC account credentials.



6. In the "**Request Type**" drop down menu, choose "**ITSS – Service Desk.**" This will bring up another drop down menu below it.

**Help Request**

Request Type **IE - Institutional Effectiveness**

Subject **ITSS - Service Desk**

Request Detail

Carbon Copy (Cc):   Enabled

Location Centennial - F Building

7. In this drop down menu, choose which specific request that you need.

**Help Request**

Request Type **ITSS - Service Desk**

Subject **Audio/Video & Surveillance**

Instructions **Desktop Printer or Scanner (not all-in-one copiers)**

Request Detail

Carbon Copy (Cc):   Enabled

Attachments

Location Centennial - F Building

**Select Asset**

**Model**

Type

Model

8. Depending upon your choice, another drop down menu may pop up.

9. Continue on, choosing more specifics in the next drop down menu.

10. You can add text in the **“Subject”** and **“Request Detail”** box.

The screenshot shows the 'Help Request' form with the following fields and values:

- Request Type: ITSS - Service Desk
- Event & Conference Support: Event & Conference Support
- Subject: BPS event set up
- Request Detail: need tables and chairs set up
- Customer call-back phone number: 7195023315
- Event Date & Time: 03/21/19, 12:00 pm
- Event Duration: 2 Hrs
- Vide Conferencing locations (if applicable): Centennial (A351), Centennial (C200), Rampart (W119r)
- Campus: Centennial
- Room: A120
- Carbon Copy (Cc): [Empty] Enabled
- Attachments: Add File
- Location: Centennial - F Building

The 'Subject' and 'Request Detail' fields are circled in red.

11. There are also options to add files and attachments to aid in your request.

12. The Location should already be auto-populated.

13. You may also include Model information of your devices in the box at the bottom of the screen.

14. Once all the specifics have been entered, click on the **“Save”** button.

This screenshot is identical to the previous one, showing the 'Help Request' form with the 'Save' button circled in red at the bottom left.

15. A confirmation screen will pop up and you will also be sent an email stating that your ITSS ticket is open.

16. Once the request is completed, you will receive an email stating that your ITSS ticket has changed and is closed.