

## **ITSS Work Order Requests**

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

	PEAK COMM	UNITY COLLEGE		$\sim$			
Dashboard	Student	Student Finance	Student Life	Employee	Faculty	Resources	Forms
-	_	_	_		_	_	_

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

(Equests	
Copy Center & Engraving Requests	
Facilities Requests (including keys)	
Facilities Report Unsafe Conditions	
HR Recruiting	
Information Technology Requests	
Institutional Effectiveness Requests	
Marketing and Communications Reques	ts
Retention Services Early Alert Request	
Room Reservation	

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

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Copy Cente	r & Engraving Requests
Facilities Re	quests (including keys)
Facilities Re	port Unsafe Conditions
HR Recruiti	ng
Information	n Technology Requests
Institutiona	l Effectiveness Requests
Marketing a	and Communications Request
Retention S	ervices Early Alert Request
Room Rese	rvation

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

0	Welcome to the Request System of Institutional Effectiveness (IE), Information Technology Support and Services (ITSS), and Retentio Services (RS).
	Please login using your PPCC account credentials (do not include PPCC\).
	Log In
	User Name
	S02047880
	Password
	••••••
	Remember me
	Log In

 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 ITSS - Service Desk
Request Detail	
Carbon Copy (Cc:) Location	୬.Inarilei (kaixei) କାଇଥିରା ମହାଳା 🗌 Enabled
Save	Cancel

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

elp Request		
Request Type	ITSS - Service Desk V	
Subject Instructions Request Detail	Audio/Video & Surveillance Computer Hardware & Software Copiers/Scanner/Fax all-in-one (not printers) Desktop Printer or Scanner (not all-in-one copiers) Event & Conference Support File/Data Restore Information Request \ Other Request Network Cablings Purchase/Quote Telephones & Smartphones Web	se explain with as ude a list of the pulde are very
Carbon Cony (Car)	Alberta Taisaira@aaca adu	
Attachments	Add File	
Location	Centennial - F Building	
elect Asset	r an Asset (Asset number, serial number, network name	), or select a Model.
Model		
Туре	$\checkmark$	
Model Not Ap	plicable / Found	
Save	Cancel	

- 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.

Help Request	
Request Type	ITSS - Service Desk
	Event & Conference Support
Subject	BPS event set up
Request Detail	need tables and chairs set up
Customer cell back above sumbar	
Customer can-back phone number	7195023315
Event Date & Time*	03/21/19 12 · 00 · O am • pm
Event Duration*	2 V Hr(s) V
Videoconferencing locations (if applicable)	Centennial (A351)
	Centennial (C200)
Campus*	Centennial
Beem	
Room	A120 🕕
Carbon Copy (Cc:)	Enabled
Attachments	Add File
Location	Centennial - F Building
Save Cancel	

- 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.

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Request Type	ITSS - Service Desk
	Event & Conference Support
Subject	BPS event set up
Request Detail	need tables and chairs set up
	G
Customer call-back phone number*	7195023315
Event Date & Time*	03/21/19 12 ·: 00 ·· O am • pm
Event Duration*	2 V Hr(s) V
Videoconformaine locations (if ambientic)	
videoconferencing locations (if applicable)	Centennial (A351)
	Rampart (W119r)
Campus*	Centennial
Room*	A120
Carbon Copy (Cc:)	Enabled
Attachments	Add File
Location	Centennial - F Building
$\frown$	
Cancel	
$\smile$	

- 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.