

NAVIGATION

Your Home Page	2
Profile (Edit, announcements, sign-out)	4
Notifications	7
Notification Settings	8
Search Bar	8
Hamburger menu	13
Solutions	13
Tickets	15
Overview of the tickets (Filter, Sort).....	16
Status	17
Export (CSV/Excel)	17
Service Catalog	18
Service Tiles	19
Submit Feedback - "Was this answer helpful?"	21
Print Solution Article.....	22
Submit an IT Ticket Request	23
Fill out a Ticket Request Form	24
*How to Find Details about your Computer	27
Submit a General Inquiry	29
Request a Service.....	31
How to Approve Requests	34
Requesting Tickets on Behalf of Others.....	35

SUPPORT PORTAL TRAINING - REQUESTER

YOUR HOME PAGE

Navigate to the [University of Alberta Service Portal](https://universityofalberta.freshservice.com/support/home) Home page:

The screenshot shows the University of Alberta Support Portal Home page. The browser address bar displays universityofalberta.freshservice.com/support/home. The page features a dark green header with the University of Alberta logo and navigation icons. A central white search bar is prominently displayed with the text "Hi, how can we help you?". Below the search bar, a yellow banner contains a notification: "Have a CCID? Click login (top right) No CCID? Click 'Sign Up'" with a "View all" link. The main content area is light gray and contains five service catalog cards: "Student Services Catalog", "Staff Services Catalog", "IT Services Catalog", "Submit IT General Inquiry", and "Submit a General Inquiry". Each card includes an icon and a brief description of the service.

University of Alberta

Hi, how can we help you?

Search

Have a CCID? Click login (top right) No CCID? Click "Sign Up"
Posted by Jennifer Juchli, a year ago | View all

Student Services Catalog
Search and select a service. Submit a specific student request, inquiry or form.

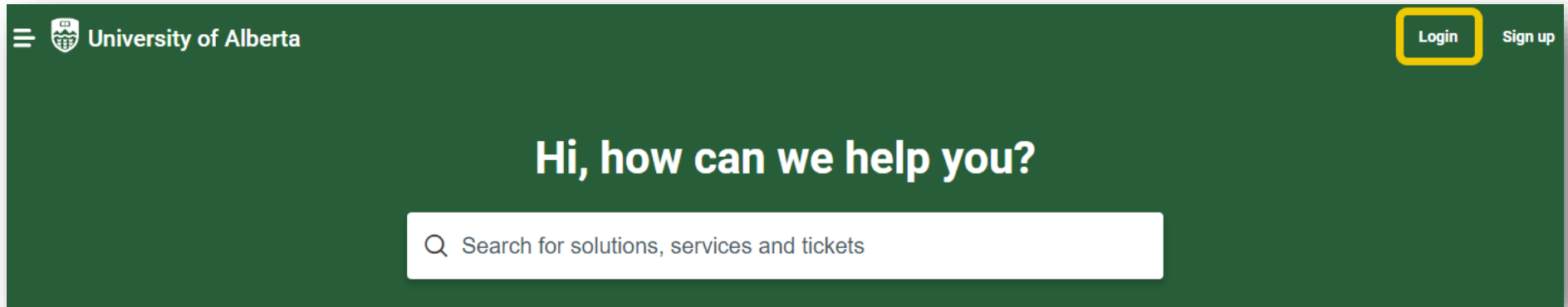
Staff Services Catalog
Search and select a service, Submit a specific HR or Finance request or form.

IT Services Catalog
Search and select an IT Service. Submit a specific IT request or inquiry.

Submit IT General Inquiry
If you don't see your IT service listed, submit a general IT inquiry here.

Submit a General Inquiry
If you don't see your service listed, submit an inquiry here.

If you're not logged in to your CCID, you may click Login in the top right-hand corner of the screen, and login using your CCID:



Note: If you don't have a CCID, go to Create a Student or Staff Service Portal Account.

Profile (Edit, announcements, sign-out)

To edit your profile, click on your first initial in the top right-hand corner of the screen.

universityofalberta.freshservice.com/support/home

University of Alberta

Hi, how can we help you?

Have a CCID? Click login (top right) No CCID? Click "Sign Up"
Posted by Jennifer Juchli, a year ago | View all

Student Services Catalog
Search and select a service. Submit a specific student request, inquiry or form.

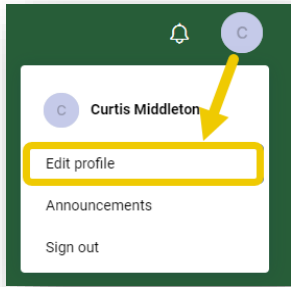
Staff Services Catalog
Search and select a service, Submit a specific HR or Finance request or form.

IT Services Catalog
Search and select an IT Service. Submit a specific IT request or inquiry.

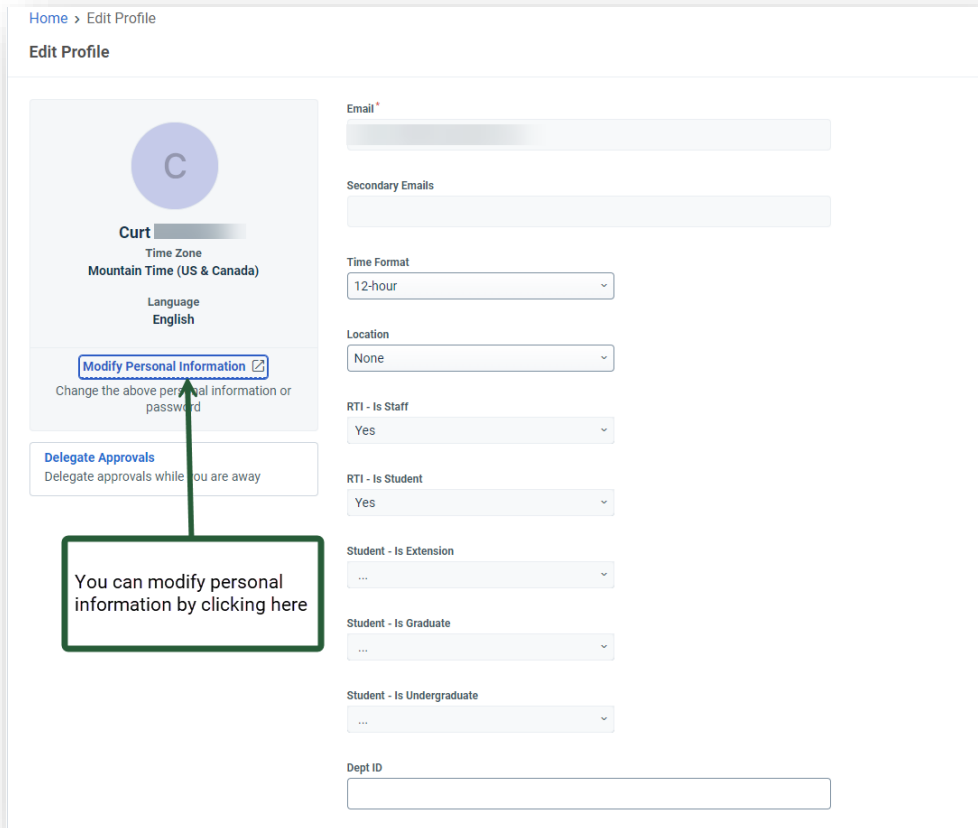
Submit IT General Inquiry
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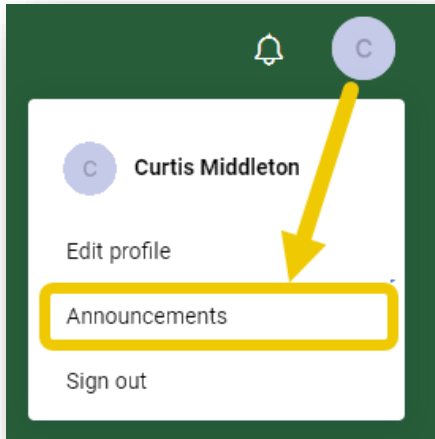
Select "Edit profile" from the drop-down menu.



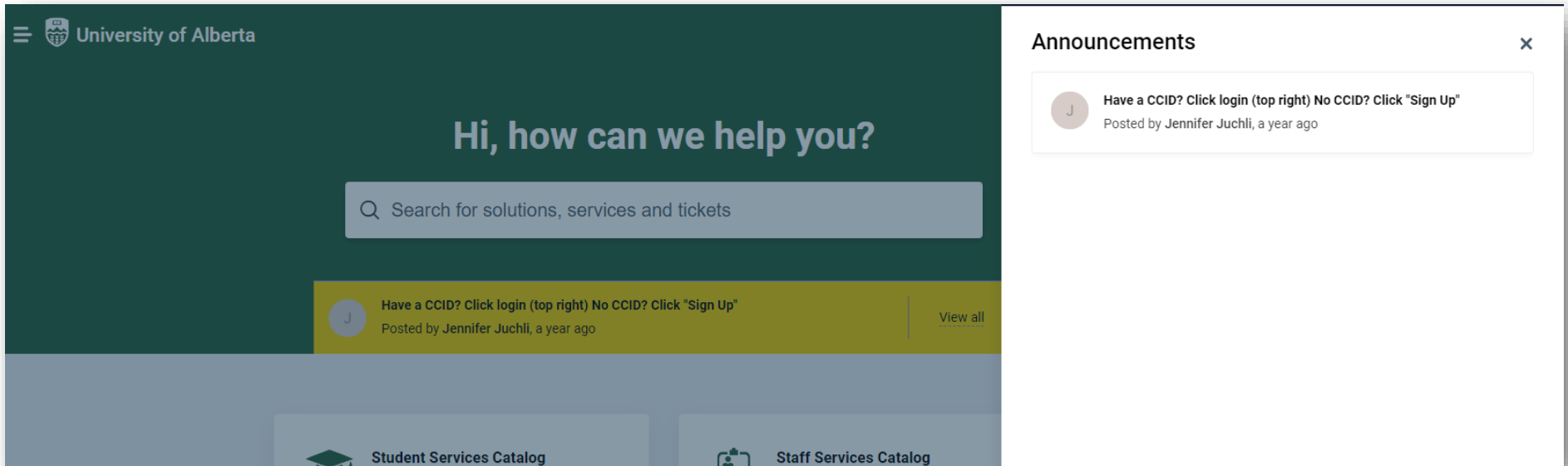
You can edit personal information, the time format, and your location under the “Edit Profile” option.



You may also view **ANNOUNCEMENTS** by navigating back to the Home page using the “Back” button in your browser, and re-selecting your first initial in the top right hand corner. Or you can Sign out:

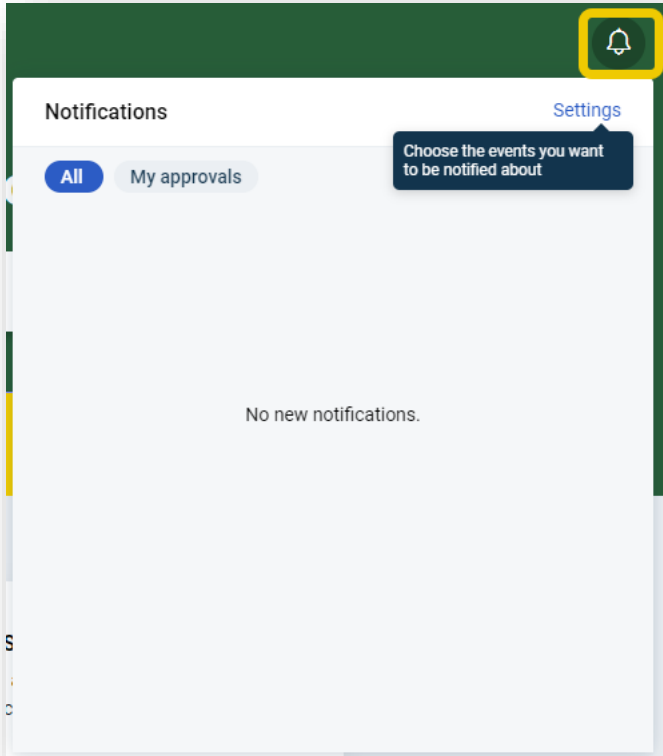


Announcements posted my University of Alberta Administrators will appear here.



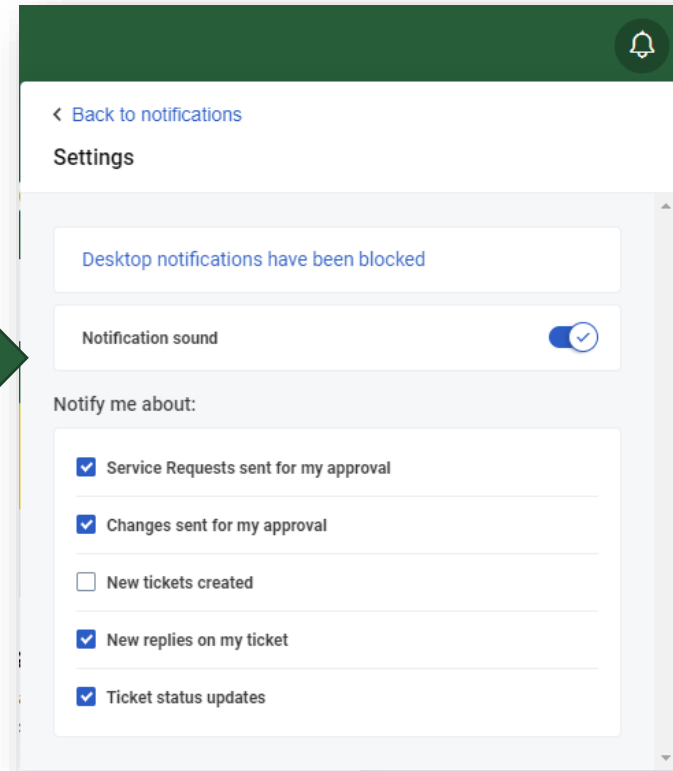
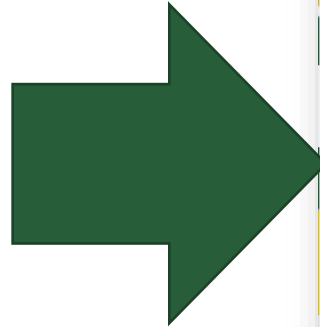
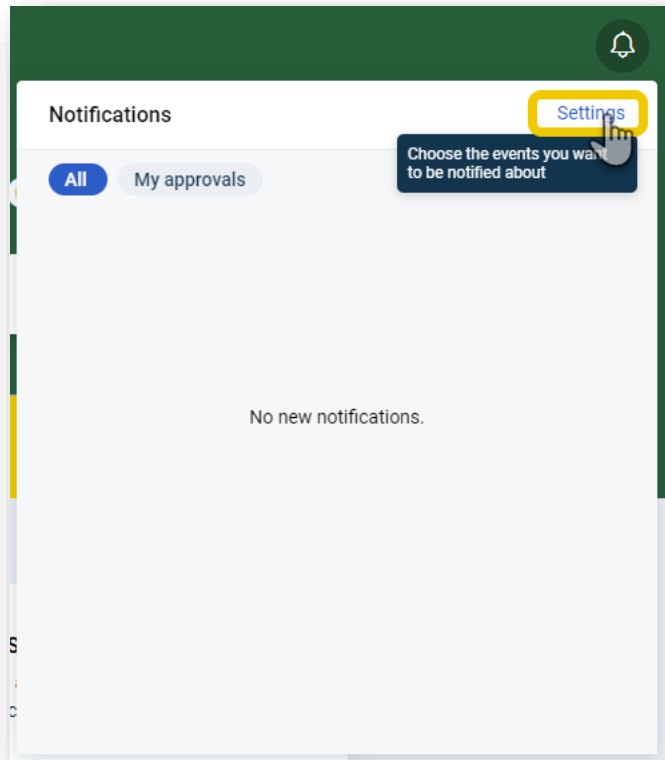
Notifications

Access notifications about your submitted requests by clicking on the "Bell" symbol in the top right-hand corner of the screen.



Notification Settings

Click settings to choose what you want to be notified about:



View all of your notifications by default or if you are a Staff member, click "My Approvals" to see if you need to approve any current requests.

Note: If you are a Student, "My approvals" may not apply to you.

Adjust your notification preferences by checking or unchecking the radio boxes. Or toggle notification sounds on/off.

Search Bar

To quickly find a solution to your IT-related issue, click on the search bar, and type in the Subject Matter of the solution content that you are looking for (e.g. Reset CCID, Computer Replacement, How-to access UWS). A drop-down menu will appear below the search bar containing current and relevant Articles that contain step-by-step instructions to help you resolve your issue.

← → ↻ 🏠 universityofalberta.freshservice.com/support/home

☰ University of Alberta

🔔

Hi, how can we help you?

Have a CCID? Click login (top right) No CCID? Click "Sign Up"
Posted by Jennifer Juchli, a year ago [View all](#)

Student Services Catalog
Search and select a service. Submit a specific student request, inquiry or form.

Staff Services Catalog
Search and select a service, Submit a specific HR or Finance request or form.

IT Services Catalog
Search and select an IT Service. Submit a specific IT request or inquiry.

Submit IT General Inquiry
If you don't see your IT service listed, submit a general IT inquiry here.

Submit a General Inquiry
If you don't see your service listed, submit an inquiry here.

When you type subject matter into the search bar, relevant solution articles, service items, and ticket history will appear below.

The screenshot shows a search interface with the following components:

- Search Bar:** Contains the text "CCID" and a "Clear" button.
- Filters:** "All results" (selected), "Solutions", "Service Items", and "Tickets".
- SOLUTIONS:** A list of four articles:
 - Reset a CCID password (highlighted with a green arrow)
 - My CCID is Suspended
 - Zoom Troubleshooting: Alternate Methods to Connect to a Zoom Meeting
 - Use the Forgot my Password option for Office 365
- SERVICE ITEMS:** A list of four items:
 - CCID Offboarding: Offboard the CCID of an outgoing employee. (highlighted with a green arrow)
 - CCID Student Group Password Reset: Reset a registered student groups CCID password.
 - New CCID for Student Group: Request a CCID for a registered student group. Must be requested by groups primar...
 - CCID Ownership Transfer for a Student Group: Change the administrative ownership of a Student Group CCID to another member o...
- TICKETS:** A list of one ticket:
 - Request for Curt [redacted]: CCID Student Group Password Reset #SR-1683. Created on Thu, 7 Sep 2023. Status: Received. (highlighted with a green arrow)
- Footer:** "Would you like to report this issue? 'CCID'" with a "Report" button.

**Solution
Articles**

**Related
Service
Items**

**Ticket
History**

I opened the first Solution article available to try and resolve my issue myself: "Reset a CCID password". This is the "Reset a CCID password" Solution article:

Home > Solutions > IST - EXTERNAL > CCID & Passwords

Reset a CCID password

Modified on: Thu, 10 Aug 2023 9:30 AM

Introduction

This article will outline the options for resetting your Campus Computing ID (CCID) password.

Applicability

This article will be useful for Students, Applicants, and Staff who need to have their CCID password reset.

Procedure

Password Reset Options	When to use this option
Reset Your Own CCID Password (Self Service Password Reset)	- You have PREVIOUSLY enroled in the U of A Self Service Password Reset (SSPR) tool WHILE you had your password , and you do not recognize the website, then you probably did not do it. You should go to the Contact A Service Desk page. - If you are not sure what this is, and do not recognize the website, then you probably did not do it. You should go to the Contact A Service Desk page.
Contact A Service Desk	- You have NOT enroled a recovery phone number or email address in the U of A Self Service Password Reset (SSPR) tool and you need help. - You have previously enroled for SSPR but are still having trouble resetting your own password. - You have other questions about the password reset process or are unsure about what to do . Use the link to contact a Service Desk agent.
Change Your CCID Password	- You know your current password and want to set a new password. - Your CCID password was just reset by a Service Desk, and you need to change it. - Your account is a brand new account and you have just received your initial temporary password.

Related Articles

- UAlberta Email
- Accessing your UAlberta Email Account
- Third party accessing a student's Bear Tracks account
- Expired CCID
- Change of Address
- Change of Gender
- What is a CCID? How do I get a CCID?
- Continuing Education (CE) - Transfer Credit
- No Launchpad Temporary Pin & Launchpad Password Resets
- Canada-Ukraine Authorization for Emergency Travel (CUAET)

Note: Scroll down to see more in-depth instructions in the Solution article

Need help? Contact Information Services and Technology

Reset Your Own CCID Password (Self Service Password Reset)

IMPORTANT!

- You can only use this option if you have previously enroled in the University's Self Serve Password Reset (SSPR) system while you still had access to your account
- If you did not, you should go to the Contact A Service Desk section.

1. Navigate to <https://myccid.ualberta.ca/reset>.
2. Select **SEND CODE**.

NOTE: These codes expire in 1 hour. If you already have a code, select I HAVE A CODE, then skip to step 6. You will also need to enter your CCID in step 6.

SELF SERVICE PASSWORD RESET

Forgot your password? By using the Self Service Password Reset tool you can change your CCID password through the verification of a reset code.

SEND CODE

I HAVE A CODE

By submitting your information above you agree to remain in compliance with the University of Alberta IT Use and Management Policy and the University of Alberta Google Terms of Service. Review expectations of your CCID use including what happens to your CCID when you leave the University of Alberta on Information Services & Technology's CCID & Passwords page.

Personal information provided is collected in accordance with Section 33(1) of the Alberta Freedom of Information and Protection of Privacy Act (the FIPPA) and will be protected under Part 2 of that Act. It will be used for the purpose of Identity and Account Security. Should you require further information about collection, use and disclosure of personal information, please contact: Information Services and Technology (IST) ist@ualberta.ca.

3. Enter your CCID in the **text field** (1), then click **Next** (2).

NOTE: If you have not enroled a recovery method, you will not be able to proceed after clicking Next. You will need to Contact a Service Desk to have your password reset.

SELF SERVICE PASSWORD RESET



Enter CCID



Send Code



Set Password

Hamburger menu

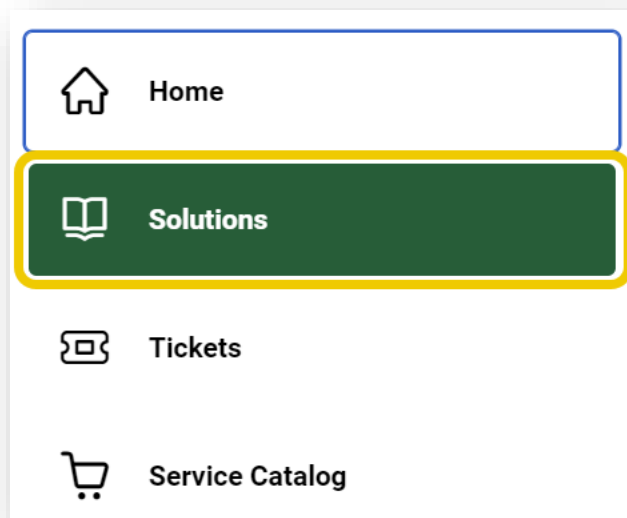
The 3 horizontal lines in the top left hand corner of the screen is called a “hamburger menu”. Select it to access Solutions (Knowledge base articles), Tickets, and the catalog of Services available to you.



SOLUTIONS

Solutions are the first step to finding answers for Information Services and Technology issues. They are Knowledge Base (KB) articles that provide you with answers and step-by-step instructions for how to resolve issues you may be experiencing.

When you learn to solve simple technology issues with the assistance of these *Solutions*, you are helping to improve our helpdesk response times for more complex technology issues that others may be experiencing.



The “Popular Articles” option will always appear at the top of the Solutions menu on the left-hand side of the screen. Other Solutions topics appear below Popular Articles.

The screenshot displays the University of Alberta's Solutions page. At the top, a dark green header contains the University of Alberta logo and name on the left, a search bar with the text "Q Search" in the center, and "New", a notification bell, and a user profile icon on the right. Below the header, a breadcrumb trail shows "Home > Solutions". The main heading is "Solutions" with a lightbulb icon and the subtitle "Look up policies or read FAQs to fix issues on your own". On the left, a vertical menu lists categories: "Popular Articles" (highlighted with a star and a right-pointing arrow), "General", "Students", "IST - EXTERNAL", "Science IT", and "Resource Planning". The main content area is titled "POPULAR ARTICLES" and features four article cards. Each card has a document icon, a title, and a short introductory text. The articles are: "Getting Started In Portal: Have a CCID? Click login (top right) No CCID? Click 'Sign Up'", "What is a CCID? How do I get a CCID?", "Program Change Requests for New to UAlberta Applicants", and "Application Decision of Hold".

University of Alberta

Q Search

New

Home > Solutions

Solutions
Look up policies or read FAQs to fix issues on your own

★ Popular Articles >

General

Students

IST - EXTERNAL

Science IT

Resource Planning

POPULAR ARTICLES

Getting Started In Portal: Have a CCID? Click login (top right) No CCID? Click "Sign Up"
Getting Started In Portal: For guidance on using the new portal check out these resources: ...

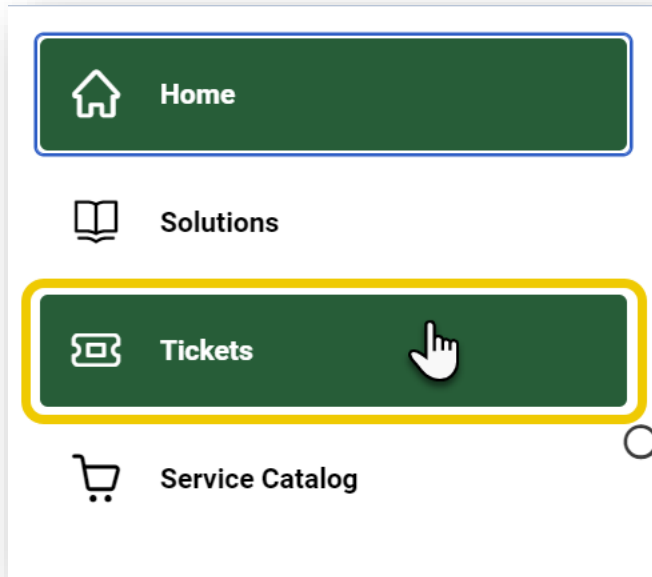
What is a CCID? How do I get a CCID?
What is a Campus Computing ID (CCID) and what is it used for? A CCID is a unique identifier that...

Program Change Requests for New to UAlberta Applicants
New to UAlberta applicants are permitted to submit one program change request per application. I...

Application Decision of Hold
If you are a High School applicant, your application will automatically be re-evaluated once we re...

TICKETS

Tickets are the second step to find a resolution for your technology issue. This is the only place where you can report specific technology problems to helpdesk. **Note:** The general IST email address no longer exists.

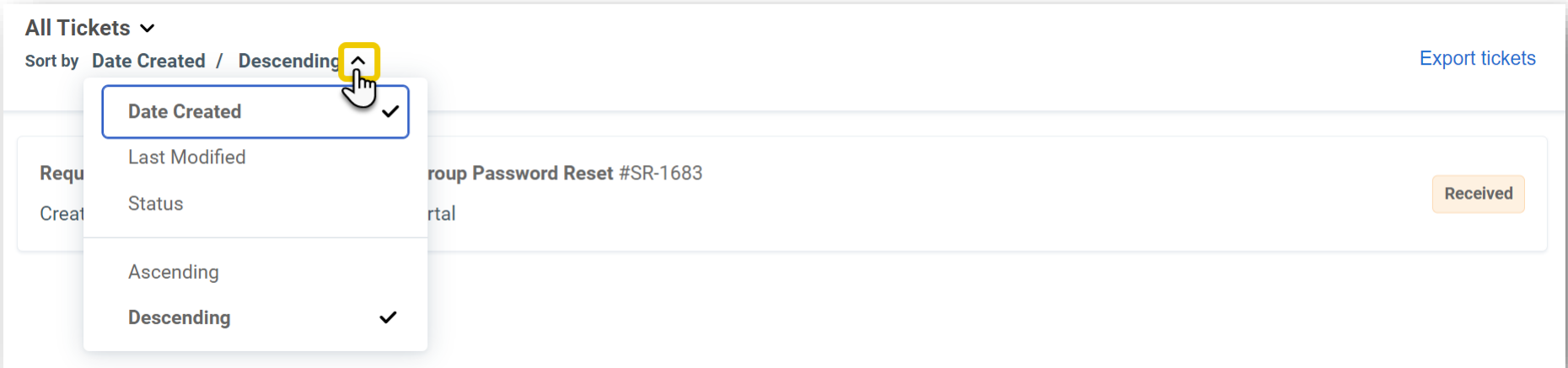
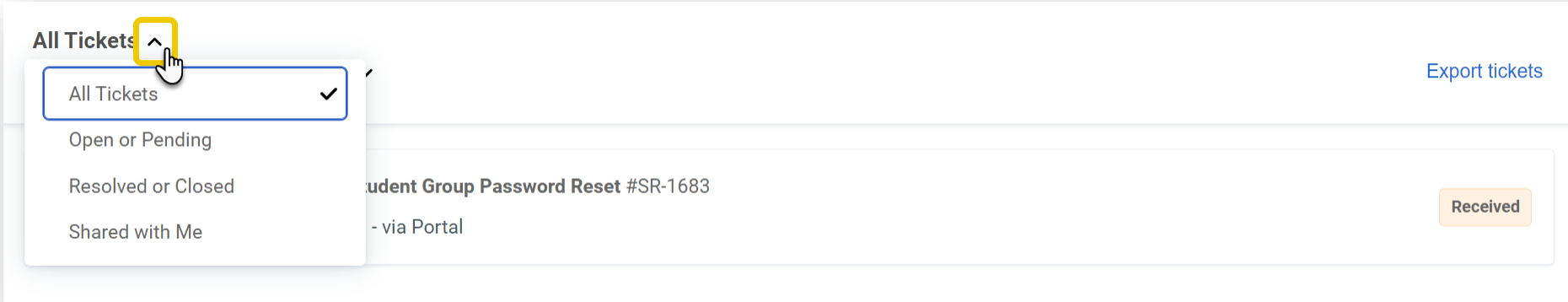


All Tickets ▾
Sort by Date Created / Descending ▾ [Export tickets](#)

Request for Curt [REDACTED] : CCID Student Group Password Reset #SR-1683
Created on Thu, 7 Sep 2023 4:09 PM - via Portal Received

Overview of the tickets (Filter, Sort)

You can Filter Tickets by Open or Pending, Resolved or Closed or Shared with Me. And you Sort tickets by Date Created, Last Modified, and their current Status.



STATUS

The ticket Status shows you where your ticket is in the resolution process.

There are 5 ticket statuses including: *Received* > *In Progress* > *Awaiting your Response* > *Resolved* > *Closed*.

Tickets > #SR-1683

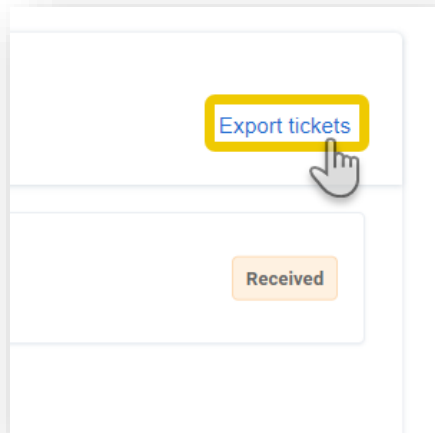
Request for Curt Middleton : CCID Student Group Password Reset

Created on Thu, 7 Sep 2023 4:09 PM - via Portal

Received Since 5 days ago

EXPORT (CSV/EXCEL)


You can export your tickets to a Comma Separated Value (CSV) format. CSV is a basic excel format that you can use for further analysis, record-keeping, and organization purposes.



SERVICE CATALOG

The service catalog is a collection of forms and/or requests that you may submit to have a specific action or service completed.

Home > Service Catalog

 **Service Catalog**
Browse the list of services offered and raise a request

IST - Access Management

IST - Applications





IST - CCID & Passwords >

IST - Desktop Support & Evergree...

IST - Finance

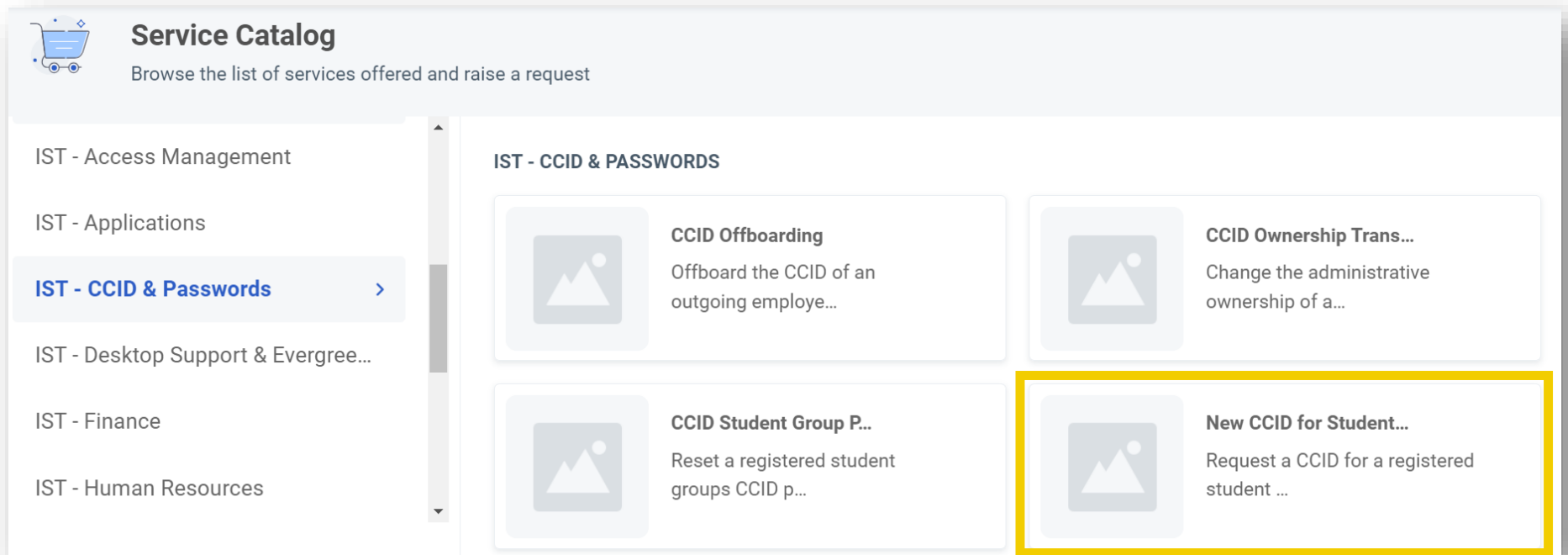
IST - Human Resources

IST - CCID & PASSWORDS

-  **CCID Offboarding**
Offboard the CCID of an outgoing employe...
-  **CCID Ownership Trans...**
Change the administrative ownership of a...
-  **CCID Student Group P...**
Reset a registered student groups CCID p...
-  **New CCID for Student...**
Request a CCID for a registered student ...

Service Tiles

Click on a specific service catalog item like “New CCID for Student Group”.



Service Catalog
Browse the list of services offered and raise a request

IST - Access Management

IST - Applications

IST - CCID & Passwords >

IST - Desktop Support & Evergree...


IST - Finance

IST - Human Resources

IST - CCID & PASSWORDS

- CCID Offboarding**
Offboard the CCID of an outgoing employe...
- CCID Ownership Trans...**
Change the administrative ownership of a...
- CCID Student Group P..**
Reset a registered student groups CCID p...
- New CCID for Student...**
Request a CCID for a registered student ...

This is an example of what a service catalog item may look like. This specific request can only be requested by the groups primary contact or executive (as detailed at the top of the form). When you are finished filling out the required fields or drop-downs, and attaching relevant files, you need to click "Place Request" in the bottom right hand corner.



New CCID for Student Group

Request a CCID for a registered student group. Must be requested by groups primary contact or executive.

[Read more](#)

Request a net new and unique CCID that is to be used by a registered Student Group for Student Group related purposes. You can find more information on Student Group CCIDs [here](#).

When to use this service

This request is to be used when a registered Student Group requires a net new CCID account.

This will not in any way provide access to an existing Student Group CCID. If this is required, refer to the other Student Group CCID services.

Who can request this service

This can only be requested by a group's primary contact or executive as per the official group roster in [BearsDen](#). Student Group CCIDs are only available to Student Groups that are [registered in BearsDen](#).


Service Outcomes

- A net new CCID will be created and account information will be emailed to the person requesting the service.
- The person requesting the service will be assigned administrative ownership of the new CCID. They will be responsible for the use, renewal, and transfer of the CCID account.

Audience: Students

Are you listed as the primary contact or on the executive roster for this group in BearsDen? *

This field is required

 [Attach a file](#) (File size < 40 MB)

[Place Request](#)

Submit Feedback - “Was this answer helpful?”

At the bottom of every Solution article, Service Catalog item/request, or Ticket, there is a “Was this answer helpful?” question where you can enter your feedback by clicking “Yes” or “No”.

2. Enter your CCID in the **CCID** field (1). Enter your current password in the **Current Password** field (2). Enter your new password in the **New Password** (3) and **Confirm Password** (4) fields, then click **CHANGE PASSWORD** (5).

TIP! Your password must be at least 10 characters long and should contain both upper and lower case letters. You cannot reuse your previous passwords.

CHANGE YOUR CCID PASSWORD

A password must be at least 10 characters long and should contain both upper and lower case letters.

CCID 1

Current Password 2 ✓

New Password 3 ✓

Confirm Password 4 ✓


5

Was this answer helpful?

[Print Article](#)

[Service Desk Software](#) by Freshworks | [Cookie policy](#)

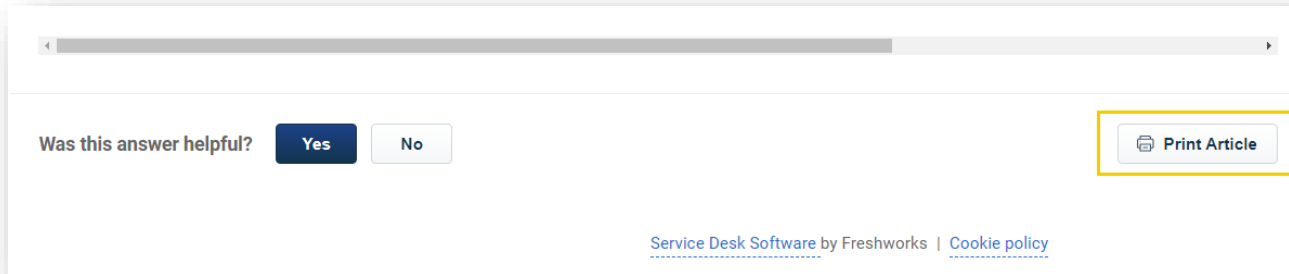
Scroll to the bottom of the Solution to submit your feedback



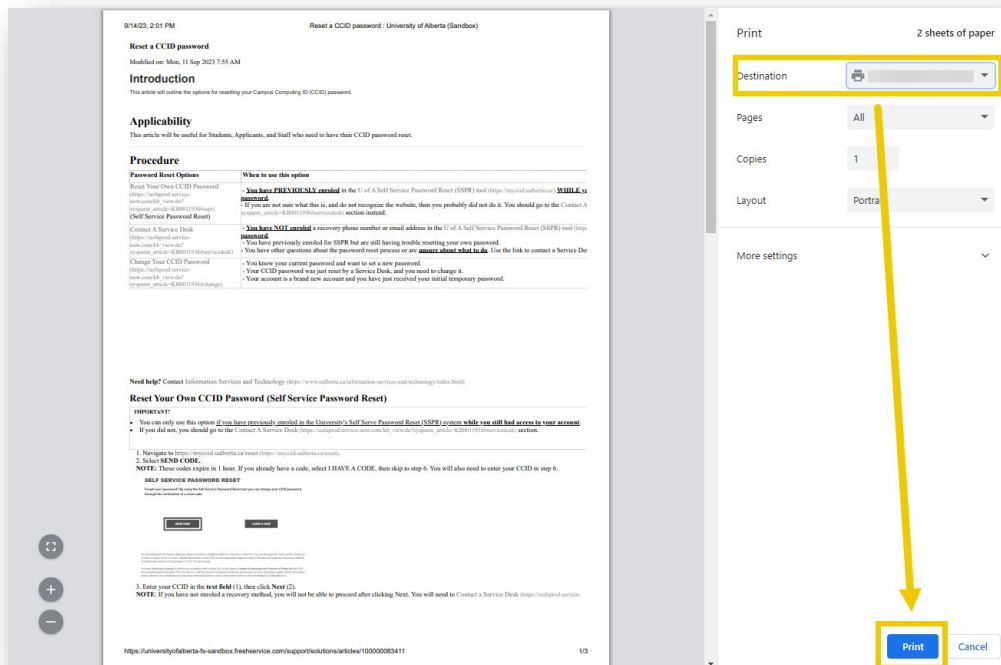
Note: Providing your constructive feedback and ideas about specific articles and tasks helps the Information Services & Technology department to improve your experience, and the experience of your peers.

Print Solution Article

You can print any solution by clicking “Print Article” in the bottom right hand corner.



Select the printer you want to print from and click Print.



SUBMIT IT GENERAL INQUIRY

There are 2 ways to report an IT issue if a Solution article has not already provided you with a resolution:

- 1) Navigate to the Staff Services home page at <https://universityofalberta.freshservice.com> and click "Report an IT Issue"

University of Alberta

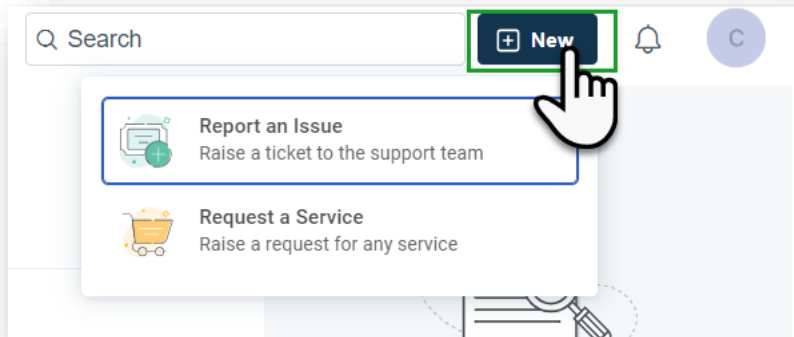
Hi, how can we help you?

Have a CCID? Click login (top right) No CCID? Click "Sign Up"
Posted by Jennifer Juchli, a year ago [View all](#)

- Student Services Catalog**
Search and select a service. Submit a specific student request, inquiry or form.
- Staff Services Catalog**
Search and select a service. Submit a specific HR or Finance request or form.
- IT Services Catalog**
Search and select an IT Service. Submit a specific IT request or inquiry.
- Submit IT General Inquiry**
If you don't see your IT service listed, submit a general IT inquiry here.
- Submit a General Inquiry**
If you don't see your service listed, submit an inquiry here.

OR

2) If you are not on the home page, click the “+New” button in the top right-hand corner of your screen and click “Report an Issue”.



Details to include in a General IT Inquiry

University of Alberta

Search

New

Home > Report an Issue

Report an Issue

What kind of support you are looking for*

IST - IT Services Issues

IST Services - Subject Area*

Building

Preferred Contact Number (Ex. 400-400-0000)

What do you need help with*

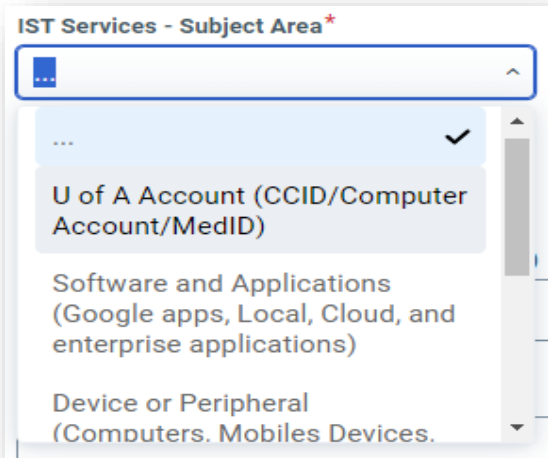
Your Email Address*

Description*

Attach a file (File size < 40 MB)

Cancel Submit

Looking to solve your issue quickly?
Add more details to the subject to see relevant articles right here!



Select a Subject Area for your request from the first drop-down menu called “IST Services – Subject Area”:

1. U of A Account
2. Software and Applications
3. Device or Peripheral
4. Lab, Classroom, and Meeting Room
5. Email and Communication Services
6. Other

Home > Report an Issue

Report an Issue

What kind of support you are looking for?*

IST - IT Services Issues

IST Services - Subject Area*

Other

Building

...

Preferred Contact Number (Ex. 000-000-0000)*

780-123-4567

**Check the panel to the right for articles that may help resolve your question.*

What do you need help with?*

CCID not working

Your Email Address*

Description*

B *i* U

The drop-downs available will change based on the subject area you select. Select the correct options that fit your situation and provide as much information as possible about your technology issue.

Provide your contact information and a Summary of the issue in the “What do you need help with?” field.

Description

B *i* U

I am unable to login to Beartracks - my CCID doesn't seem to be working

1 person is experiencing this issue, myself

My CCID is curtis12 and my ID number is 1234567

I am in the Human Ecology faculty

1 Device, the device name is UA71G1BK6, and it's a Dell Latitude 5420 (Found under Start > About this PC)

The incident occurred today at 2:00 PM, and it's 2:25 PM now.

"No, my software is not up to date - I need an admin password to update my software" OR
"Yes, all of my software is update"

I am in Building SUB 123 and the number on the ethernet port in my wall is ###

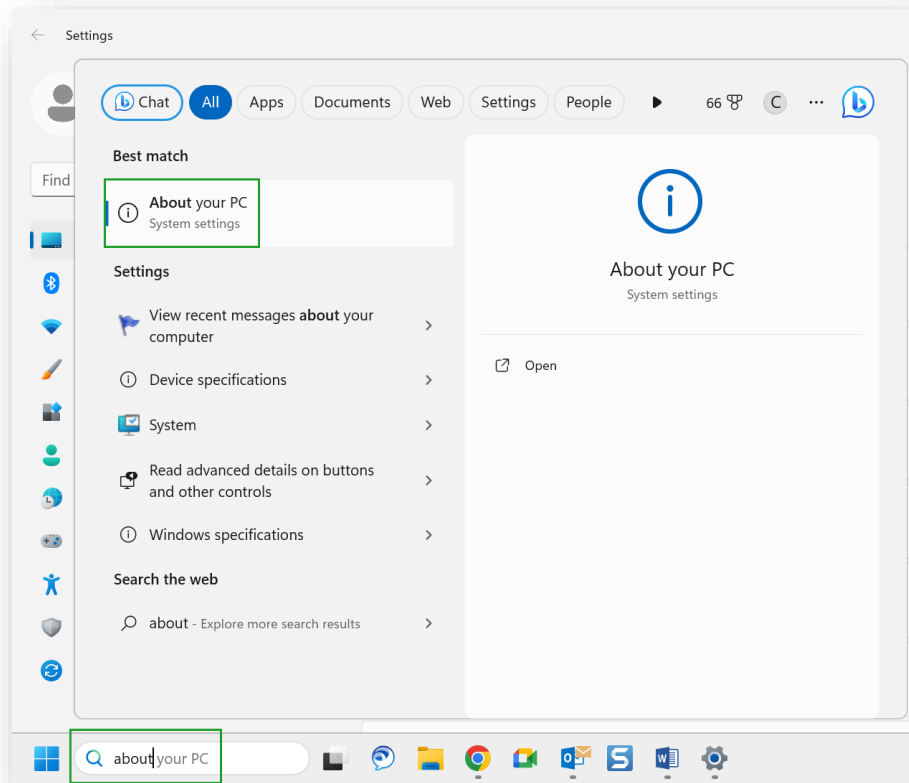
See MAC above; my phone number is 123-4567

[Attach a file](#) (File size < 40 MB)

If possible, please include as much of the following information as possible in the **Description**:

1. Number of users that is/are having the issue.
2. CCID of the users that is/are used to authenticate UWS.
3. Department of user(s)
4. Number of devices, device name and the make and model*, if possible please also provide the **MAC address(es)** of devices* (**See additional help below**)
5. The time and day of the incidents.
6. Is the OS and/or drivers up-to-date on the devices?
7. Building name, room number, wall port number
8. VoIP issue (phone number and MAC if available)

*How to Find Details about your Computer



*You can find your **device name** by searching “About” in the “Start” menu on your desktop or laptop computer and select “About your PC” from the start menu search results to find details about your computer.

At the top of the “About your PC” page, you can find your device name in **Bold**. The **device name** is what the University of Alberta named your device.

This device’s name is **UA71G1BK3**. The “Latitude 5420” is the **model name** and **model number** of your device. The model name and model number are what the manufacturer (Dell, HP, Lenovo, etc.) named your device. The **Make** can usually be found on your laptop lid. Or the side of your desktop computer tower.

System

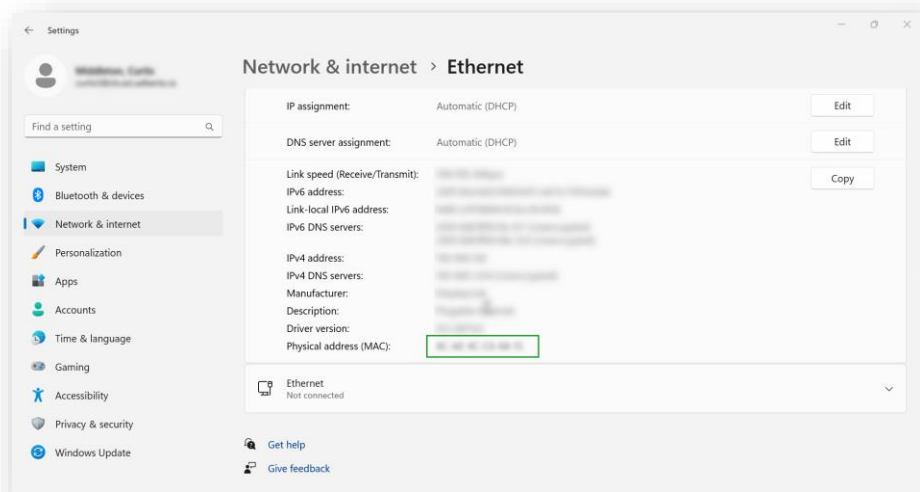


UA71G1BK3

Latitude 5420

Rename

This information helps IST quickly identify your device out of the 10’s of thousands of devices on campus.



On a Windows computer, you can find the MAC Address under Settings > Networking & internet > Ethernet and scrolling to the bottom where it says **“Physical address (MAC): 1A-BC-2D-D3-45-67”



Then attach a screenshot or photo of the issue if possible and click Submit.

Submit a General Inquiry

If you cannot find the IT Service or Subject Area that you require, you may submit a General Inquiry and it will be sent to the appropriate team based on your description of the issue.

← → ↻ 🏠 universityofalberta.freshservice.com/support/home 🔒 ⚙️ ⭐ 🗄️ 👤

University of Alberta 🔔 C

Hi, how can we help you?

J **Have a CCID? Click login (top right) No CCID? Click "Sign Up"** [View all](#)
Posted by Jennifer Juchli, a year ago

Student Services Catalog
Search and select a service. Submit a specific student request, inquiry or form.

Staff Services Catalog
Search and select a service, Submit a specific HR or Finance request or form.

IT Services Catalog
Search and select an IT Service. Submit a specific IT request or inquiry.

Submit IT General Inquiry
If you don't see your IT service listed, submit a general IT inquiry here.

Submit a General Inquiry
If you don't see your service listed, submit an inquiry here.

Select the kind of support you are looking for that best fits the issue you are experiencing from the drop down (Student, Staff, or IT Service). Fill out the Description. Click Submit.

[Home](#) > Report an Issue

Report an Issue

What kind of support you are looking for?^{*}

Staff General Enquiry

- ...
- Student General Enquiry
- Staff General Enquiry ✓
- IST - IT Services Issues

Description^{*}

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[Attach a file](#) (File size < 40 MB)

[Associate Assets](#)

REQUEST A SERVICE

To place a service request, navigate to the hamburger menu and click “Service Catalog”. From the side menu, select the service you need to request. In this example, I selected **IST – Human Resources** from the side menu, and then I clicked on “**New Employee IT Onboarding**”.

The screenshot displays a web interface for a Service Catalog. At the top, there is a breadcrumb trail: [Home](#) > [Service Catalog](#). Below this, a shopping cart icon is followed by the heading **Service Catalog** and the subtext "Browse the list of services offered and raise a request".

A vertical sidebar on the left contains a list of service categories. The category **IST - Human Resources** is highlighted with a yellow border and a right-pointing chevron. Other categories include Student - Student Records, Student - Tax Documents, Staff Service Centre - HR, Staff Service Centre - Finance, IST - Access Management, IST - Applications, IST - CCID & Passwords, IST - Desktop Support & Evergree..., IST - Finance, IST - Printer Support, IST - Remote Conferencing, and IST - Security.

The main content area is titled **IST - HUMAN RESOURCES** and contains two service cards. The first card, titled **New Employee IT Onbo...**, is highlighted with a yellow border and has a hand cursor pointing at it. Its description reads: "Use when a new employee has IT requireme...". Below this card is a dark blue button with the text **New Employee IT Onboarding** and "Use when a new employee has IT requir". The second card, titled **Travel/Training Requ...**, has the description "ONLY for the APPROVAL of travel and trai...".

[Home](#) > [Request New Service](#) > [IST - Human Resources](#) > [New Employee IT Onboarding](#)



New Employee IT Onboarding

Use when a new employee has IT requirements

[Read more](#)

This form is to be completed by the employee's direct supervisor, HR, or departmental administrator.

IST Endpoint Support provides computing hardware, domain accounts, network folder access and printing access to employees who are new to either the University or department.

For net-new computer requests, begin by enquiring with the [Evergreen Coordinator](#) for your department to see if this computing request will run under the Evergreen Program. For more information on the Evergreen Program [click here](#).

Included features:

- Procurement and configuration of computing equipment
- Computer Account (Create/Modify)
- Printer Access
- Departmental Network Drive & Folders (Add/Remove)

This is a consolidated form to request all 4 listed items. If you only require part of this process, please click on the appropriate linked items above

Any of the following information will help us serve you most effectively:

- Preference on standard Windows Laptop, Desktop or Mac

Add additional items and fill out the additional drop-downs if required for the new employee. You may also attach any relevant files to the request (like an approval email from your manager if necessary).

OPTIONAL

This is a consolidated form to request all 4 listed items. If you only require part of this process, please click on the appropriate linked items above

Any of the following information will help us serve you most effectively:

- Preference on standard Windows Laptop, Desktop or Mac
- An example of another user's printing and folder access you'd like to copy

Additional Items

Select service items to be requested along with this item

- Printer Access
- Departmental Network Drive & Folders (Add/Remove)
- New Computing Equipment
- Active Directory Accounts (Create, Modify, Remove)

[Attach a file](#) (File size < 40 MB)

Place Request

How to Approve Requests

Request for Approval - [#SR-2092] Request for [redacted] : Data Centre Access External Inbox

to me

----- Forwarded message -----
From: "University of Alberta (Sandbox)" <helpdesk@universityofalberta-fs-sandbox.freshservice.com>
Date: Sep 19, 2023 8:38 AM
Subject: Request for Approval - [#SR-2092] Request for Blaine Kehl : Data Centre Access
To: [redacted]
Cc:

Hi Kate Green,

A new Service Request has been submitted for your approval.

Request Summary

Request for [redacted] : Data Centre Access (#SR-2092)

Requester: [redacted]
Priority: Medium
Status: Open

For Approval Link: [click here](#)

You can also approve/reject the request by replying to this email with only one of the following words as the first line of the mail - 'Approved, Approve, Rejected, Reject.'
While replying to the email, please add additional remarks in the second line of the email (Remarks are mandatory while rejecting the request).
To see the complete request: [click here](#)

Regards,
University of Alberta (Sandbox)

[Halloween Bakery ...](#) [Halloween Bakery ...](#) [Halloween Band Sh...](#) [Browse ...](#)

[Reply](#) [Forward](#)

Requesting Tickets on Behalf of Others

If you need to make a request for another person, then put **their** email address and **their** name in the “Your Email Address” and “Your name” fields. Fill out the ticket with as much detail as possible (See instructions [here](#)), and click Submit in the bottom right hand corner.

The screenshot shows a web form titled "Report an Issue" with the following elements:

- Navigation: Home > Report an Issue
- Title: Report an Issue
- Field 1: "What kind of support you are looking for?" with a dropdown menu showing "Staff General Enquiry".
- Field 2: "What do you need help with?" with an empty text input field.
- Field 3: "Your Email Address*" with the value "jane.doe@gmail.com".
- Field 4: "Your name" with the value "Jane Doe".
- Field 5: "Description*" with a rich text editor toolbar (containing icons for bold, italic, underline, list, link, image, etc.) and an empty text area.
- Footer: "Attach a file (File size < 40 MB)" with a paperclip icon.
- Buttons: "Cancel" and "Submit" at the bottom right.

A green rectangular box highlights the "Your Email Address*" and "Your name" fields, indicating where to enter the requester's information.