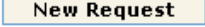
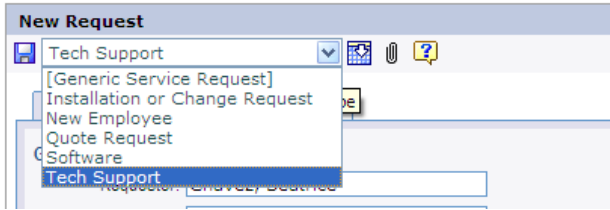


## How to Log a New Request (printable)

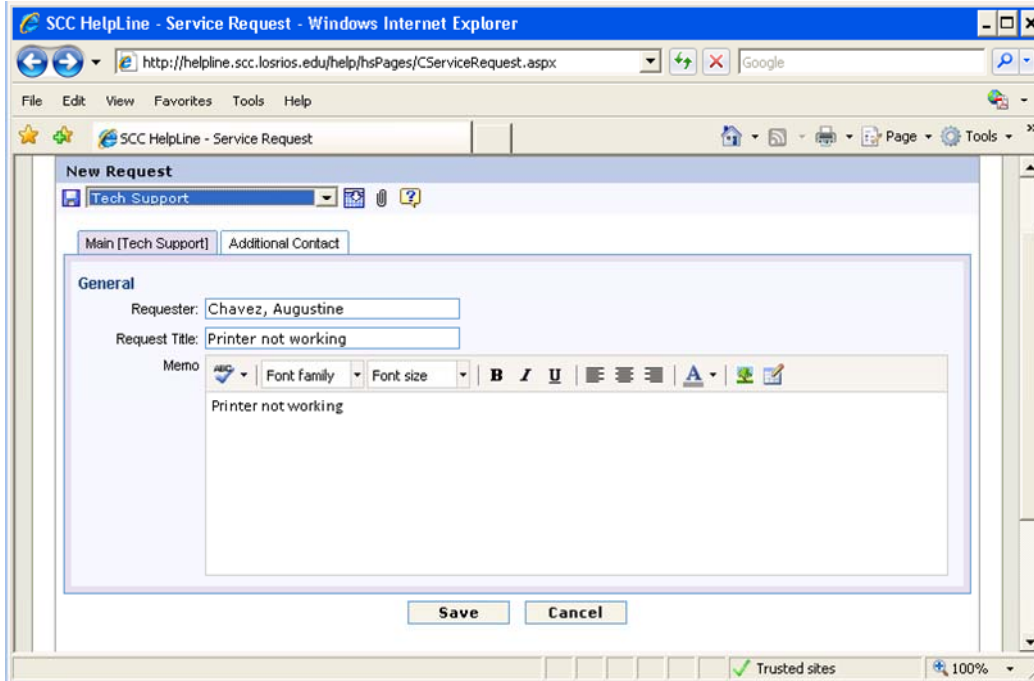
Information Technology – Sacramento City College

- Once logged into the HelpLine website, click “New Request”  from the HelpLine home page.
- You will go to the New Service Request Webpage. By default the “Tech Support” request type is selected. Each request type will require different information that is required. Select your request type.

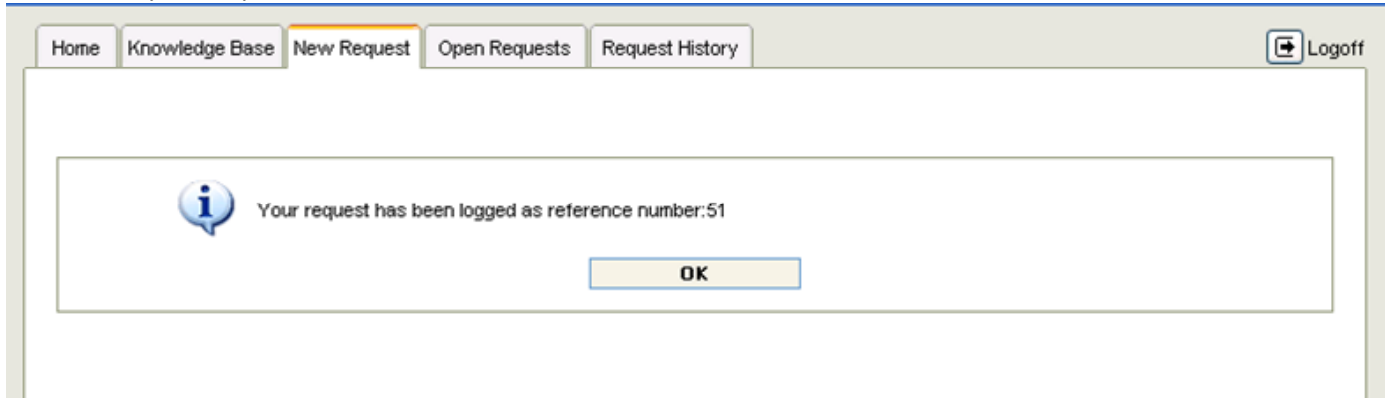


Request Type	When to use	Information Required
Tech Support (Default)	Select this request type when a computer or software program is not working.	<p><u>Main Tab</u></p> <ul style="list-style-type: none"> <li>Title of your request</li> <li>Description of your request</li> </ul> <p><u>Additional Contact Tab</u></p> <ul style="list-style-type: none"> <li>We use contact information in the Outlook Global address list. If you are working from another location please specify your e-mail, phone and best times to contact you.</li> </ul>
Quote	Select this request type when you need IT to provide you a quote	<p>Same as <u>Main Tab</u> and <u>Additional Contact Tab</u> above.</p> <p><u>Quote Details</u></p> <ul style="list-style-type: none"> <li>Type of Product (Computer PC; Computer Mac; Printer; Software; Peripheral; Other)</li> <li>Description or Title of product</li> <li>Instructional or Administrative – Will this go into a lab/classroom or will this go on a faculty/staff member’s computer</li> <li>Replaced Equipment: If this will replacement equipment, list the name of the equipment</li> <li>Installation Location(s) – List room numbers where the product will be installed.</li> <li>Special Instructions</li> </ul>
Installation Change Request	Select this request when you have a something you want installed and you already have the software or hardware.	<p>Same as <u>Main Tab</u> and <u>Additional Contact Tab</u> above.</p> <p><u>Installation Details</u></p> <ul style="list-style-type: none"> <li>Product to be installed</li> <li>Name of vendor</li> <li>Instructional or Administrative – Will this go into a lab/classroom or will this go on a faculty/staff member’s computer</li> <li>Location(s)</li> <li>Special Instructions</li> </ul>
New Employee	Select this request when you need IT setup an employee profile on a computer	<p>Same as <u>Main Tab</u> and <u>Additional Contact Tab</u> above.</p> <p><u>New Employee</u></p> <ul style="list-style-type: none"> <li>Employee ID and Name</li> <li>Title</li> <li>Division/Department</li> <li>Office Location</li> <li>Computer Location</li> <li>Start Date</li> <li>Access to programs and file shares</li> </ul>

3. Enter a title and description under memo
4. Check the tabs next to "Main". Depending on the type, you may be required to enter additional information
5. Click the paper click if you wish to attach a document or file to the request.
6. Click Save



7. You will see your request number



8. You will receive e-mail confirming that your request was recorded.

