

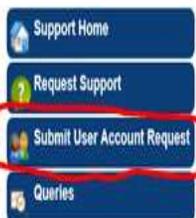
When to use Request Support ticket for IT issues...examples:



- Something “IT” is broken or doesn’t work
 - Printer will not print. Or clear the queue
 - Outlook email/Calendar issues
 - Unable to open or close a program – an error message appears
 - Computer connection issue like the Network/internet is down
- Need an “IT” service performed
 - Create/Remove an IT Active Directory group or folder
 - Create/Remove an email Distribution List or shared mailbox
 - Since O365 migration, modification to members of an existing distribution list(s)
 - Software update/install is needed – Adobe / Java / Brower upgrade
 - Simple Global Address List changes in Outlook such as, phone number change, location address changes.

When to ask an Authorized Requestor to submit a ticket...examples:

Authorized Requestors are the only ones that have a User Account Request button on their LANDesk homepage.



- ❖ An individual wants access/permission/removal to an existing shared folder(s) and/or security group(s).
- ❖ An individual requires a change to an account such as adding or removing an account due to changes in job duties.
- ❖ An individual has a name change that would affect their account(s).

If you don’t see the Submit User Account Request button, you are not an authorized requestor. If you don’t know who in your department is an Authorized requestor or if you feel you should be one, please contact your supervisor or the DII Service Desk for additional information.

The Request Support form is not to be used for “new hire” accounts, transferring employee accounts, changes to permissions and accesses of accounts, terminating employee accounts.