IT Service Request Forms

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Getting Started

Getting Access to the IT Service Catalog Request Forms

This article covers how to get access to the IT Service Catalog Request Forms and become a designated Department IT Coordinator (DITC).

Department IT Coordinator (DITC) Designation

In order to have access to the IT Service Catalog Request Forms to request IT services, you must be designated as the Department IT Coordinator (DITC) for your department(s).

To be set up as a DITC:

1. Have your department chair/director/manager send an email to telecom@fullerton.edu indicating that you should be designated as a Department IT Coordinator. The email should include the specific department ID(s) that you are the DITC for (i.e. 10356, 10220). Also include whether you are the primary DITC or a backup DITC for each of the department IDs
2. View the online training course that is available here: http://www.fullerton.edu/ITTraining/other/service_catalog. Be sure to follow the instructions at the end!
3. You will receive a reply from IT Training once your account has been activated.

NOTE: A current Department IT Coordinator for your department can also email telecom@fullerton.edu to designate you as a DITC.

Overview of Available Forms

This article covers a basic overview of the available forms on the IT Service Catalog Request Forms.

Telephone, Cellular, and Wiring

These forms allow you to add, modify, and delete telecommunications-related equipment and services.

Mobile Device

- This request allows you to order a new mobile device, upgrade an existing mobile device, modify the services on an existing mobile device, and purchase accessories for a mobile device.

Phone Modification

These requests allow you to change the name on a phone, change a feature such as line appearances or class of service, add extra listings, change the billing cost center, and delete an extension.

New Employee IT Request

- *Note: this request appears in multiple categories*. This request allows you to request multiple items for an employee in the same order including: mobile device, rollout workstation, new VoIP phone, phone modification, fax senior, and wiring.

VoIP Phone Line

- This request allows you to order a voice over IP (VoIP) phone.

Wiring

- This request allows you to add, move, or delete a wiring outlet.

Schedule a Move

- *Note: this request appears in multiple categories*. This request allows you to schedule a move of IT equipment including phones and computers

Computers and Handhelds

These forms allow you to request new computer-related equipment. ***Note***: not all employees are eligible for Rollout equipment; please email helpdesk@fullerton.edu if you have any questions about employee eligibility.

New Employee IT Request

- *Note: this request is available under both the Telephones and Mobile Devices section and Computers and Handhelds section*. This request allows you to request multiple items for an employee in the same order including: mobile device, rollout workstation, new VoIP phone, phone modification, fax senior, and wiring.

Desktop Workstation

- This request allows you to order a new Rollout PC or Macintosh desktop computer and printer.

Laptop Workstation

- This request allows you to order a new Rollout PC or Macintosh laptop computer.

iPad

- This request allows you to order a new Apple iPad.

Printer

- This request allows you to order a new desktop printer.

Monitor

- This request allows you to order a new monitor for a PC desktop computer.

Account Management

These requests allow you to add/modify entries in the People Directory (aka Identity Management), add/modify/disable/re-enable/extend expiration of email/login accounts, and view/modify the campus online phone directory.

People Directory

- These requests include adding a person to the People Directory and modifying a person's People Directory entry.

Email/Login Accounts

- These requests include requesting a new email account, modifying an email account, disabling an email account, re-enabling a disabled email account, and extending the expiration of an email account/People Directory position.

Phone Directory

- This tab allows you to view, download, and modify the campus online telephone directory.

Software and Access

These forms allow you to notify IT of a separated employee and request a fax senior account.

DITC Orientation

- This request allows you to enroll in a DITC Orientation course when available.

IT Clearance

- This request allows you to notify IT that an employee has separated from your department and indicate what should happen to the IT assets and accounts that were assigned to that employee.

Fax Senior

- This request allows you to add/modify/delete a fax senior account which allows users to send/receive faxes via their email account.

Other Services

This section covers all Other Services requests including opening a ticket, resetting an email or voicemail password, activating a data jack, scheduling a move, and picking up computer equipment.

Open New Ticket

- This request allows you to submit a trouble ticket to the IT Service Desk.

Reset a Password

- This request allows you to request that IT reset either a voicemail password or an email account password.

Activate Data Jack

- This request allows you to request that an existing data jack in a location be activated.

Schedule a Move

- This request allows you to schedule a move of IT equipment including phones and computers.

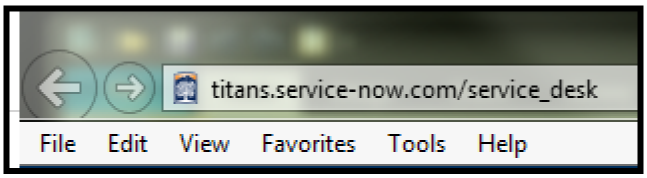
Computer Equipment Pickup

- This request allows you to request that IT pick up IT assets/equipment that is no longer in use by the department; for example, pick up a computer after an employee has separated.

Logging In

This article covers how to log in to the IT Service Request Form web application.

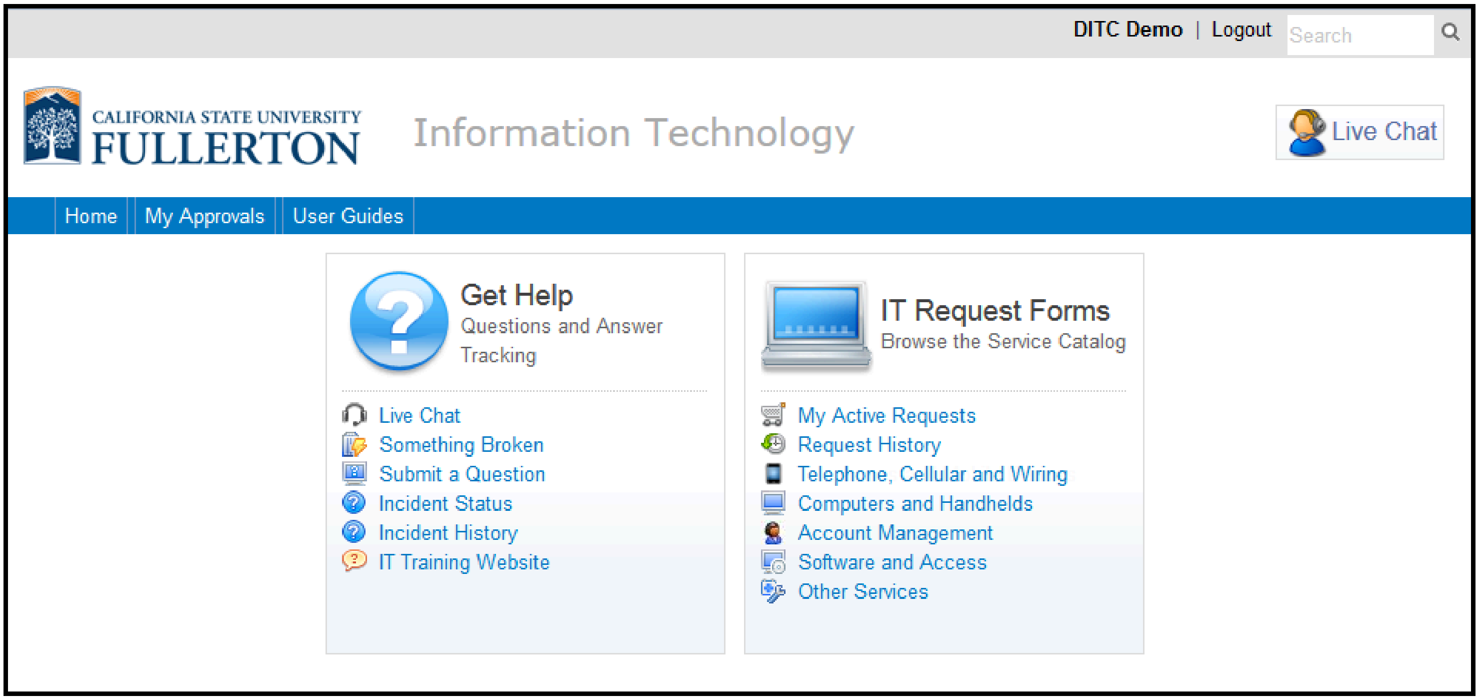
1. Navigate to the IT Service Request Form service desk.



Open your browser to http://titans.service-now.com/service_desk

2. Enter your campus username and password. Then click Login.

3. You are now logged in to the IT Service Catalog Request Forms!



The Get Help section allows you to contact IT for assistance. The IT Request Forms section contains links to your current and past requests as well as links to each category of request.

Telephone, Cellular, and Wiring Requests

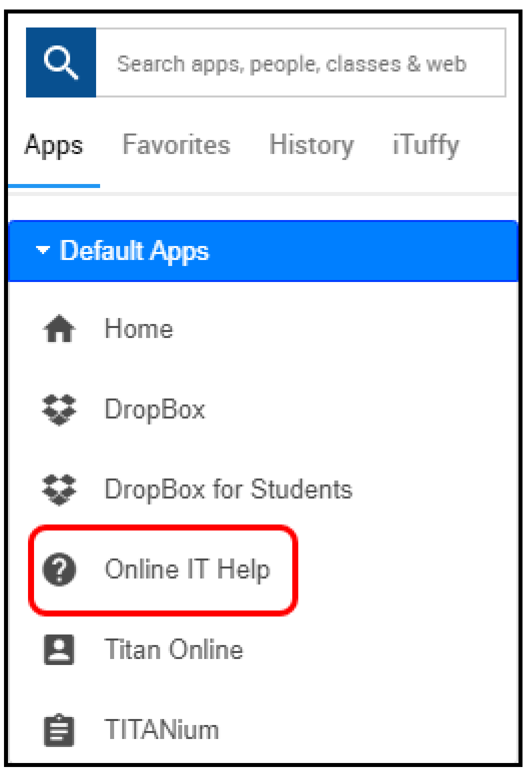
Requesting Skype for Business Hardware Accessories on behalf of a user

This article covers how to request hardware accessories (i.e. headset or webcam) to be used with Skype for Business on behalf of a user.

This form is for DITCs requesting accessories for a user in their department. If you not a DITC and want to request hardware, view this article.

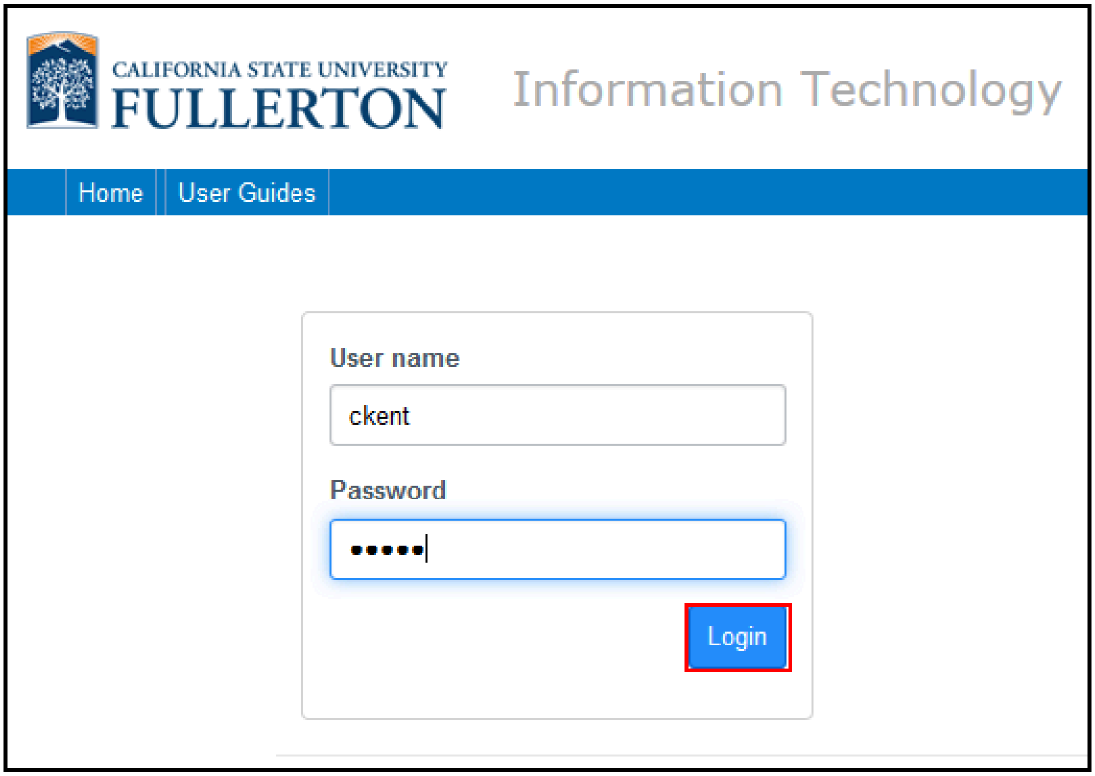
NOTE: Users must have completed Skype for Business training and have a Skype for Business account in order to request hardware for them. View this article to find out more about getting a Skype for Business account.

1. Log in to the campus portal and then click on Online IT Help.

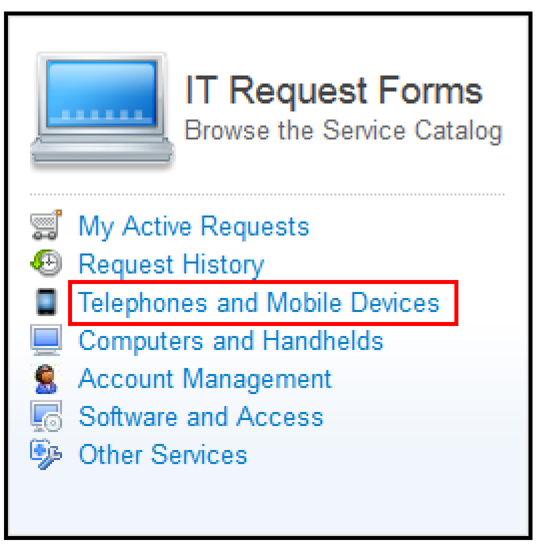


[View detailed instructions on accessing the campus portal.]

2. Enter your campus username and password. Then click Login.

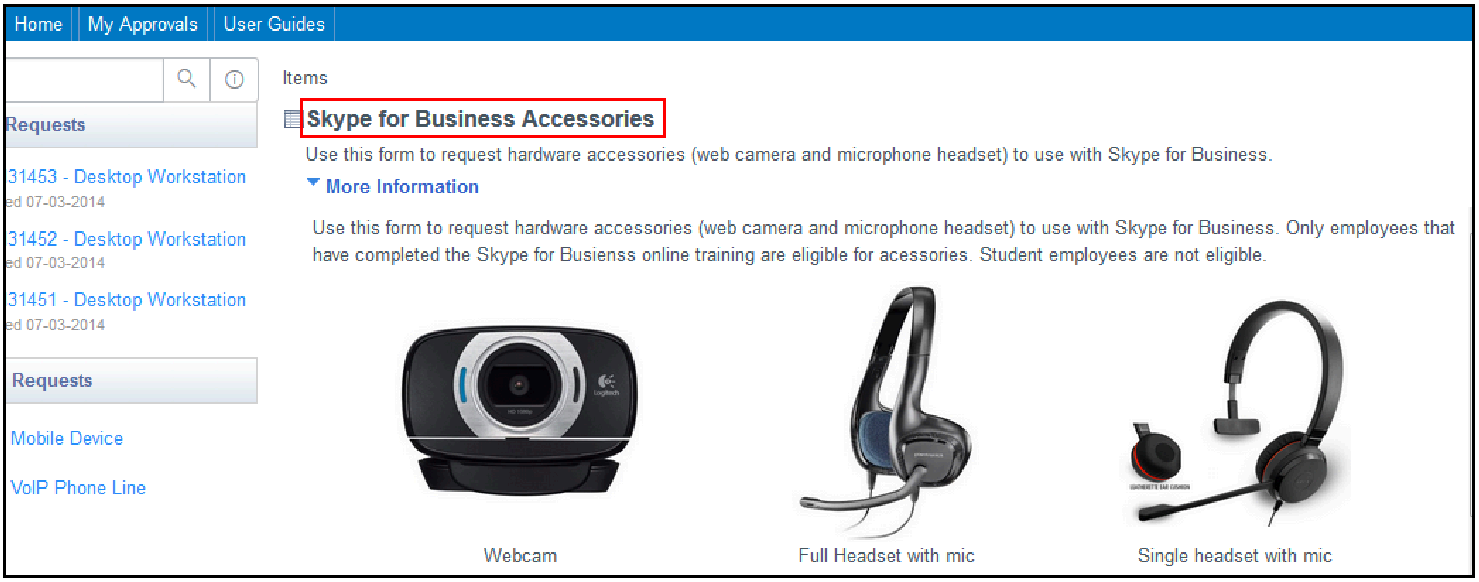


3. Click on Telephones and Mobile Devices.

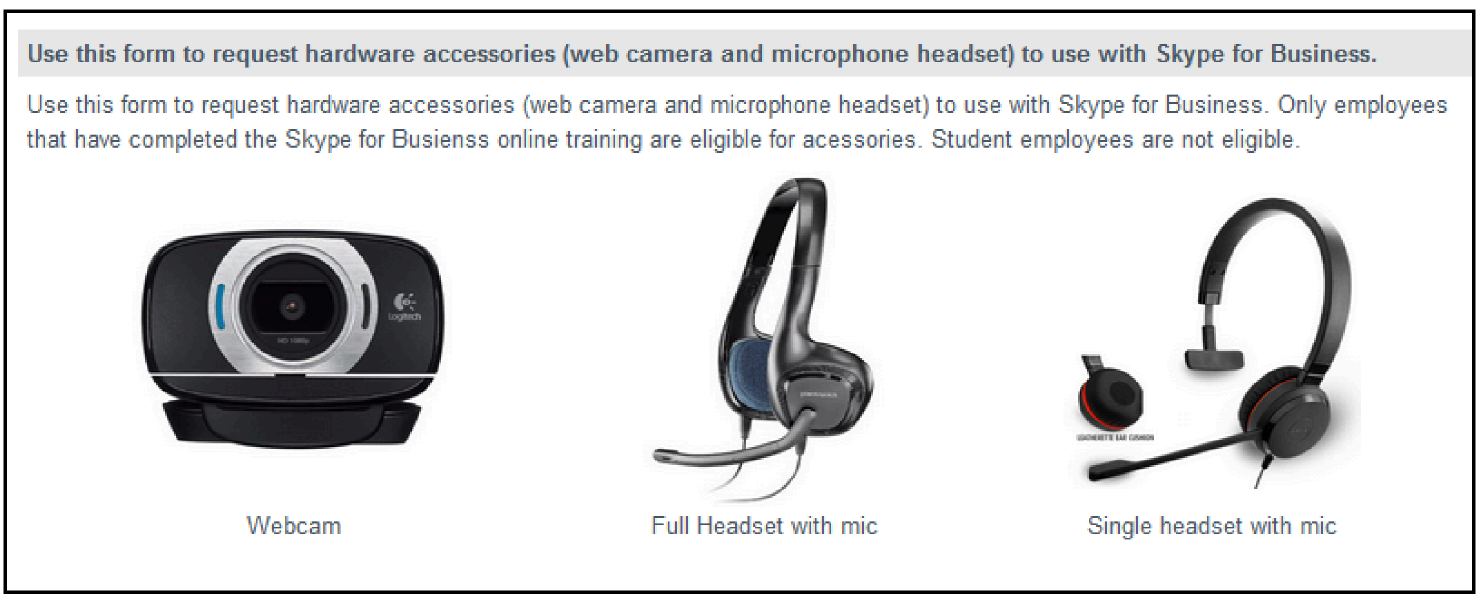


Locate the IT Request Forms section and click **Telephones and Mobile Devices**.

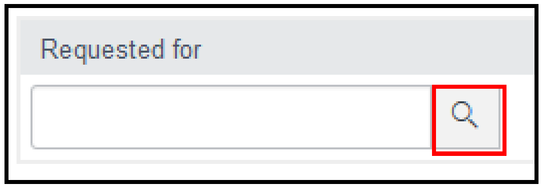
4. Select Skype for Business Accessories.



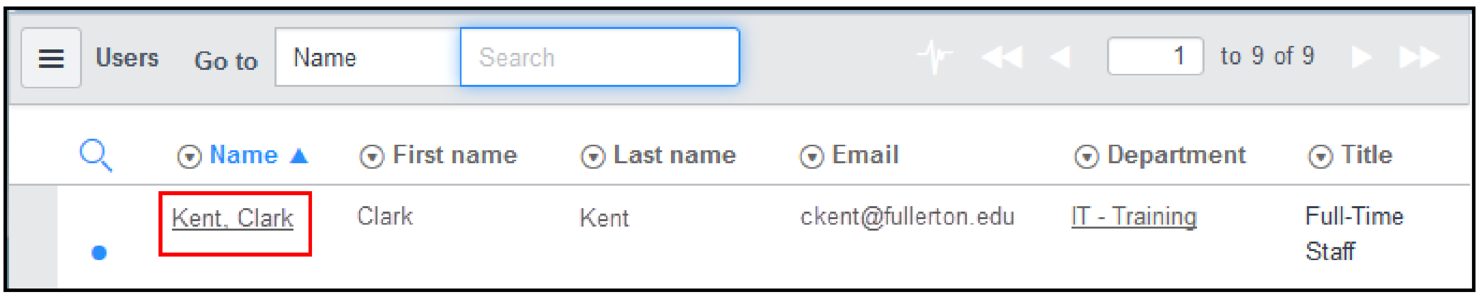
4.1. Pictures of the available accessories will appear at the top of the form.



5. Click on the magnifying glass to select for whom you are ordering accessories.



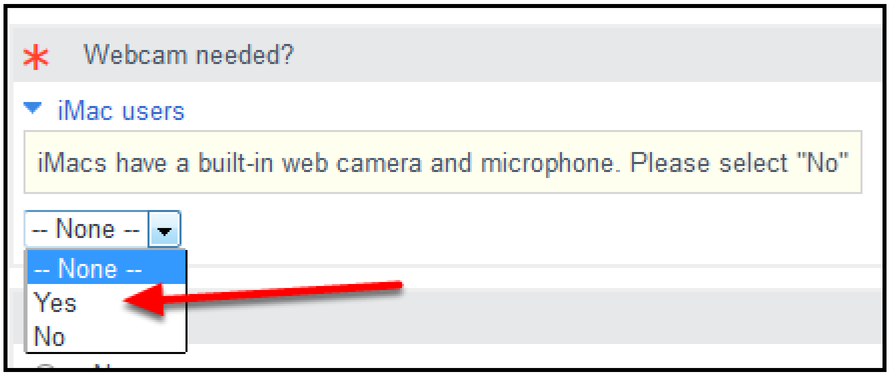
5.1. Click on the Name of the person for whom you are ordering accessories.



Click on the Name of the person for whom you are ordering accessories. You are able to select your own name to order accessories for yourself if you wish.

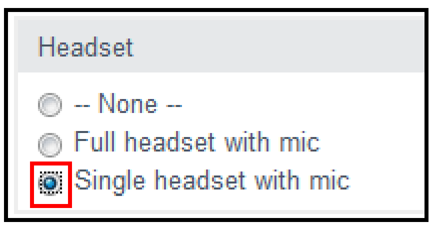
NOTE: Only users in your department(s) that have completed the LinkedIn Learning Skype for Business training will appear on this list. If you don't see a user on this list, check if the user has completed the training. If they have, please contact the IT Help Desk for assistance. Instructions on how to complete the training can be found in this article.

6. Use the drop-down menu to indicate if the user needs a webcam.

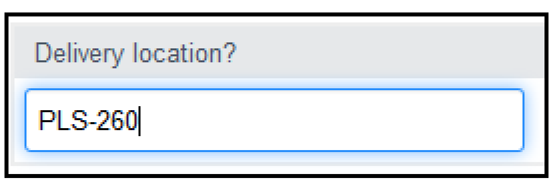


NOTE: iMac desktop computers have a built-in webcam so you do not need to order one.

7. Select the radio button next to the headset option the user wants.



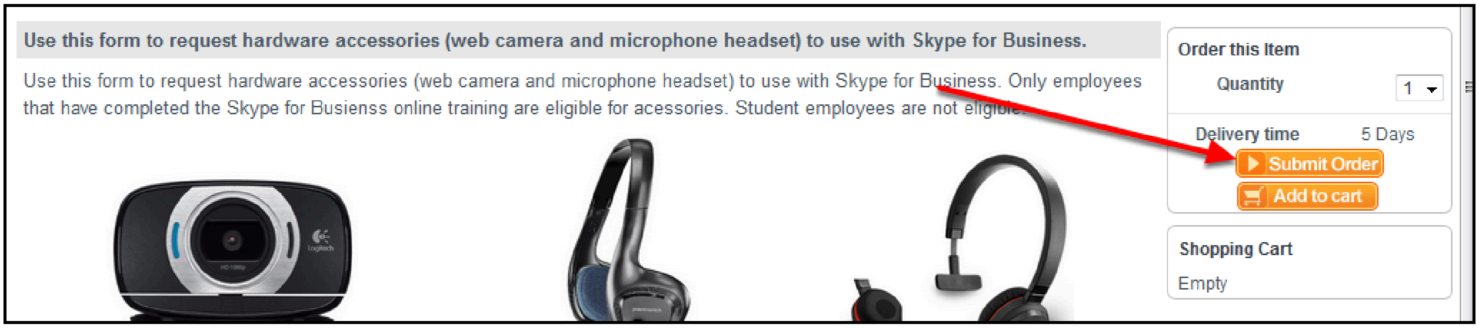
8. Enter the location where the accessories should be delivered.



If you want these accessories to be delivered to a location other than the user's office, enter the delivery location.

NOTE: The user themselves must accept delivery of the hardware accessories as they will need to sign electronic paperwork indicating they received the accessories.

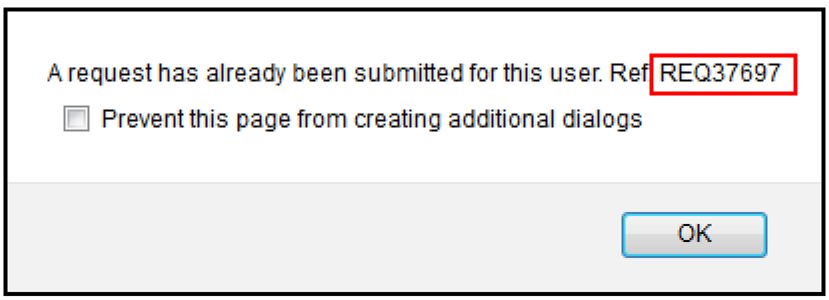
9. Click Submit Order.



Click **Submit Order** at the top right of the form.

NOTE: You can choose "Add to Cart" if you are ordering other items for this user.

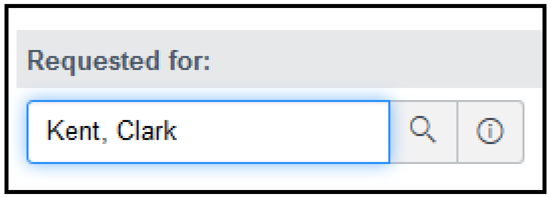
9.1. If there is already an order for the user, a pop-up window will appear. Click OK.



If there is already an order for Skype for Business hardware accessories for this user, a pop-up window will appear showing you the REQ number for the other request. You can check with the IT Help Desk to see who placed the other REQ.

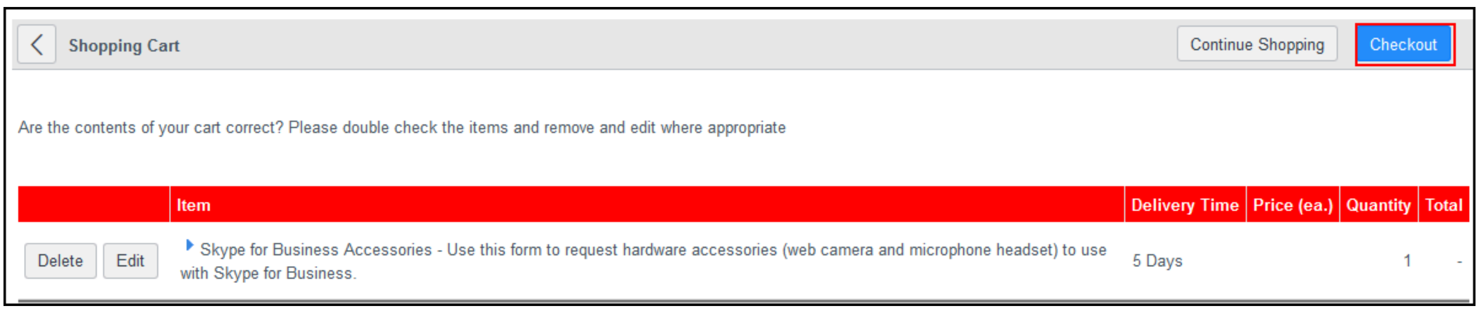
NOTE: A user can request Skype accessories on their own. Only one request per user can be submitted.

10. Change the Requested for to the user.

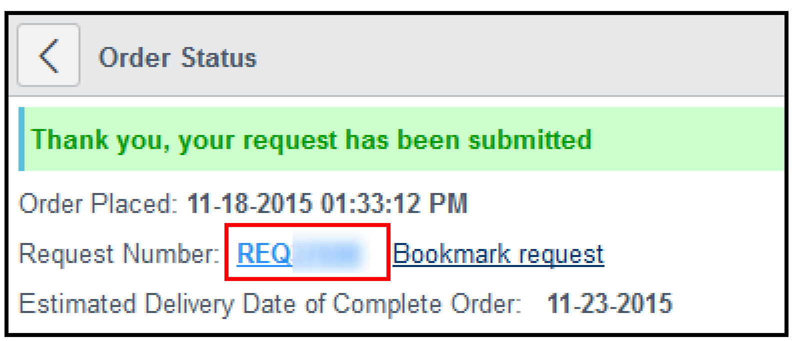


Remember that the Requested For field will default to your name! Be sure to change it to the user's name to avoid confusion.

11. Click Checkout.



12. You're done!



You will receive an email confirmation of your order. Within 5 business days, the user should receive a call or email from a Help Desk technician to make an appointment to deliver their hardware accessories.

You may want to note the REQ number of your request and forward the email confirmation to the end user so they have the REQ number as well. You (or the user) can give this number to the IT Help Desk to check on the status of the order.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

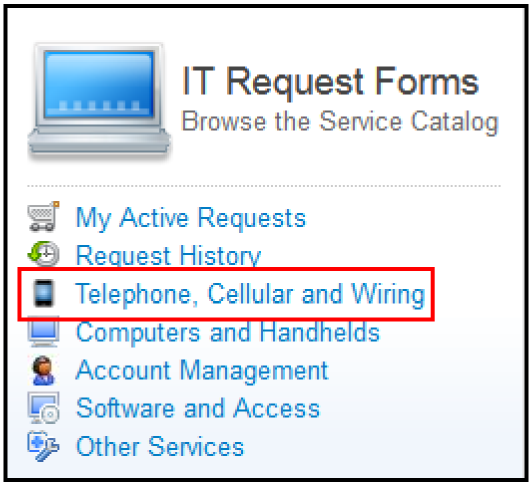
View the Skype for Business Help and Resources article.

View the Telephones and Mobile Devices Help and Resources article.

Wiring Request

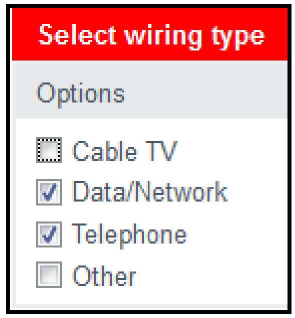
This article covers how to fill out a wiring request to request a new outlet, move an outlet, or remove an outlet. The types of outlets you can request are: phone, data, cable TV, or other (i.e. audio-visual outlet).

1. Click on Telephone, Cellular, and Wiring.



2. Click on Wiring.

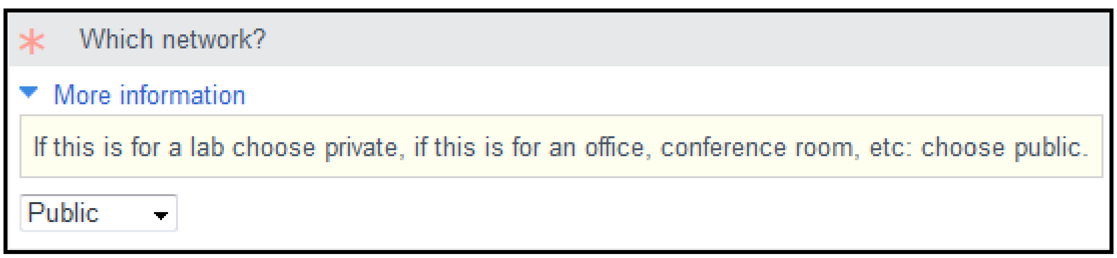
3. Select the wiring type(s).



Place a checkmark next to each wiring type that is involved with the request. You can select multiple if several apply.

NOTE: Depending on which items you choose, you may have additional fields to fill out.

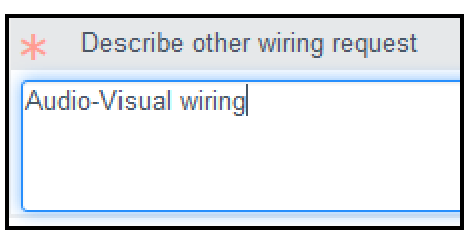
4. If you selected "Data/Network," choose which network.



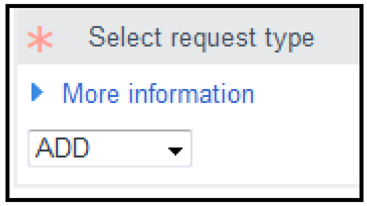
Select either **Public** or **Private** for the network.

NOTE: Click on More information to learn more about the difference between Public and Private networks.

5. If you selected "Other," enter the wiring type.



6. Select the request type.

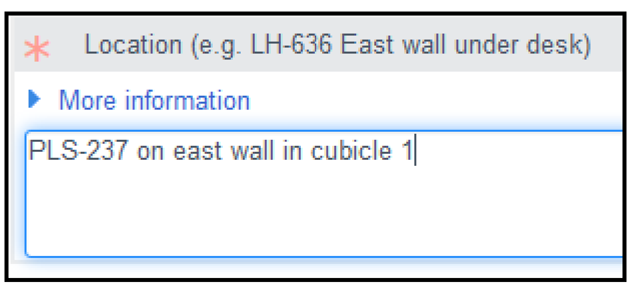


Select from the following request types:

- **Add** (create a brand new outlet)
- **Move** (move an existing outlet within the same room; i.e. if you are getting new modular furniture which will block an outlet, you may want to move that outlet a few inches)
- **Remove** (completely remove an outlet from a room; i.e. if you are having a contractor remove an entire wall in a room, you may want to remove an outlet on that wall completely)

NOTE: You cannot move an outlet from one room to another. Also, if your department will no longer be using a room, you do not need to remove an outlet. When you move your computers and phones out of the room, the outlet will be inactive until another department requests new phones and a data jack activation.

7. Enter the location of the outlet.

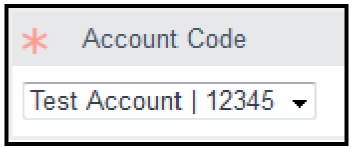


For *Add* requests, this location should be where you want the new outlet to be placed.

For *Move* requests, you can enter the current location as well as instructions (i.e. move 6 inches to the left or move to opposite wall near desk).

For *Remove* requests, enter the current location of the outlet you want to remove.

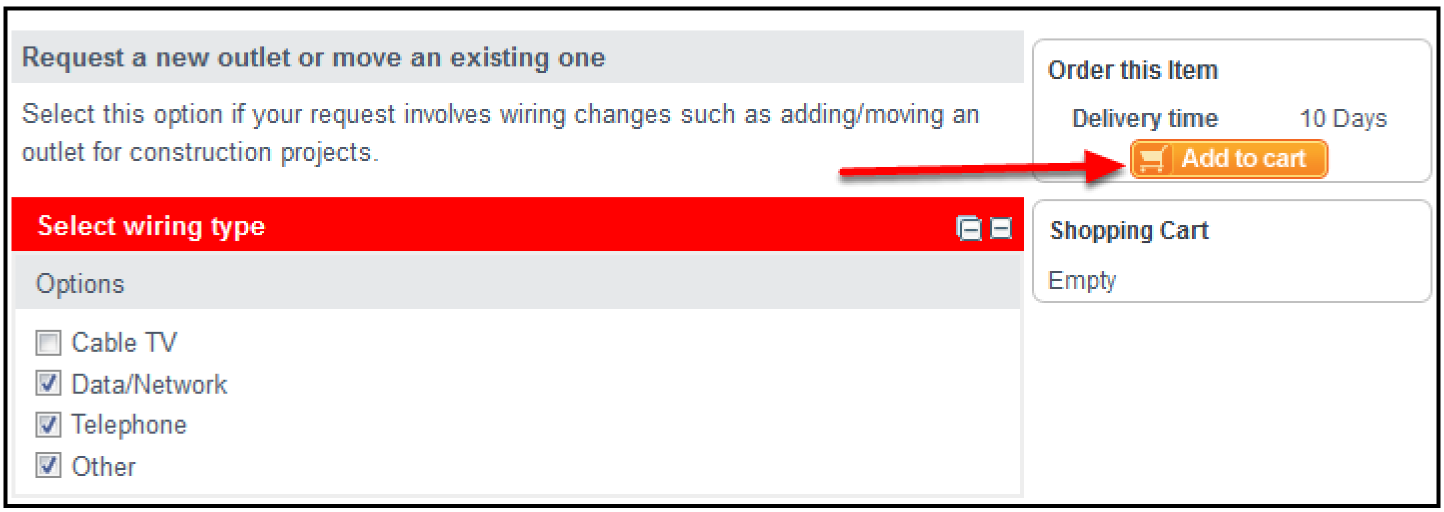
8. Select the account code to be billed.



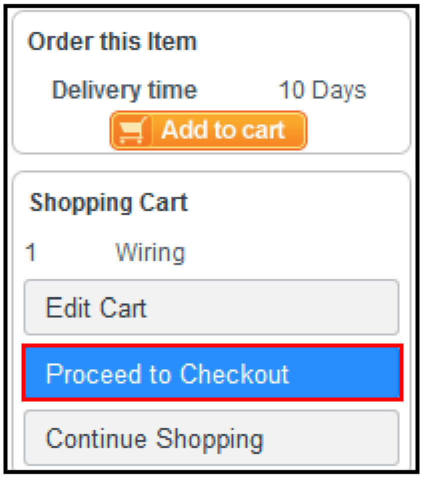
Select the account code to be billed if there are any charges for this request.

NOTE: If you would like a quote prior to submitting the order, contact Gabriel King at gking@fullerton.edu.

9. Click Add to Cart.



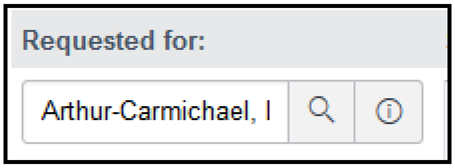
10. If you do not have anything else to add to your cart, click Proceed to Checkout.



You can add other items/requests to your cart, but be sure that they are all related to the same person or situation (i.e. do not include an iPad order with a Wiring request; however, you could include a Schedule a Move request if you are moving a phone/computer to a room that does not currently have an outlet).

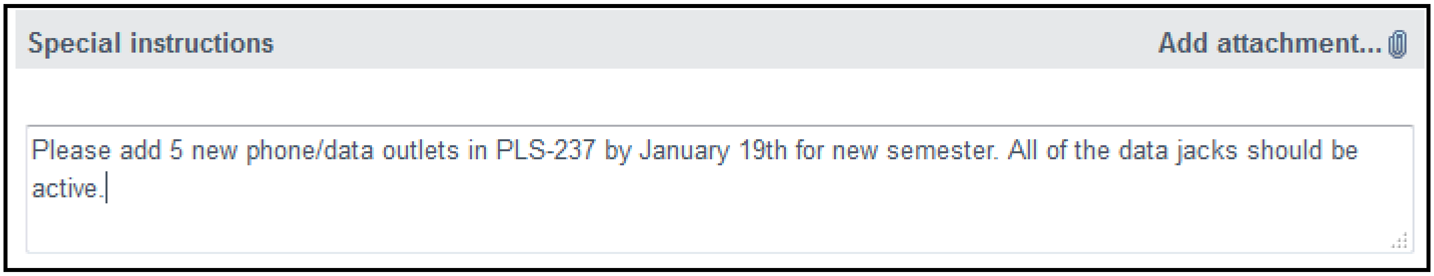
Click **Proceed to Checkout** when you are ready to submit the order.

11. Enter whom the request is for.



Enter the name of the person for whom you are submitting this request. For a wiring request, this could be a department tech. Or you can put your (the Department IT Coordinator) name.

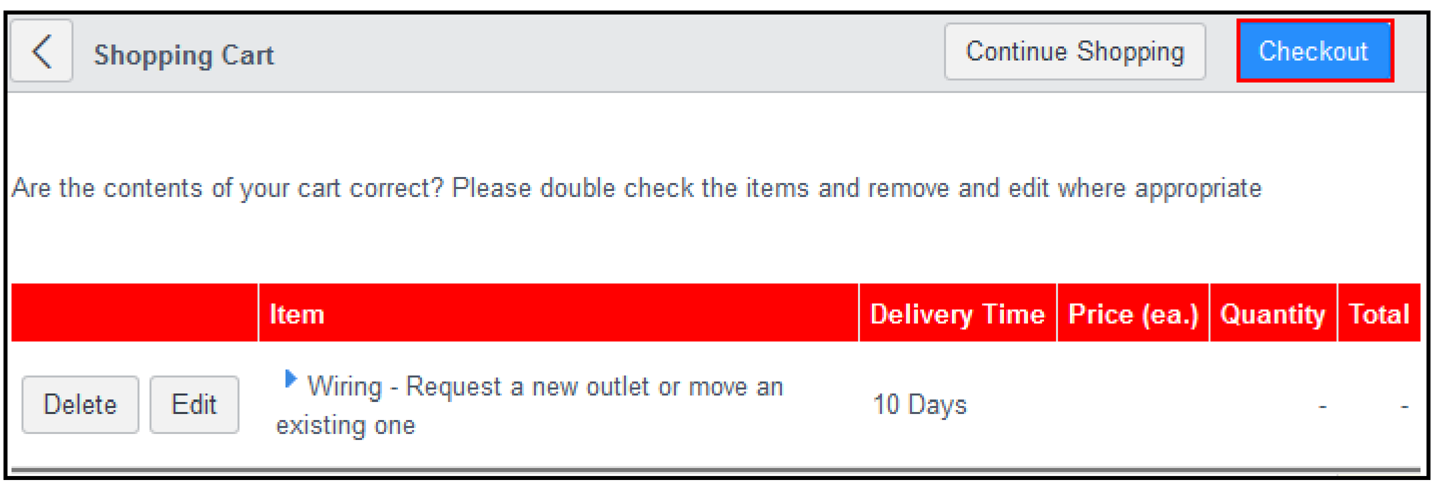
12. In the Special instructions field, enter any notes about this request.



In the Special instructions field, enter any notes about this request. You may want to put details such as how many outlets you need or where outlets need to be moved or the date when you need this done (i.e. please remove this outlet by January 12th as construction will begin on January 13th; please move this outlet to the other side of the room to accommodate a new staff member who will be starting on January 15th).

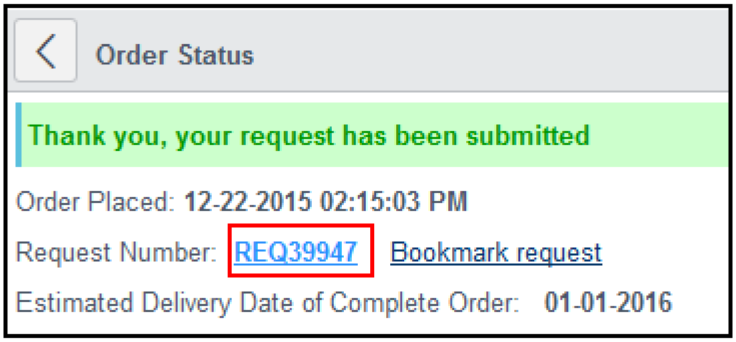
NOTE: Wiring requests require a minimum of 10 days for processing, so be sure to allow enough time in your request. Allow extra time if you are requesting multiple outlets.

13. Click Checkout.



When you are ready to submit your order, click **Checkout**.

14. You're done!



You will receive an email confirmation of your order. You should hear from a Telecom technician with a tentative date for your wiring work to be completed.

NOTE: You can use the REQ number when referencing this request with the IT Help Desk or Telecom.

Want to help your order move faster? For add and move wiring requests, consider putting a post-it note on the wall where you want the outlet. This will help the technician know exactly where you want a new outlet installed or a current outlet moved.

Need More Help?

View the Telephone, Cellular, and Wiring Help and Resources article.

Telephone, Cellular, and Wiring Help and Resources

This article covers help and resource information for Telephone, Cellular, and Wiring requests, including contact information and external resources shown in the articles in this section.

Contact Information

Contact telecom@fullerton.edu if you have any questions about Telephone, Cellular, and Wiring requests.

In some cases, the IT Help Desk can also assist you with questions about these requests but keep in mind that specific information (i.e. when will my phone be installed) can only be answered by Telecommunications. Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Resources

Telecommunications website: http://www.fullerton.edu/it/services/telecommunications/index.php

Telecommunications pricing information: http://www.fullerton.edu/it/services/telecommunications/pricing.php

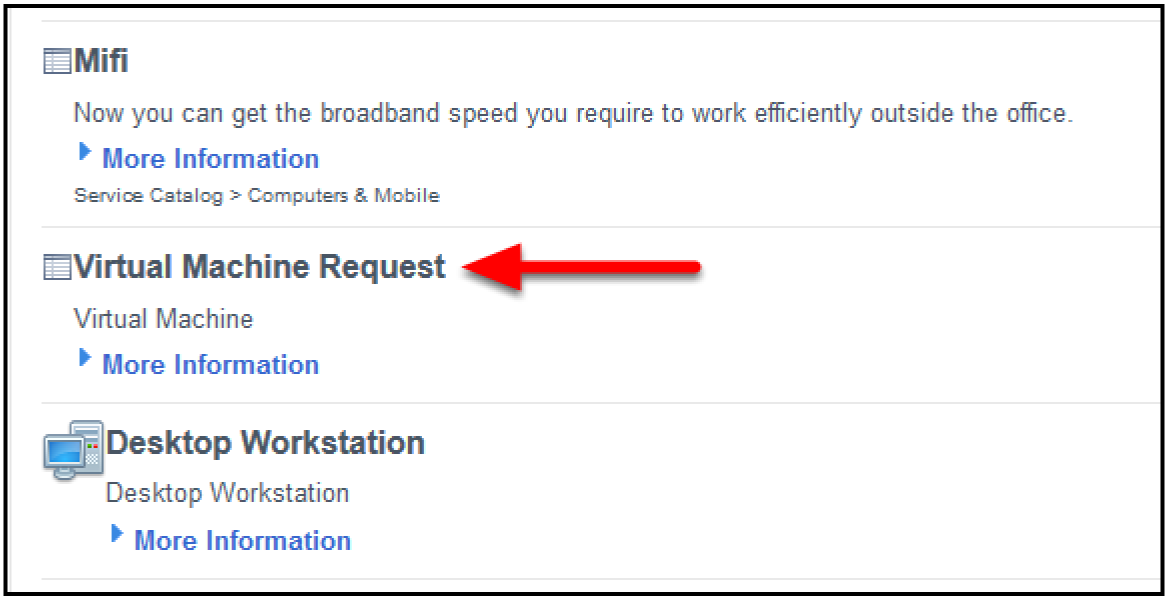
Computers and Handhelds Requests

VMware vSphere Request (only available to campus techs)

This article shows campus techs how to request access to VMware vSphere Client, a virtual machine (vm).

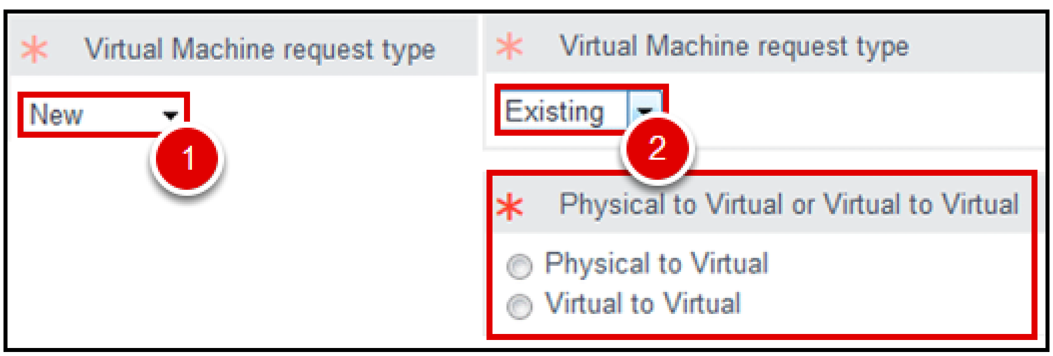
1. Select Computers and Handhelds.

2. Select Virtual Machine Request.



3. Fill Out the Virtual Machine Request Form.

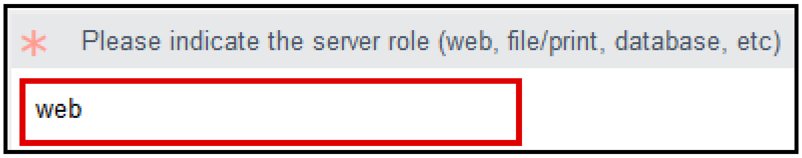
3.1. Select Virtual Machine Type.



1. Select **New** if you are requesting a new virtual machine on the network.
2. Select **Existing** if you currently have a virtual machine in your department, then choose the function of the current machine.

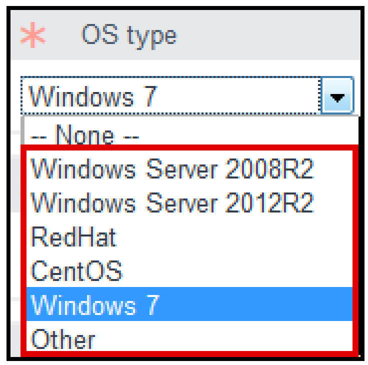
- Select **Physical to Virtual**, if a physical system needs to be converted to the virtual machine VMware vSphere Client.
- Select **Virtual to Virtual**, if a virtual system needs to be upgraded to the VMware vSphere Client.

3.2. Specify Server Role.

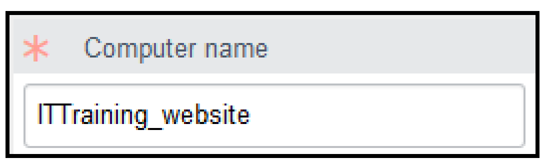


Identify the purpose of the virtual machine.

3.3. Select OS Type.



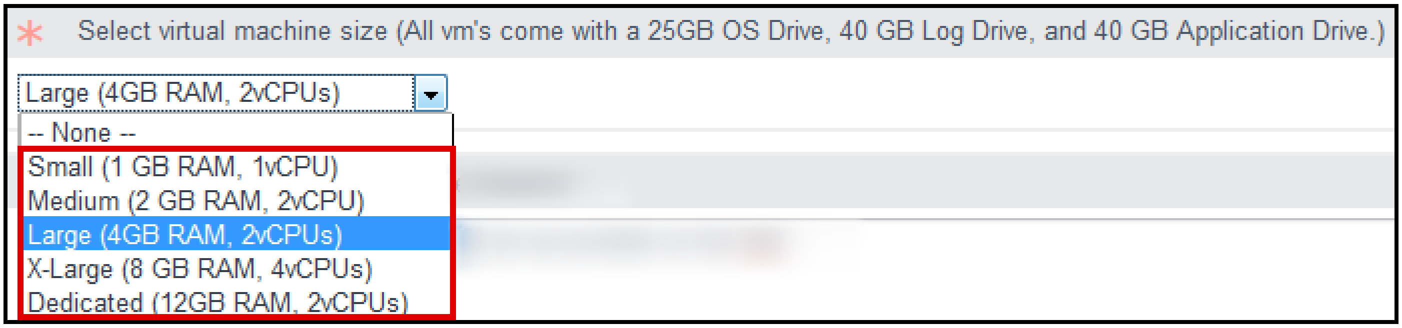
3.4. Type the Computer Name.



NOTE: *When naming the computer eliminate spaces and maintain unique computer names. Spaces left in the computer name will be eliminated or replaced with an underscore. The network cannot support duplicate computer names, therefore duplicate names will be altered slightly to make them unique.*

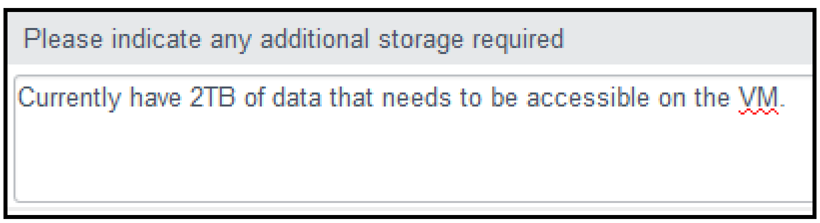
*** If it is vital that your computer name be maintained due to your operation, do your homework. Check with the IT Help Desk to confirm your computer name is unique.*

3.5. Select the Virtual Machine Size.

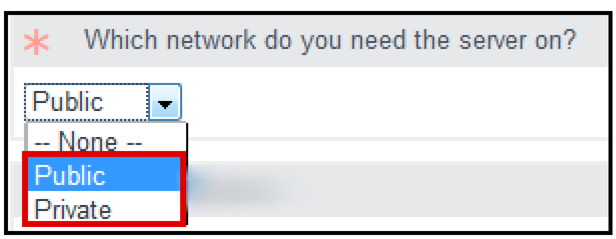


***NOTE**: Review the **VM pricing sheet** pdf document on the request form for the latest prices and VM options.*

3.6. Indicate Any Additional Storage Required.



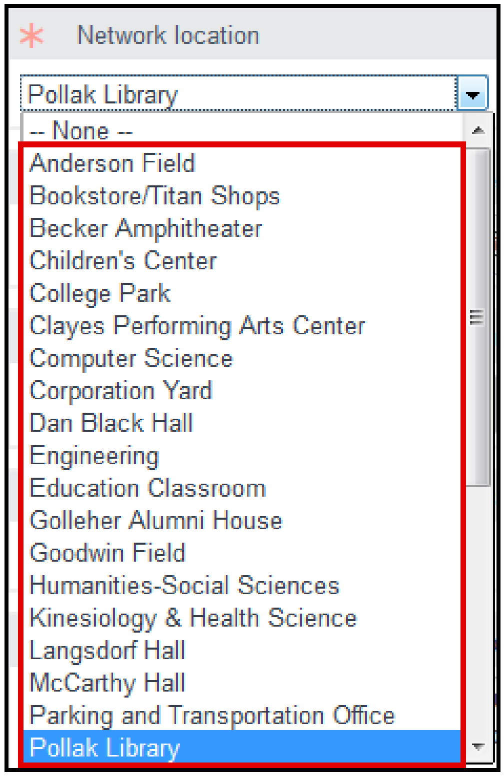
3.7. Select the Network.



Identify if the server needs to be on a public or private network.

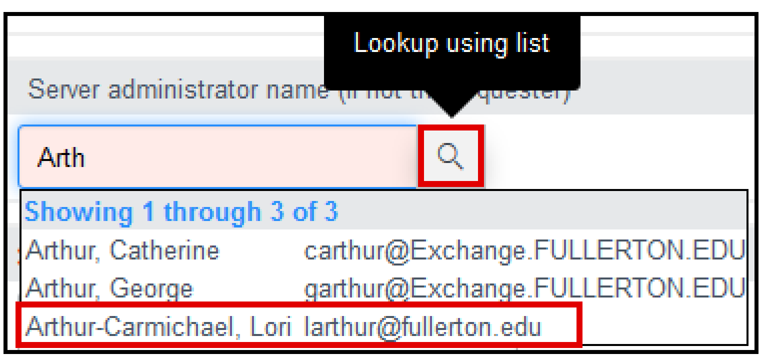
***NOTE**: For labs choose private; office, conference room, etc, choose public.*

3.8. Select the Network Location.



NOTE*: This is a partial listing of network locations. Use the scroll bar to see the other network locations.*

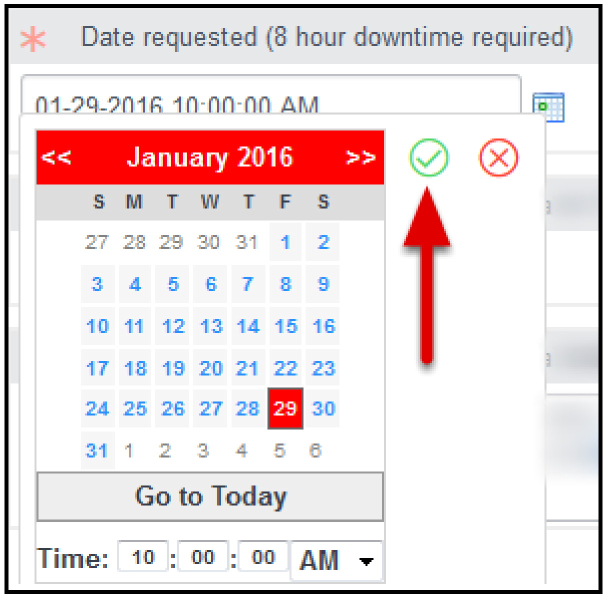
3.9. Type a Server Administrator (if you're not the requester).



Begin typing, the name will automatically populate the name(s) in the field. You can also click the magnifying glass to Lookup a name.

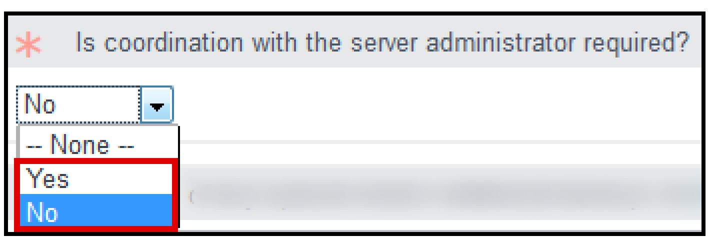
NOTE*: The server administrator is someone that will maintain the overall function of your VM. This is not just someone that will just update content or enter data on the VM.*

3.10. Enter the Date and Time you want Access to your VM.

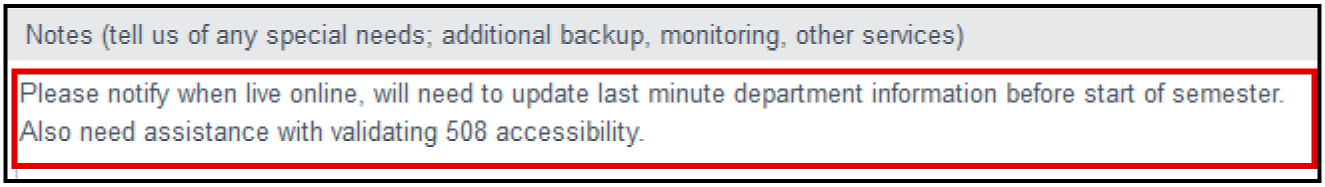


NOTE*: You must select a date that is at least 5 business days in the future. After selecting a date and time, click on the green checkmark button.*

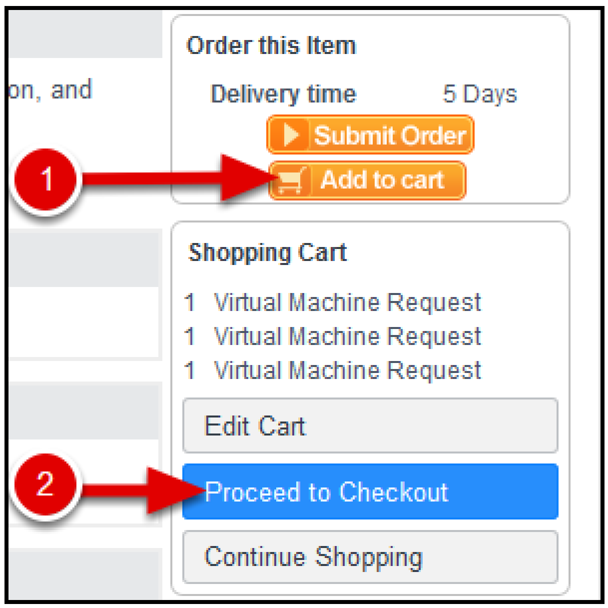
3.11. Select if Coordination with the Server Administrator is Required.



3.12. Type any Notes or Special Information that Needs to be Communicated with IT.



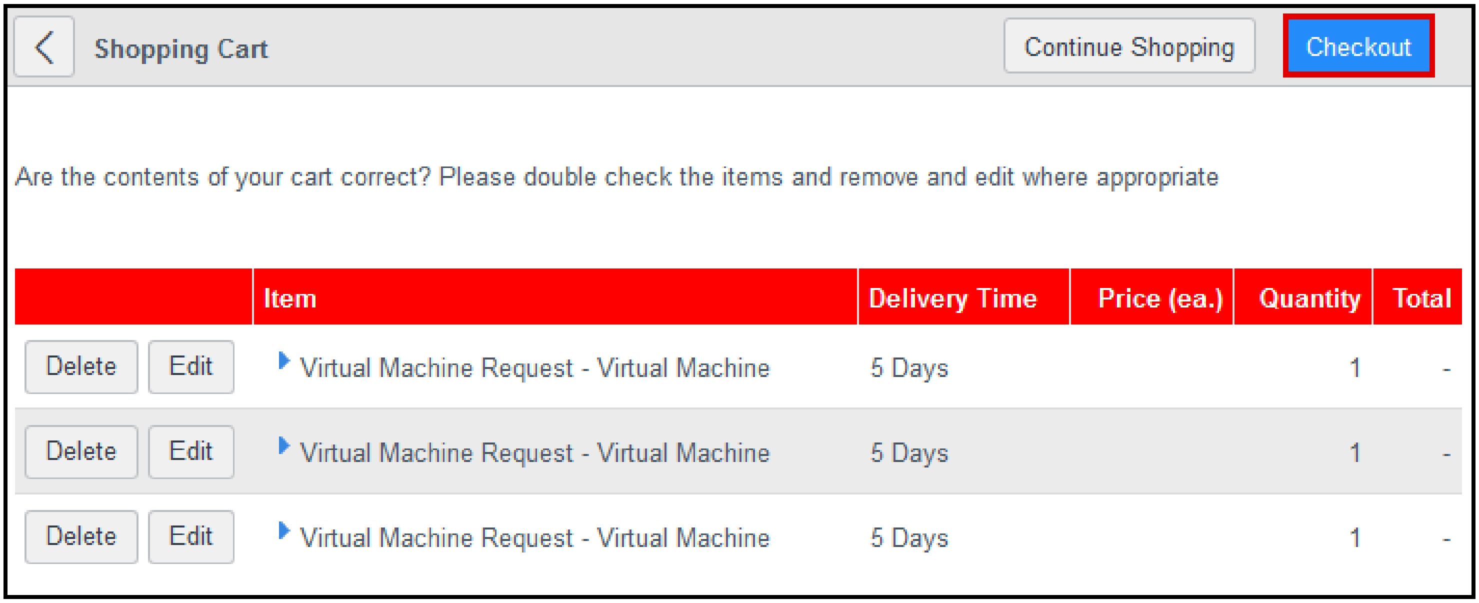
4. Complete the VM Request Form:



1. Click **Add to Cart** to proceed or request another virtual machine for your department. (Fill out a new request form for each VM.)

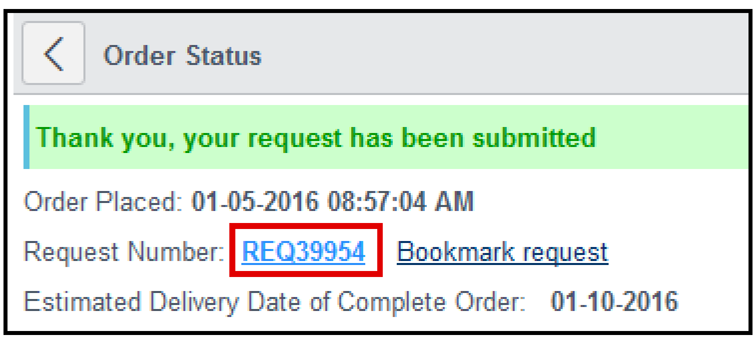
2. Click **Proceed to Checkout** to complete your order and checkout.

5. Click Checkout.



When you are ready to submit your order, click **Checkout**.

6. Your Request has been Submitted!



You will receive a confirmation email of your order. You will hear from IT when your Virtual Machine is complete.

NOTE*: You can use the REQ number when referencing to this request with the IT Help Desk.*

Need More Help?

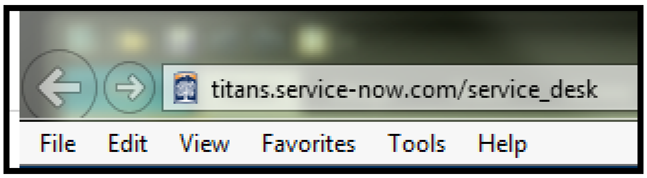
Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Account Management Requests

Accessing Account Management

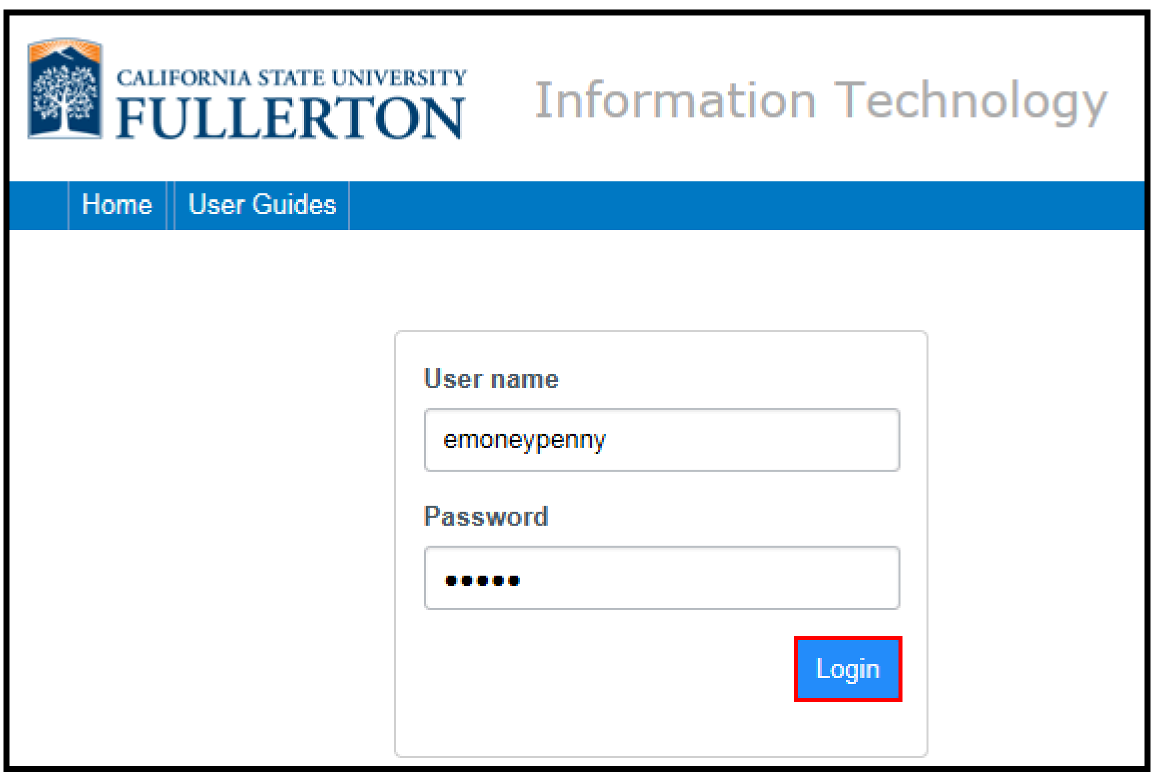
This article covers how to access the Account Management portion of the IT Service Catalog Request Forms.

1. Navigate to the IT Service Request Form service desk.

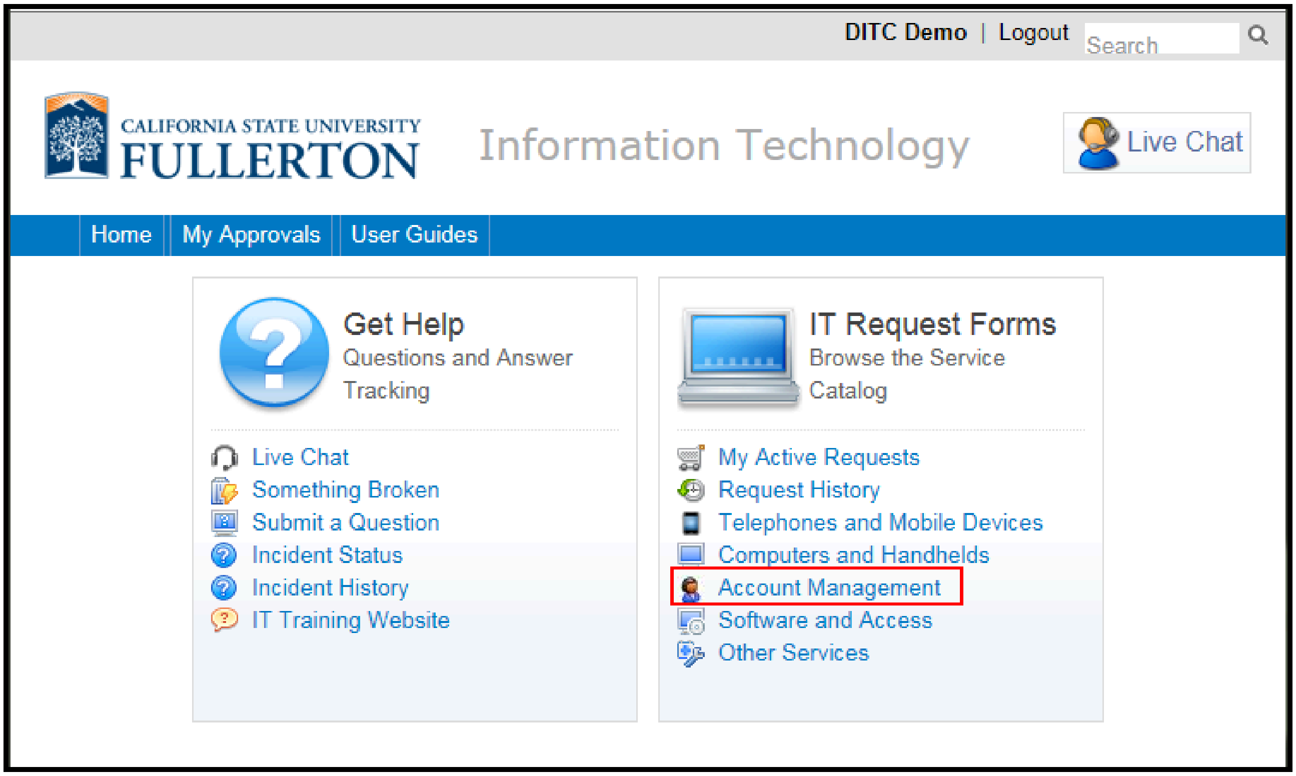


Open your browser to http://titans.service-now.com/service_desk

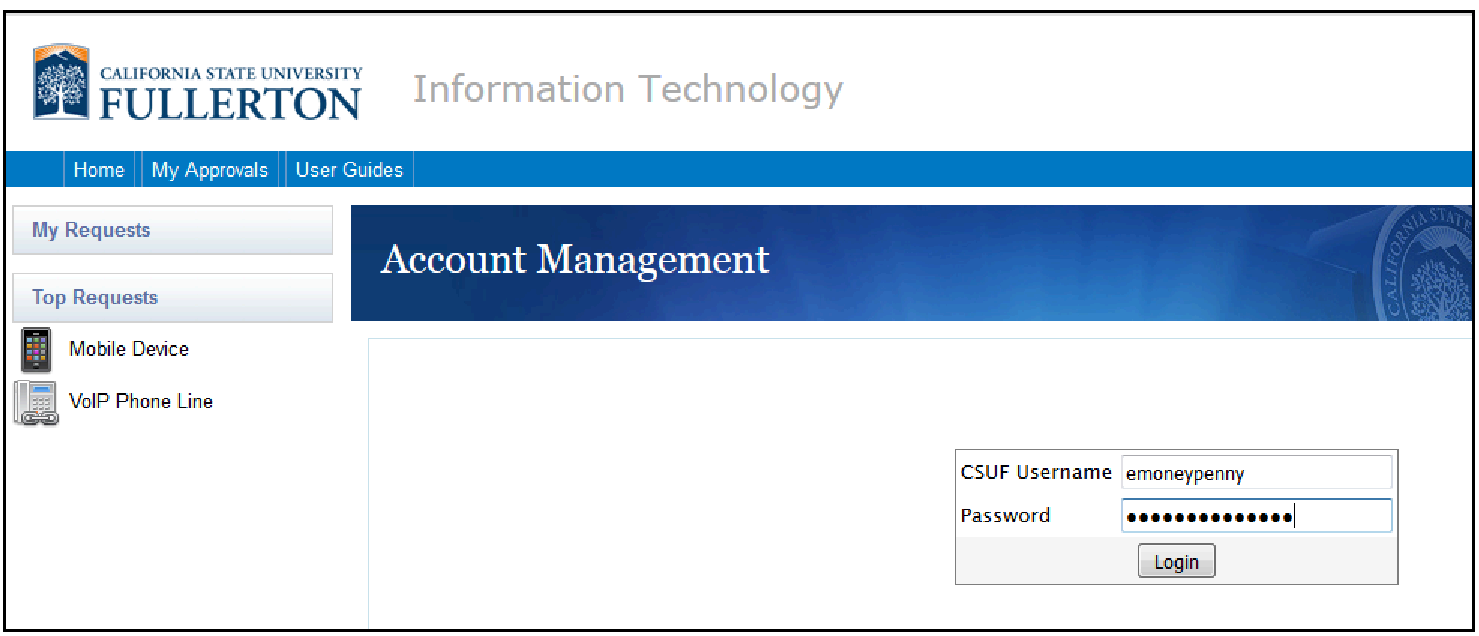
2. Enter your campus username and password. Then click Login.



3. Click on Account Management.

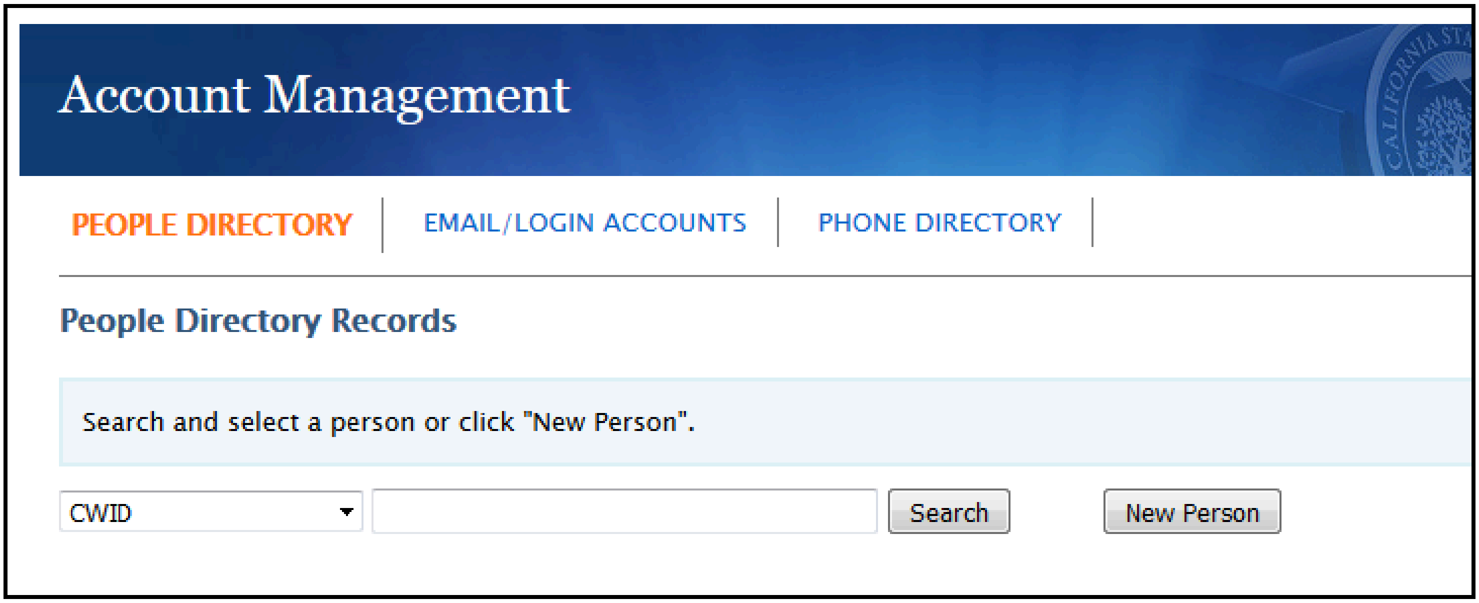


4. Enter your campus username and password. Then click Login.



Account Management is a separate web app being displayed in the IT Service Catalog Request Forms which is why you need to log in again.

5. You are now logged in to Account Management!



You can now make a selection to start a request.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

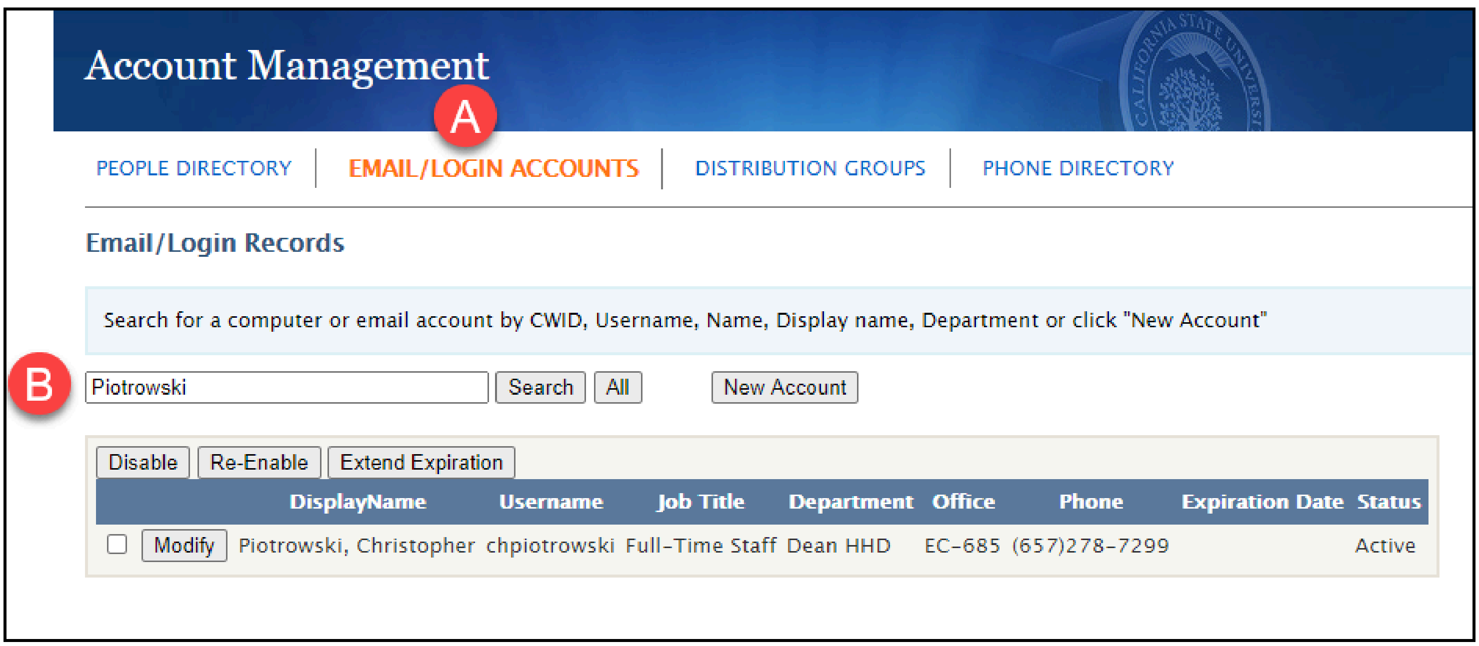
Disabling an Email Account

This article covers how Department IT Coordinators (DITCs) can request that an email account be disabled in Account Management.

1. Log in to the IT Service Request Forms and access Account Management.

[View more details about accessing Account Management.](#)

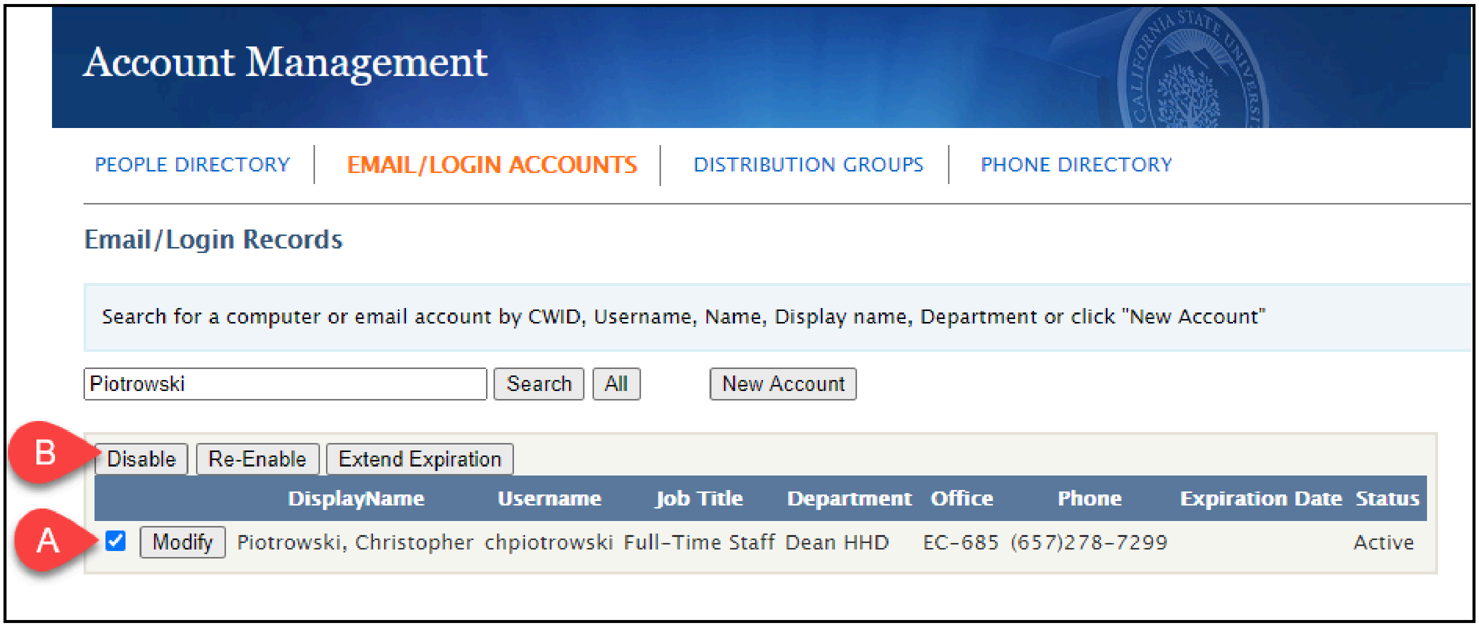
2. Select Email/Login Accounts. Then search for the email account.



Note you can enter partial information in the search field such as a Last Name to locate an account.

A. Select **Email/Login Accounts**.
B. Enter search criteria such as Name, CWID, username (e.g., jsmith), or Department.

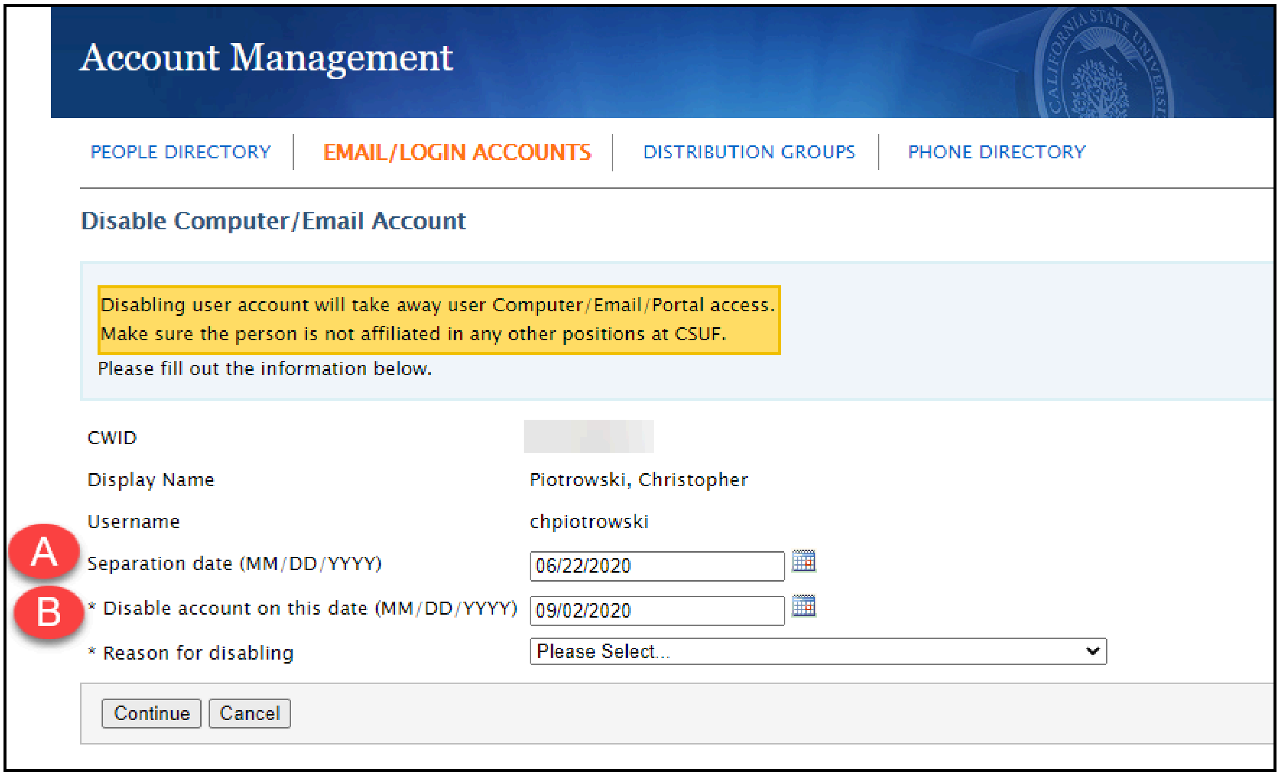
3. Place a checkmark next to the account. Then click Disable.



A. Place a checkmark next to the account whose expiration you want to extend.
B. Then click **Disable**.

4. Enter the employee's separation date. Then enter the date on which you want their email account disabled.

It is recommended that **Disable account on this date** should be set at least one day AFTER the employee's last day on campus to avoid having the account be disabled while the employee is still working.

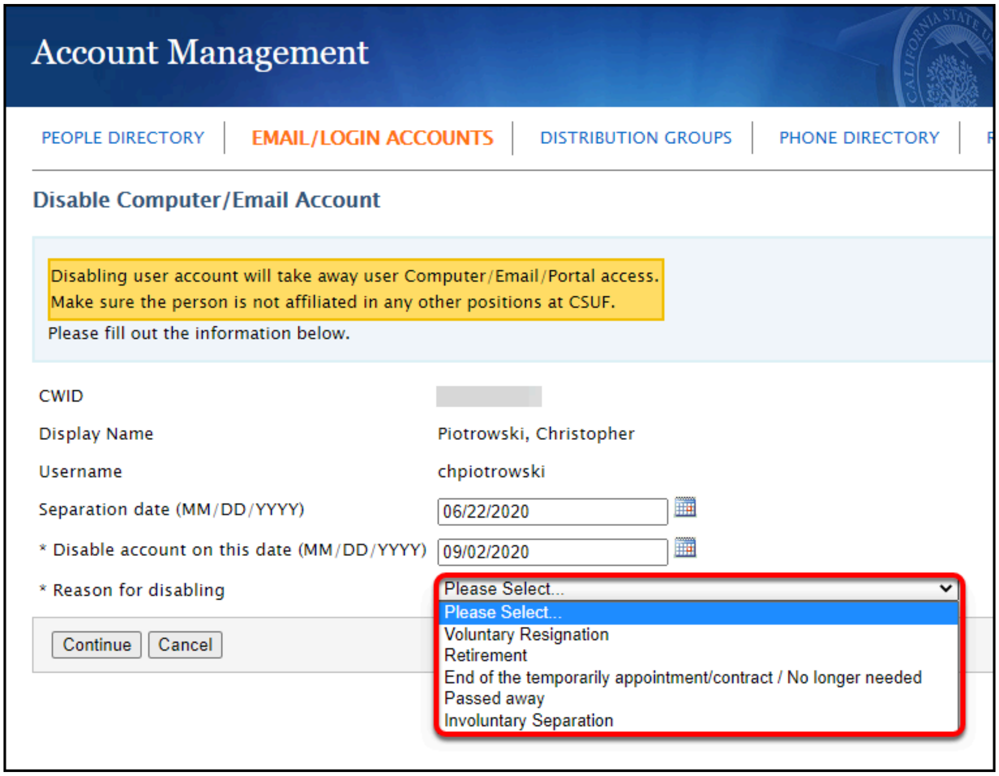


⚠ Please note that when you fill out this form, the **Separation date** can be a date in the past. However, **Disable account on this date** MUST be set as today or a future date.

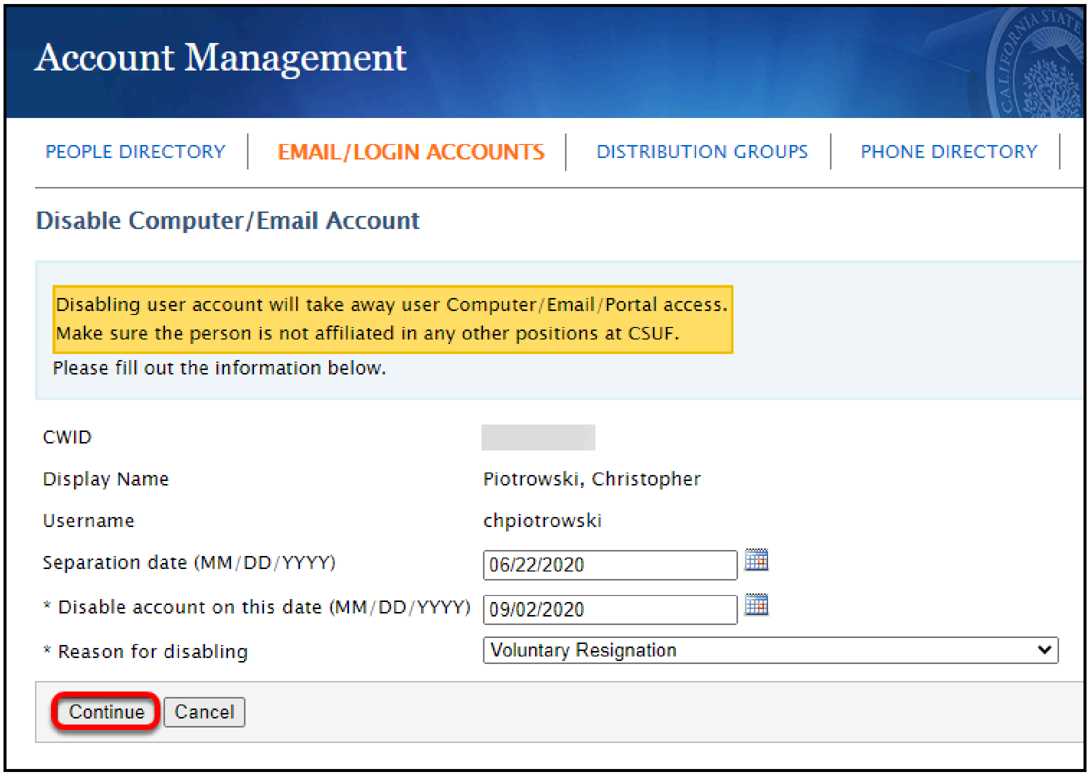
What's the difference between **Separation date** and **Disable account on this date**?

- **Separation date** is the official date when the employee leaves campus employment.
- **Disable account on this date** can be a date **before** or **after** the employee's separation date. This allows you to keep the account active for a short time after the employee leaves the university. It also allows you to disable an email account before an employee's official separation date if, for example, the employee will be using several days/weeks/months of sick/vacation time at the end of their employment but they will not be working in any capacity during that time. Think of this date as the date when you want the email account (and portal access) to be turned off for the employee.

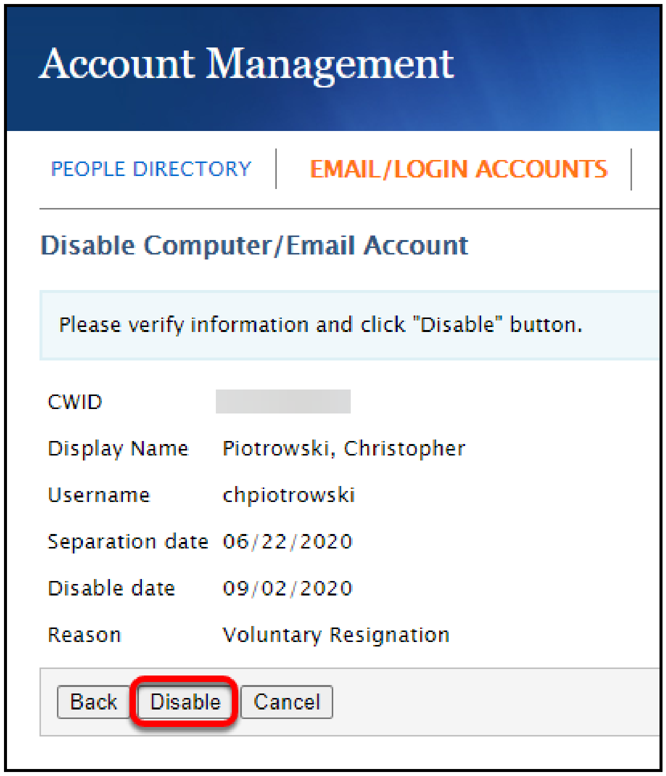
5. Select the reason for disabling the account.



6. Then click Continue.

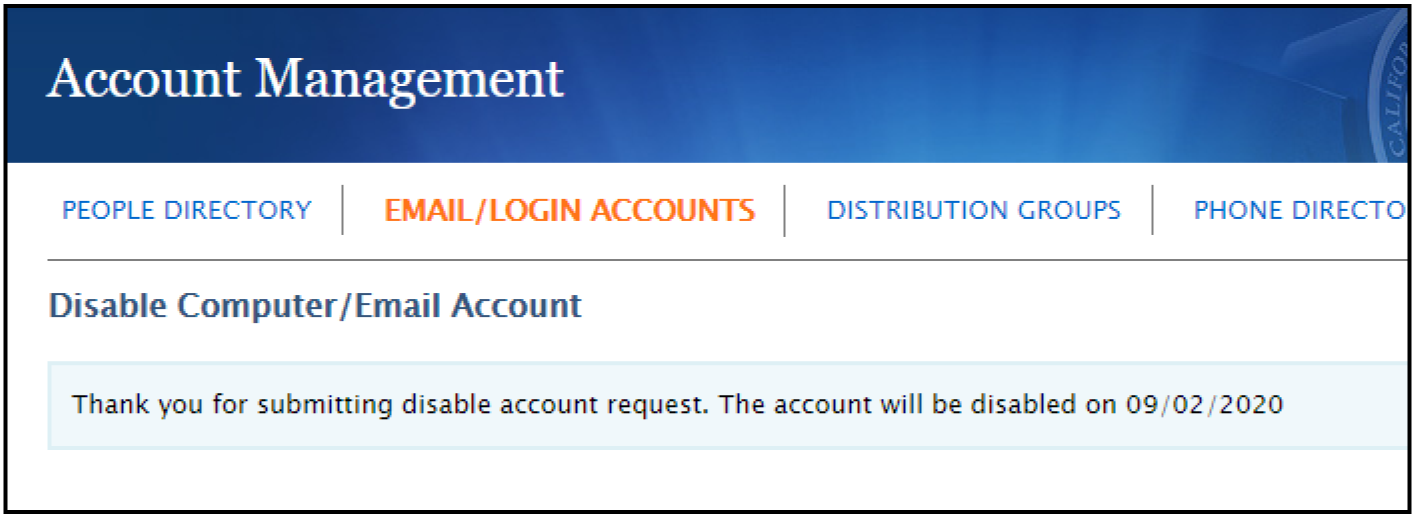


7. Click Disable.



8. You will see a confirmation that your request has been submitted. You will also get email confirmation of your request.

Please note that the employee will receive an email indicating when their account will be disabled.



Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Extending the Expiration Date of an Email Account

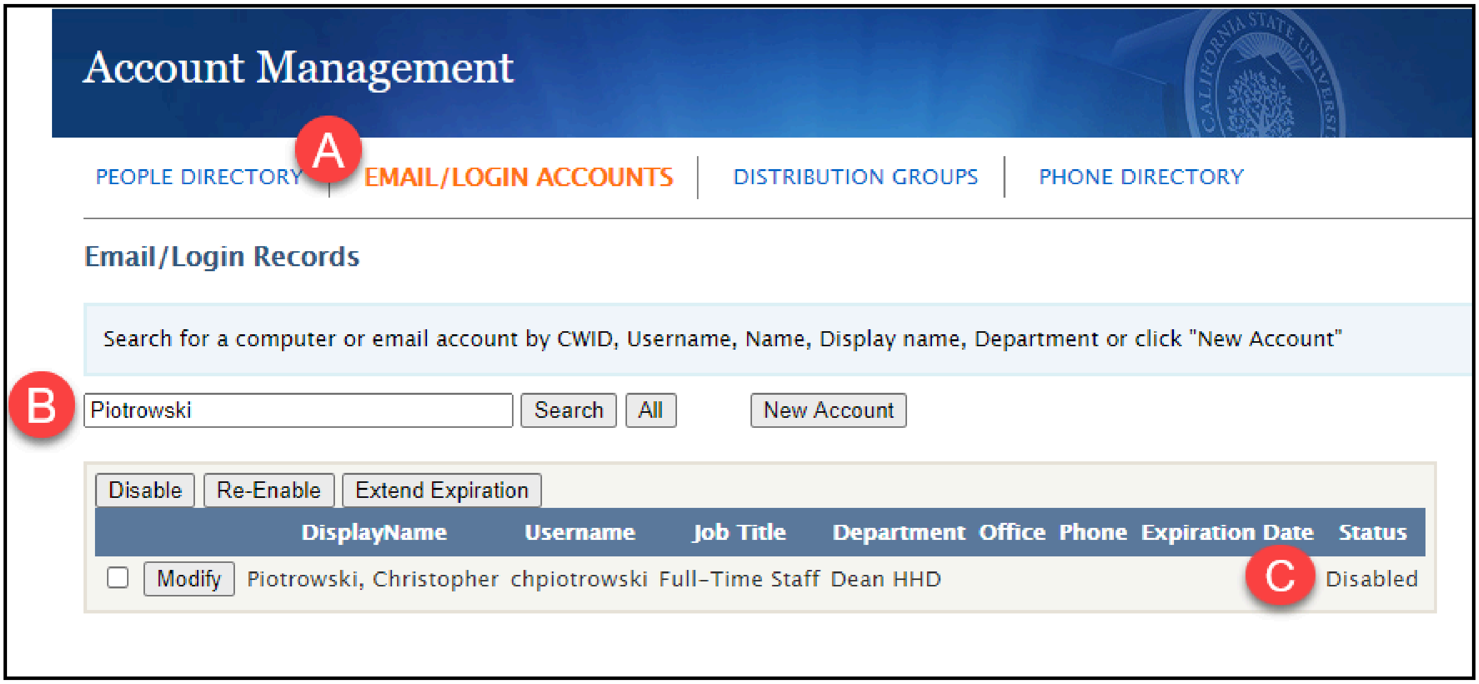
This article covers how Department IT Coordinators (DITCs) can extend the expiration date of a faculty/staff or administrative email account.

You can use the extend expiration process to extend the expiration date of an active email account as well as re-enable an email account that has been disabled and there is no active People Directory position.

1. Log in to the IT Service Request Forms and access Account Management.

View more details about accessing Account Management.

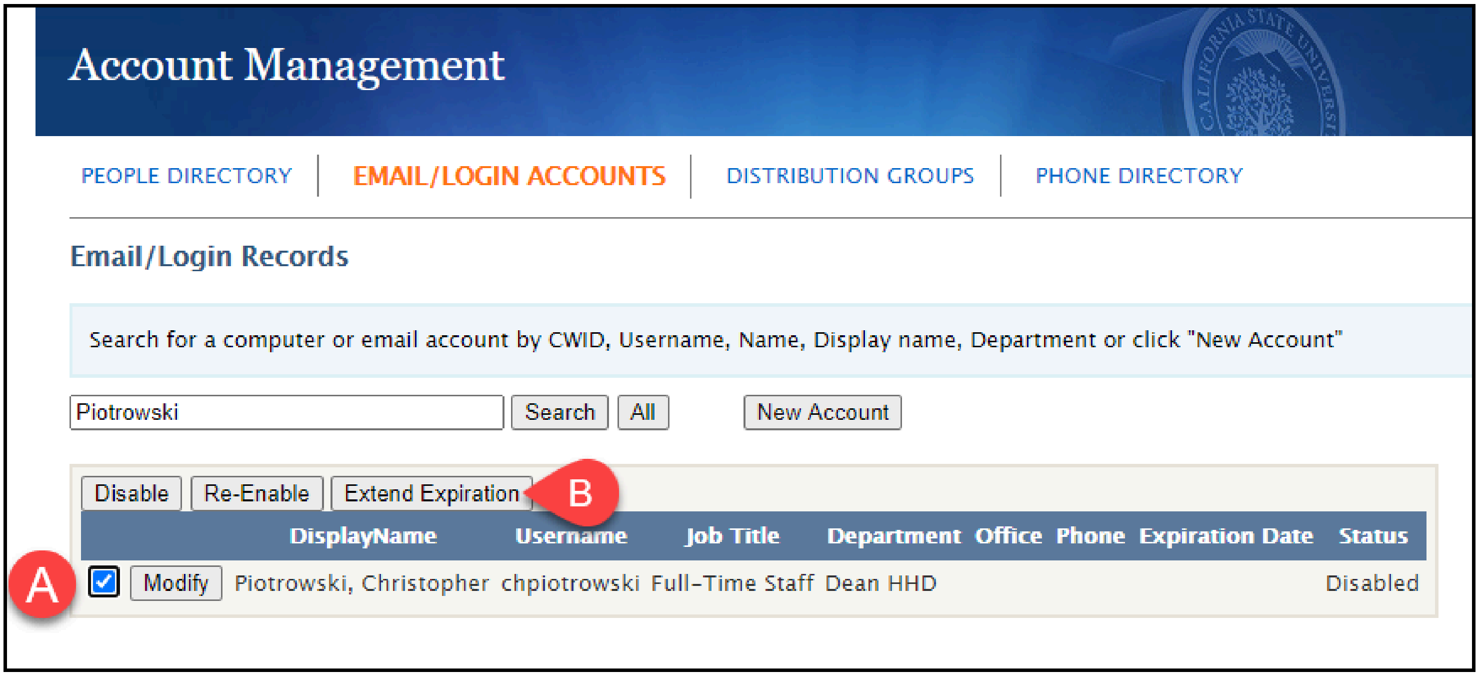
2. Select Email/Login Accounts. Then search for the email account.



Note you can enter partial information in the search field such as a Last Name to locate an account.

A. Select **Email/Login Accounts**.
B. Enter search criteria such as Name, CWID, username (e.g., jsmith), or Department.
C. Note the account status. If the account is Disabled, extending the expiration will also re-enable the account.

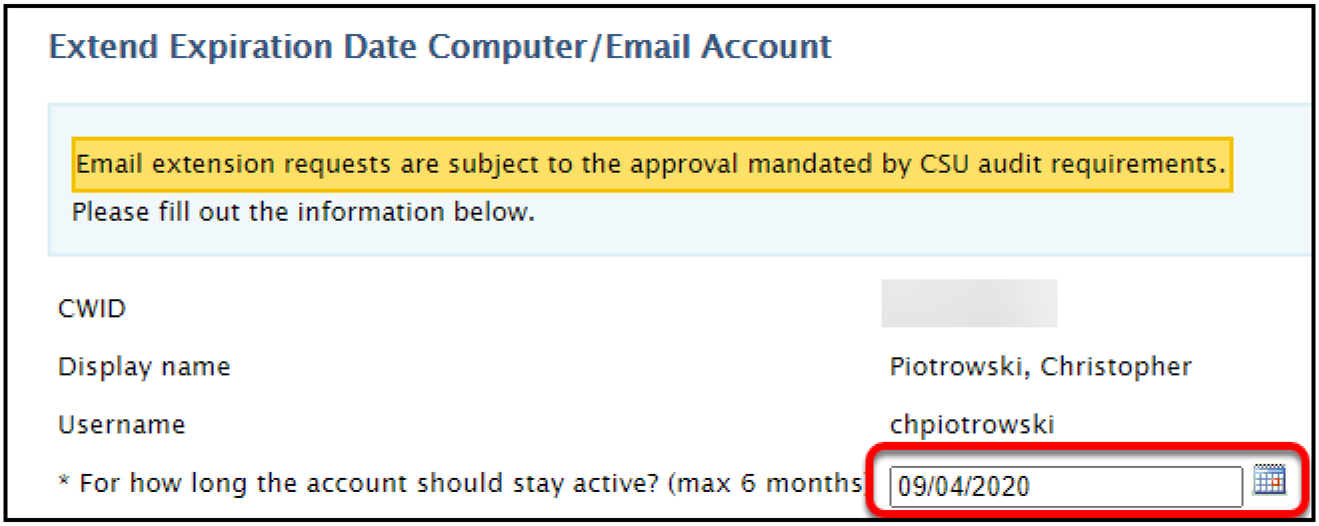
3. Place a checkmark next to the account. Then click Extend Expiration.



A. Place a checkmark next to the account whose expiration you want to extend.
B. Then click **Extend Expiration**.

4. Enter the new expiration date for the account.

The expiration date of an email account does not need to be tied to an employee's last day of work. You can keep the account active for a few days/ weeks/months after an employee has left employment; it will not impact any Human Resources or Payroll-related processes.


Extend Expiration Date Computer/Email Account

Email extension requests are subject to the approval mandated by CSU audit requirements.

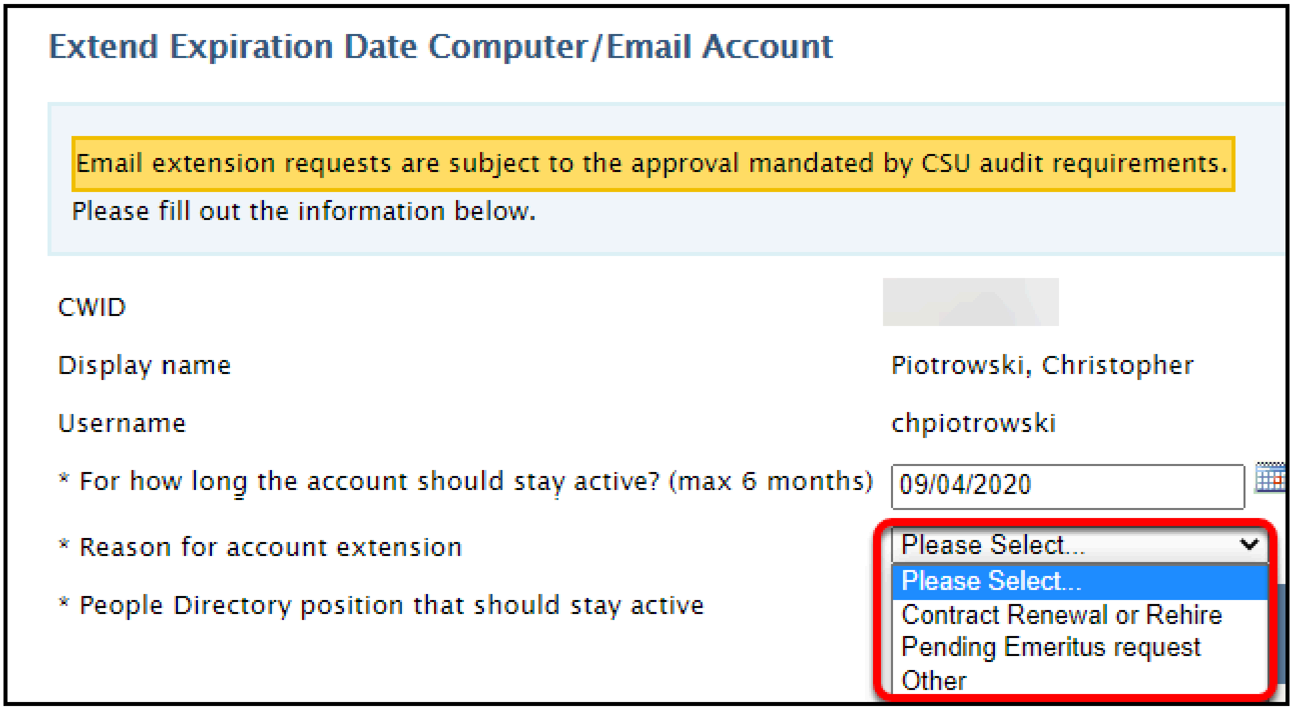
Please fill out the information below.

CWID	
Display name	Piotrowski, Christopher
Username	chpiotrowski
* For how long the account should stay active? (max 6 months)	09/04/2020

What date should I put?

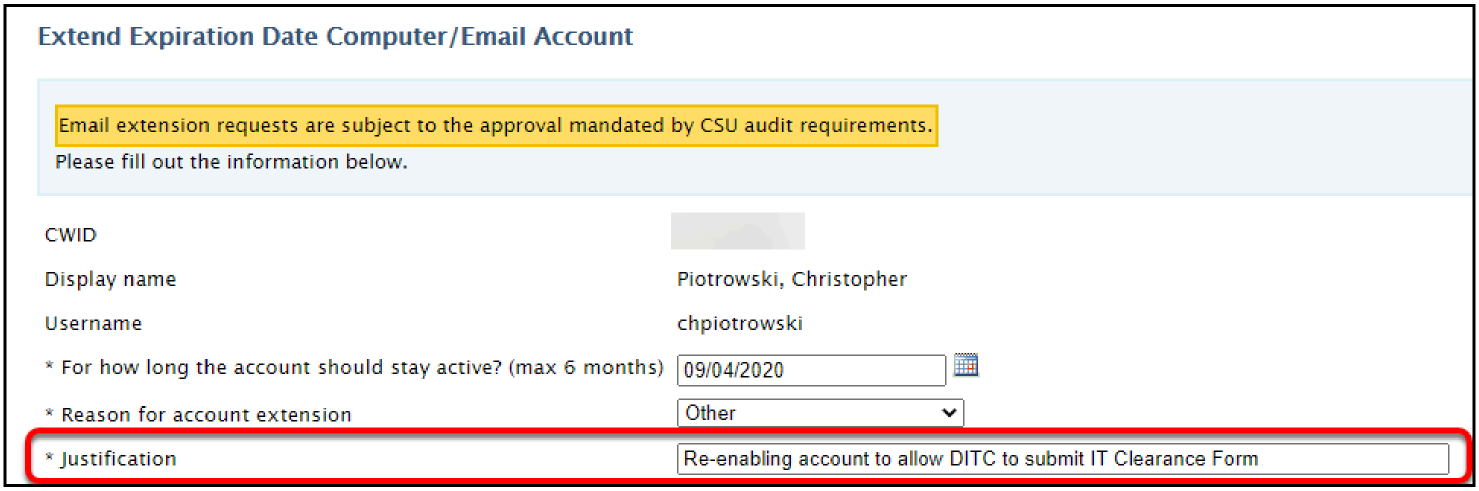
- If the employee is an on-going employee (e.g., fiscal renewal employee), it's recommended that you pick a date that is six (6) months from now which is the maximum amount of time you can add.
- If the employee has an end date, it is recommended that you put the day AFTER their last day to avoid the account being disabled while they are still working. For example, if their last day is Friday, September 4th, you would want to put their end date as Saturday, September 5th.
- If you just need to re-enable the user's account in order to submit an IT Clearance Form, choose a day that is several business days from today to allow time for the account to be re-enabled and for you to submit the IT Clearance.

5. Use the drop-down menu to select a reason for the account extension.



- **Contract Renewal or Rehire**: the employee is still working in your department or will still be working in your department, but the update has not yet been processed by Human Resources.
- **Pending Emeritus request:** the employee has retired, but a request for emeritus status is in process. This allows the account to remain active while the emeritus request is reviewed. Once the emeritus status is granted, the account should update to add an Emeritus position in the People Directory. Be sure to email idm@fullerton.edu if an employee has been granted emeritus status and you do not see the change in Account Management or Outlook.
- **Other**: there is another reason you want to extend the account.

5.1. If you choose Other, you will need to enter a justification.


Extend Expiration Date Computer/Email Account

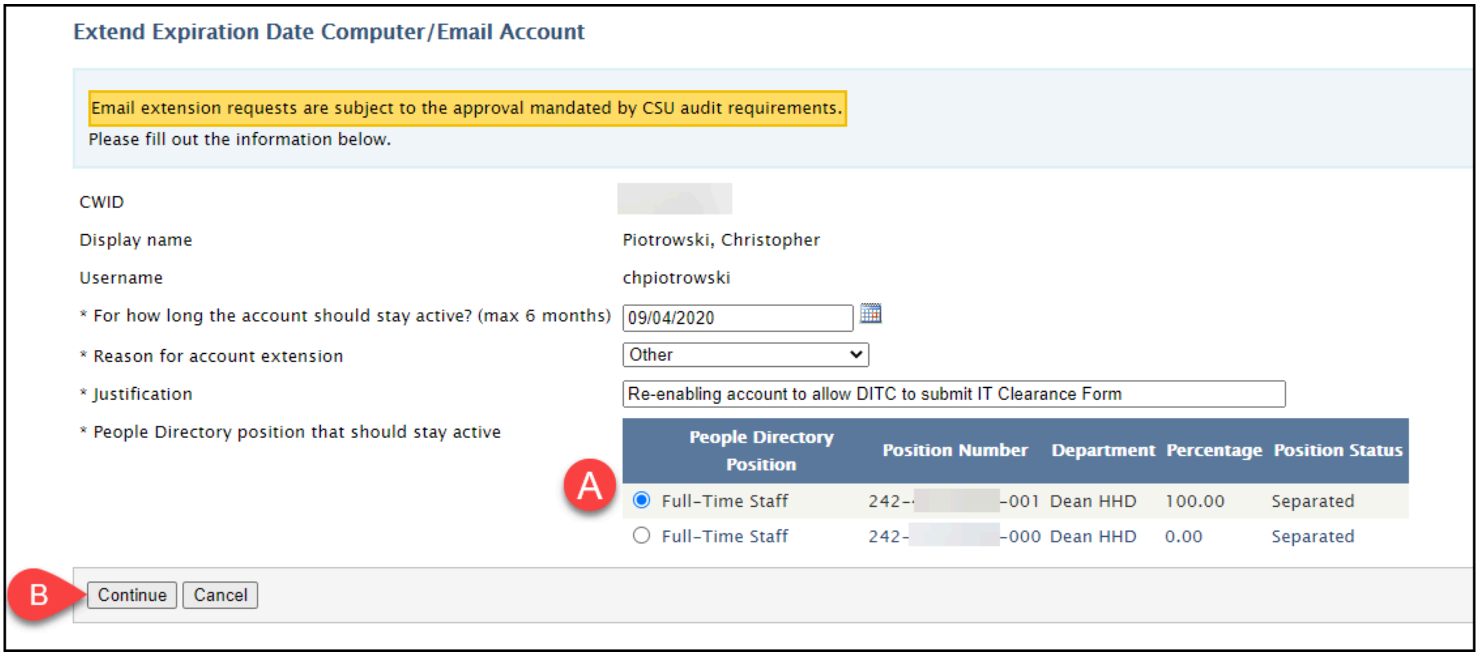
Email extension requests are subject to the approval mandated by CSU audit requirements.
Please fill out the information below.

CWID	
Display name	Piotrowski, Christopher
Username	chpiotrowski
* For how long the account should stay active? (max 6 months)	09/04/2020
* Reason for account extension	Other
* Justification	Re-enabling account to allow DITC to submit IT Clearance Form

Please note that all justifications must meet CSU audit requirements.

6. Choose the People Directory Position that you want to extend for the employee. Then click Continue.

Be sure to choose a position that is in the correct department!



Extend Expiration Date Computer/Email Account

Email extension requests are subject to the approval mandated by CSU audit requirements.
Please fill out the information below.

CWID	
Display name	Piotrowski, Christopher
Username	chpiotrowski
* For how long the account should stay active? (max 6 months)	09/04/2020
* Reason for account extension	Other
* Justification	Re-enabling account to allow DITC to submit IT Clearance Form
* People Directory position that should stay active	

People Directory Position	Position Number	Department	Percentage	Position Status
Full-Time Staff	242- -001	Dean HHD	100.00	Separated
Full-Time Staff	242- -000	Dean HHD	0.00	Separated

Remember that ASC/Foundation employees and ASI employees do not typically have position percentages as their employment is not through campus Human Resources.

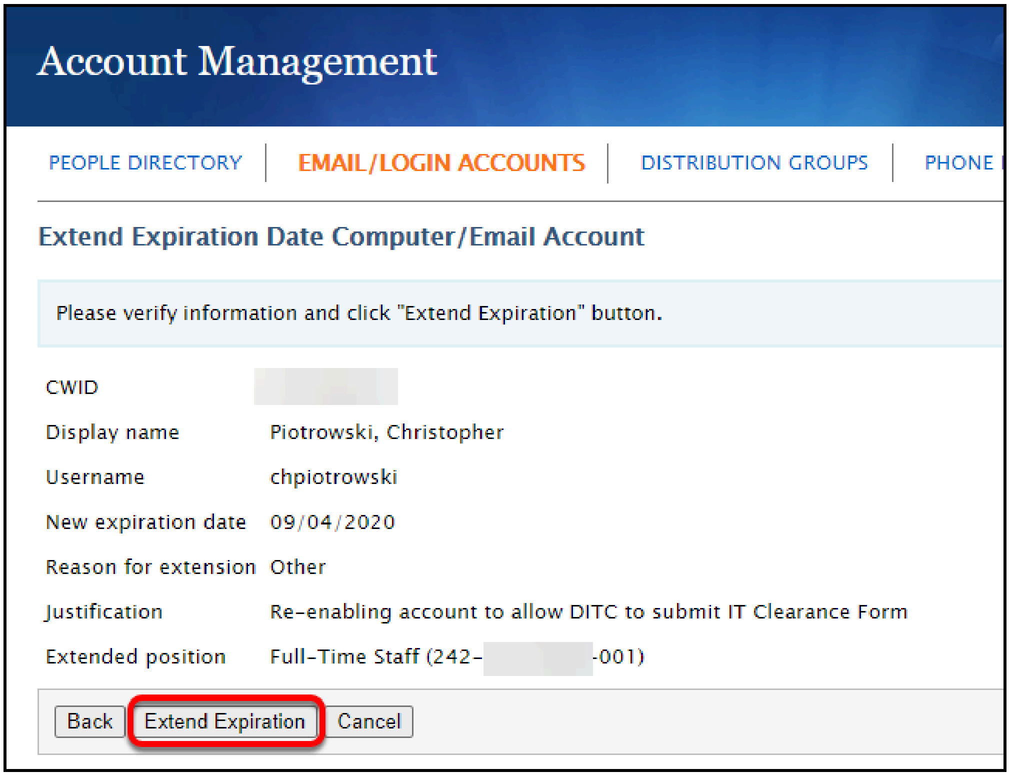
A. Choose the position you want to extend.

If there is a position with the **Position Status as Active**, that is typically the position you will select.

If the **Position Status is Separated,** typically you will look for positions with a number in the Percentage column as those are positions added from CMS Human Resources.

B. Click **Continue**.

7. Review the information and then click Extend Expiration.



8. You will get an email confirmation of your request.

Account Management Request REQ115153 - Opened

H Helpdesk <helpdesk@fullerton.edu>
To Arthur-Carmichael, Lori

Number: REQ115153
Item: Account Management
Status: Open

RITM120428: Account Management
Details:

Submitted by:
Arthur-Carmichael, Lori

Request Type:
Extend

Account Type:
Full-Time Staff

First Name:
Christopher

Last Name:
Piotrowski

Full Name:
Piotrowski, Christopher

Department:
Dean HHD

CWID:

9. Once the request has been processed, you will get another email notification.

Account Management Request REQ115153 - Completed

H Helpdesk <helpdesk@fullerton.edu>
To Arthur-Carmichael, Lori

Number: REQ115153
Item: Account Management
Status: Closed Complete

RITM120428: Account Management
Details:

Submitted by:
Arthur-Carmichael, Lori

Request Type:
Extend

Account Type:
Full-Time Staff

First Name:
Christopher

Last Name:
Piotrowski

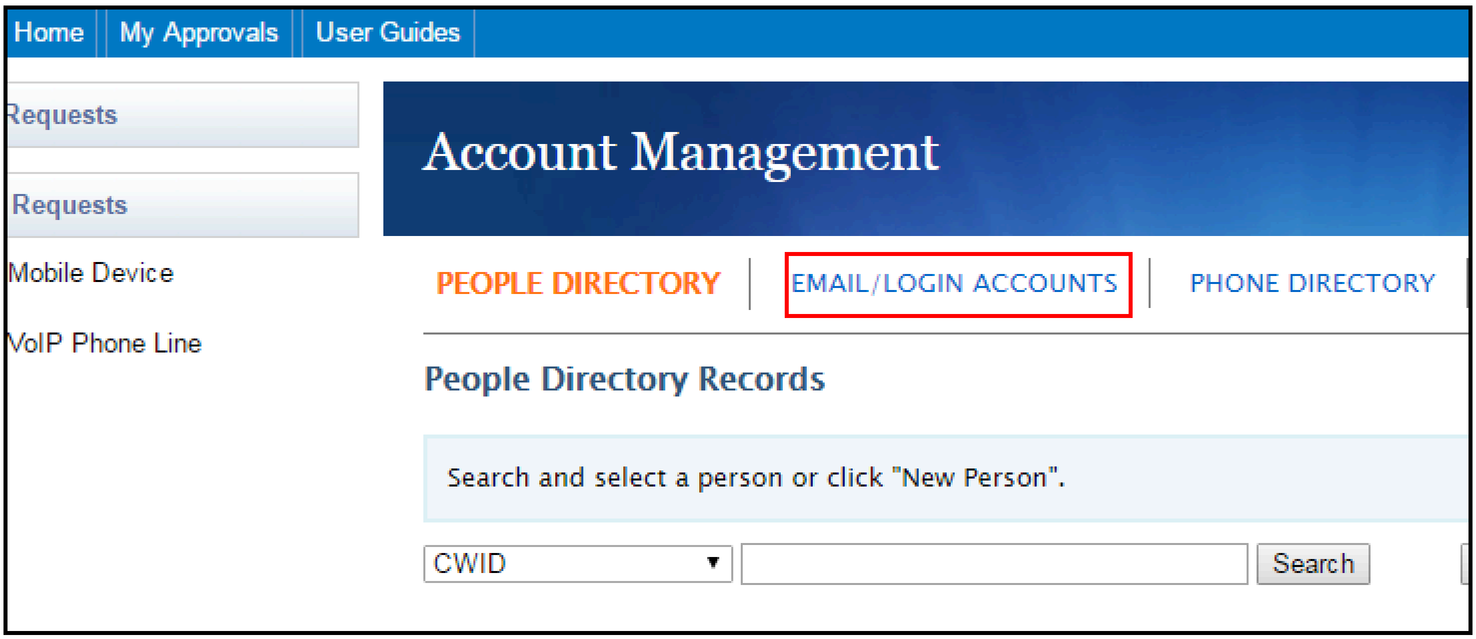
Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Creating a Titanium Guest Account

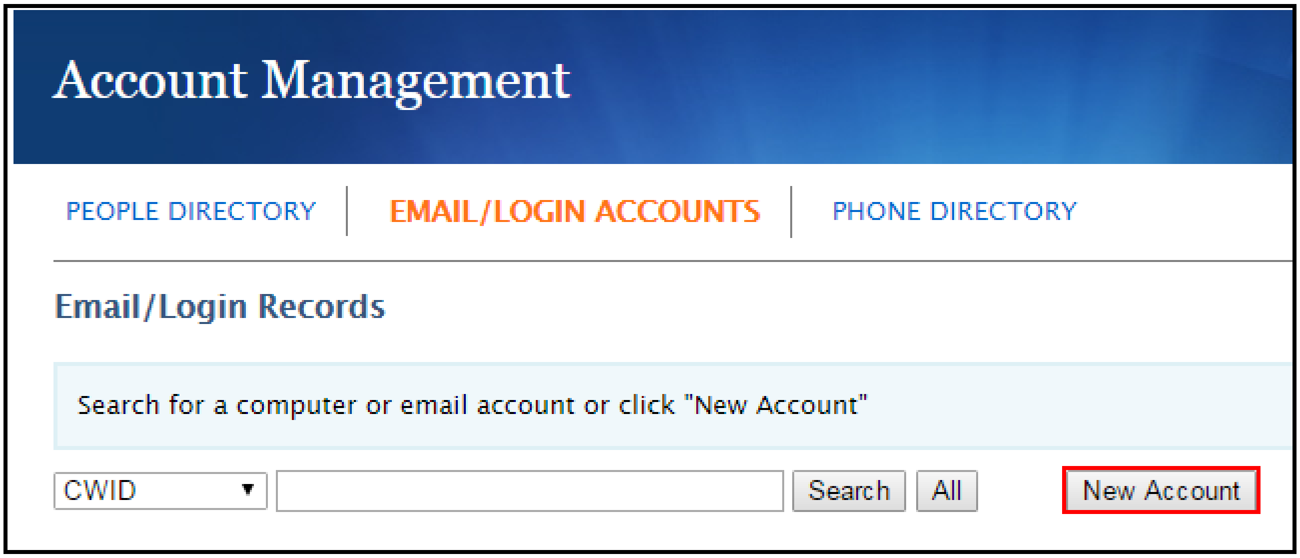
This article covers how Department IT Coordinators can request a guest account for Titanium/Moodle.

1. Log in to Account Management and click on Email/Login Accounts.

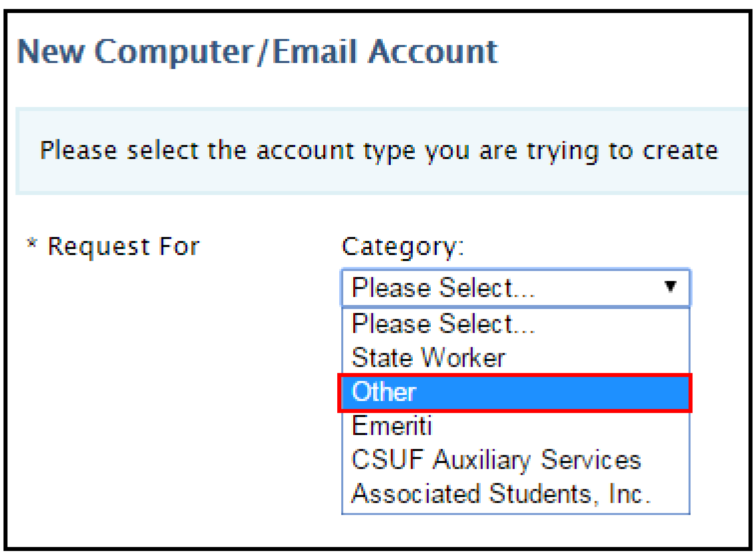


1. Log in to Account Management following the steps in this article.
2. Click on **Email/Login Accounts**.

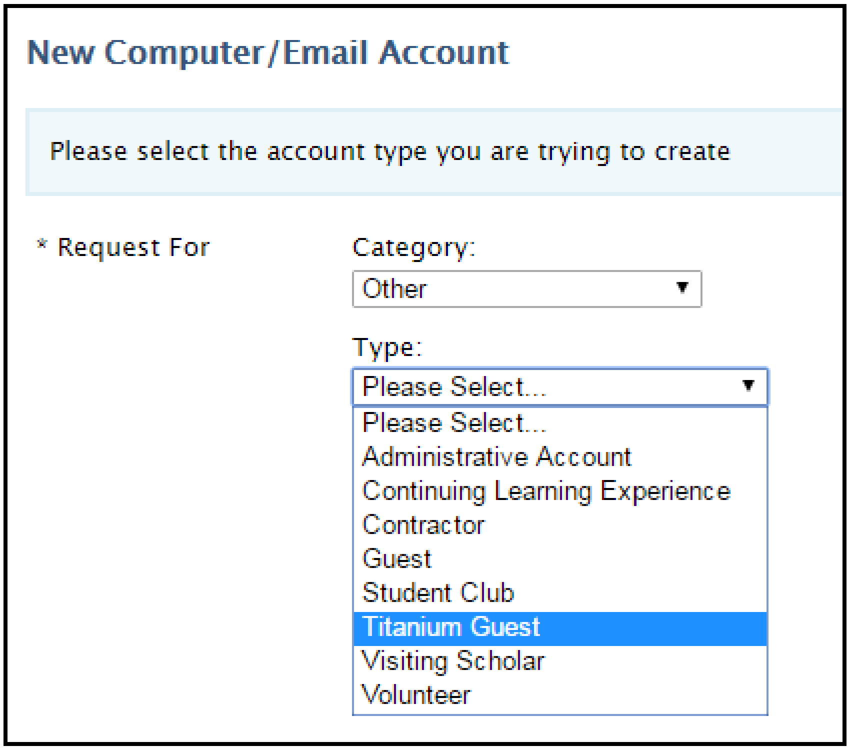
2. Click New Account.



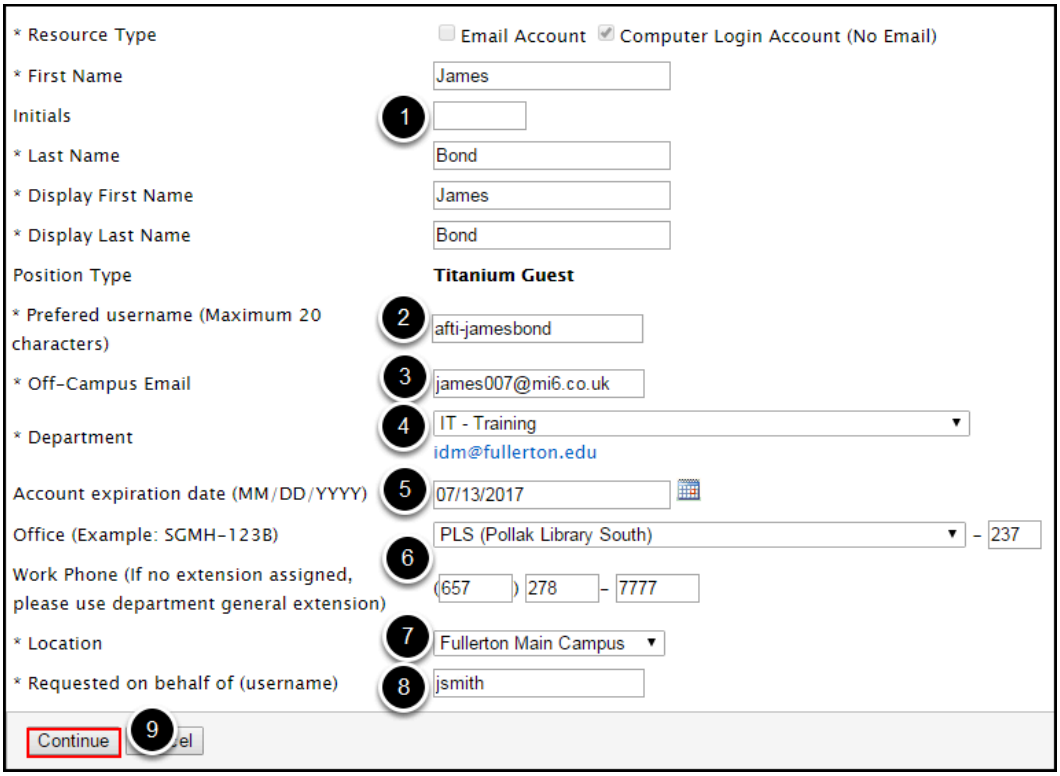
3. Select Other in the Category drop-down menu.



4. Select Titanium Guest from the Type drop-down menu.

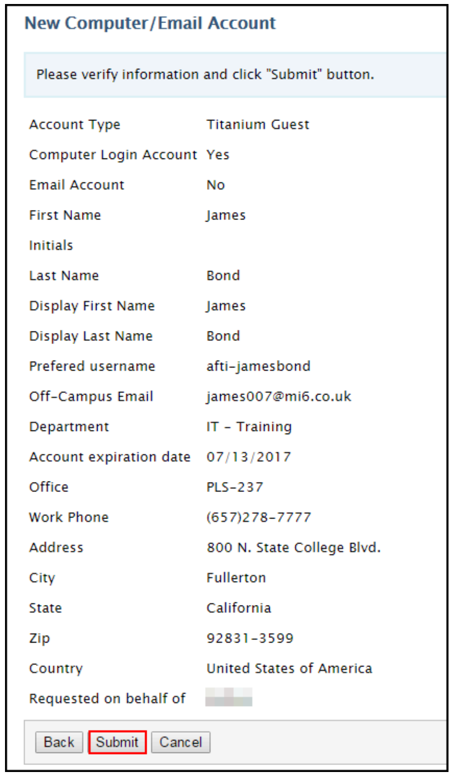


5. Enter the guest's information as well as the department and person sponsoring the account. Then click Continue.



1. Enter the name of the guest. The First Name/Last Name fields can be the same as the Display First Name/Display Last Name.
2. Enter the preferred username for this guest. The username must begin with **afti-** (e.g. afti-jamesbond).
3. Enter the guest's off-campus email address. This will allow IT to send the guest an email with their login information.
4. Select the department that is sponsoring the guest account.
5. Choose an expiration date for the account. Accounts must be renewed on an annual basis.
6. Enter a location and extension for the guest. The department main office location and extension are okay.
7. Select which campus the guest will be associated with. Choose Fullerton if you are not sure.
8. Enter the username of the person on campus who is sponsoring this guest. NOTE: Do not enter the sponsor's name; enter the first part of their email address which is their username (e.g. jsmith@fullerton.edu = jsmith).
9. Click **Continue**.

6. Review the account information. Then click Submit.

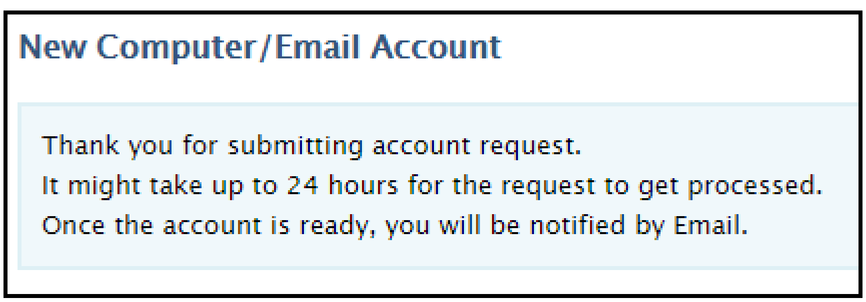

New Computer/Email Account

Please verify information and click "Submit" button.

Account Type	Titanium Guest
Computer Login Account	Yes
Email Account	No
First Name	James
Initials	
Last Name	Bond
Display First Name	James
Display Last Name	Bond
Prefered username	afti-jamesbond
Off-Campus Email	james007@mi6.co.uk
Department	IT - Training
Account expiration date	07/13/2017
Office	PLS-237
Work Phone	(657)278-7777
Address	800 N. State College Blvd.
City	Fullerton
State	California
Zip	92831-3599
Country	United States of America
Requested on behalf of	

Back Submit Cancel

7. Your request has been submitted!


New Computer/Email Account

Thank you for submitting account request.
It might take up to 24 hours for the request to get processed.
Once the account is ready, you will be notified by Email.

You will receive an email within a few minutes with your request ID. Another email will be sent when the request is complete.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

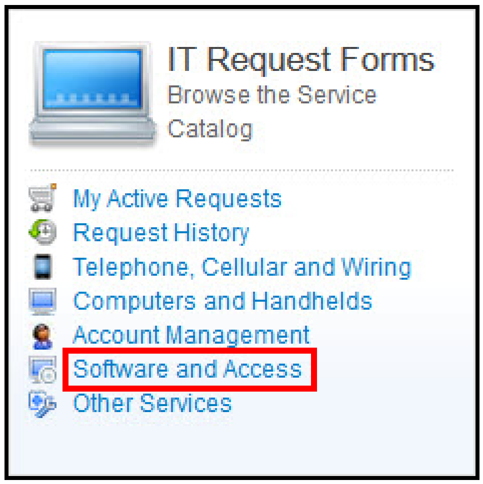
If you have already submitted the request, please have the Request ID available.

Software and Access Requests

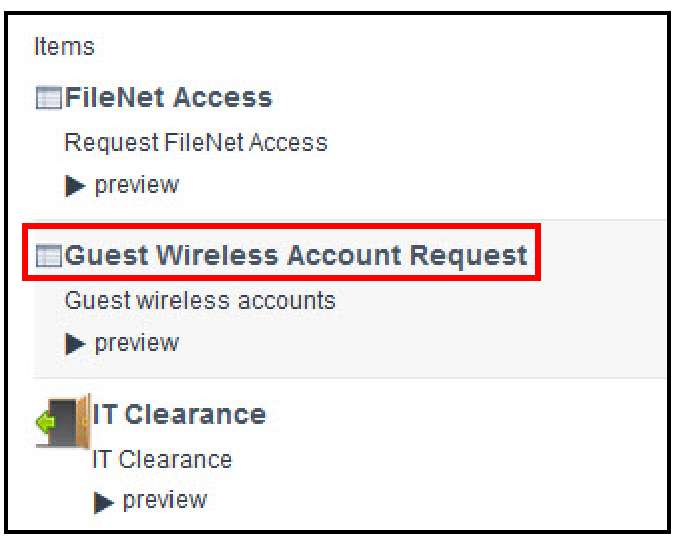
Requesting Guest Wireless Accounts

This article covers how Department IT Coordinators (DITCs) can request multiple guest wireless accounts to be used by attendees at a campus event.

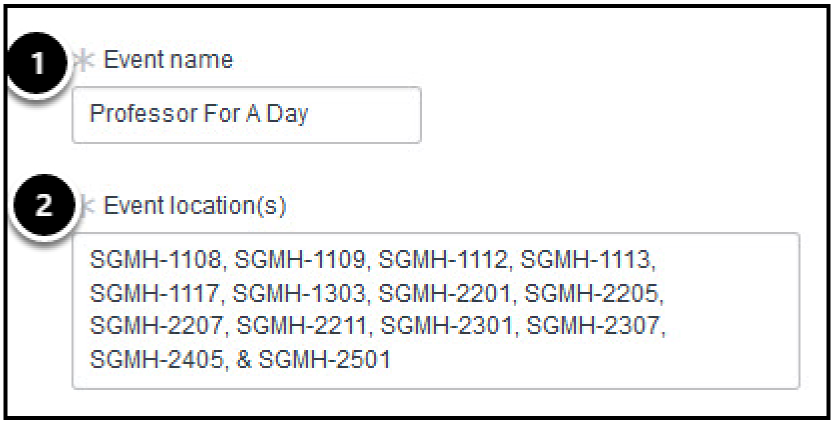
1. Click Software and Access.



2. Click Guest Wireless Account Request.



3. Enter the name and location(s) for your event.



1. Enter the name of the event.
2. Enter each location that will be used for the event.

NOTE: The location information is used to assess wireless coverage in your location(s) so be as descriptive as possible, especially if your location(s) do not have a building/room location or name. For example, you might write "lawn area in front of Dan Black Hall" or "Parking Lot E near Nutwood Parking structure."

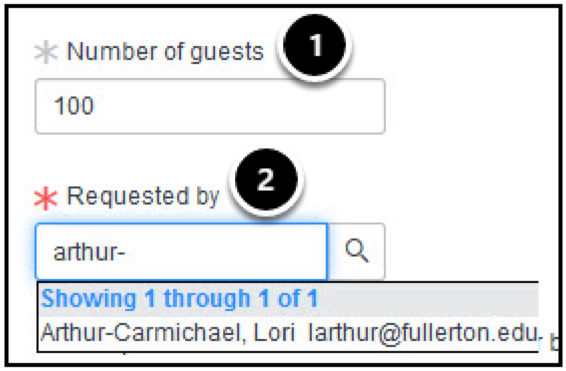
4. Enter the start and end dates for your event.

Use the calendar icon to select the date when your event begins and the date when the event ends.

NOTE: These should be the dates that you want to have wireless accounts available. If your event lasts for a week, but you only want wireless accounts for three days during the event, enter the first and last day you want wireless accounts available.

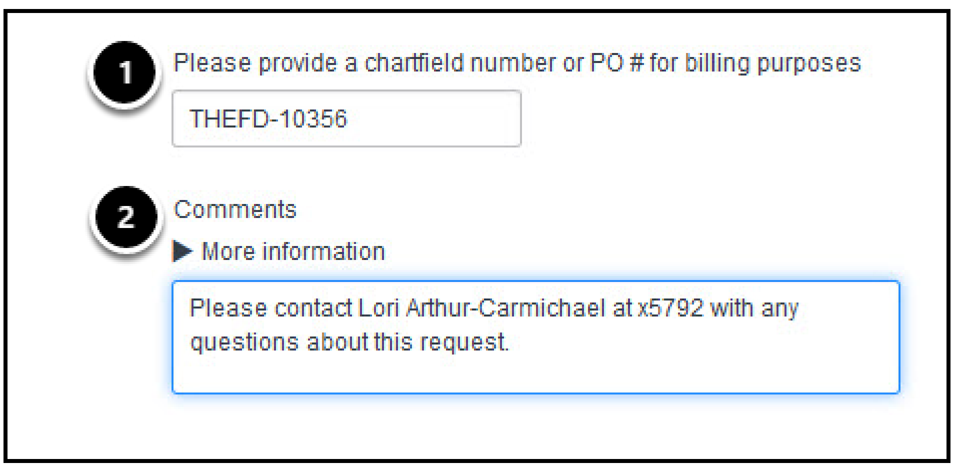
5. Enter the number of guests for your event and select the

person who will be responsible for the accounts.



1. Enter the number of guests for your event. This should be the number of guest wireless accounts that you want to request.
2. Enter the name of the person who will be responsible for tracking these guest wireless accounts. This may be the person running the event or the event leader.

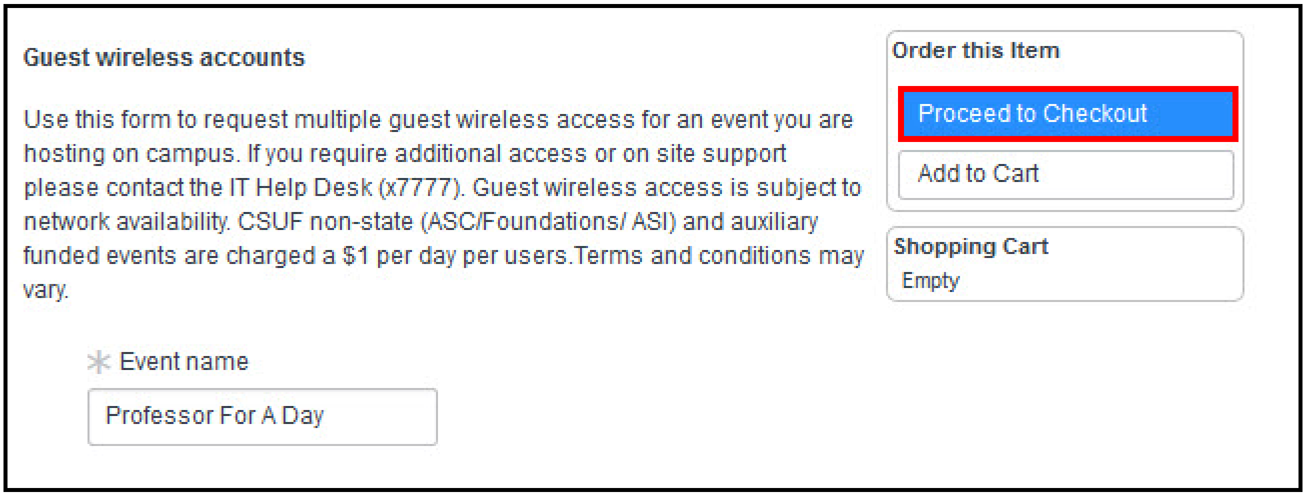
6. Enter the chartfield to be billed for any charges and enter any comments about the request.



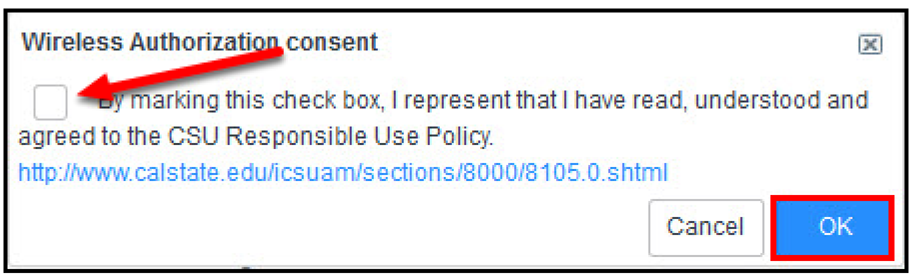
1. Enter the chartfield string that should be charged if there are any charges associated with this request.
2. In the Comments field, enter any additional information you would like IT to know about your request.

NOTE: CSUF non-state (ASC/Foundations/ ASI) and auxiliary funded events are charged a $1 per day per users.Terms and conditions may vary.

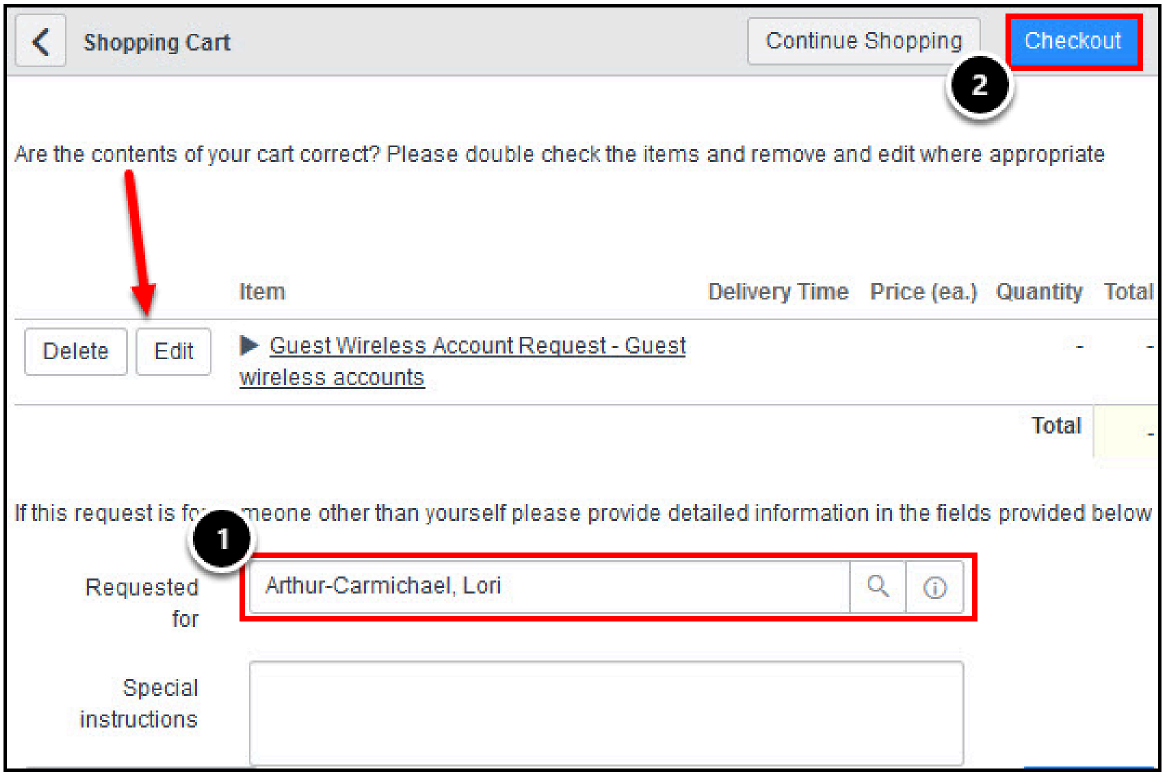
7. Click Proceed to Checkout when you are finished.



8. Click the checkbox to acknowledge you have read the CSU Responsible Use Policy. Then click OK.



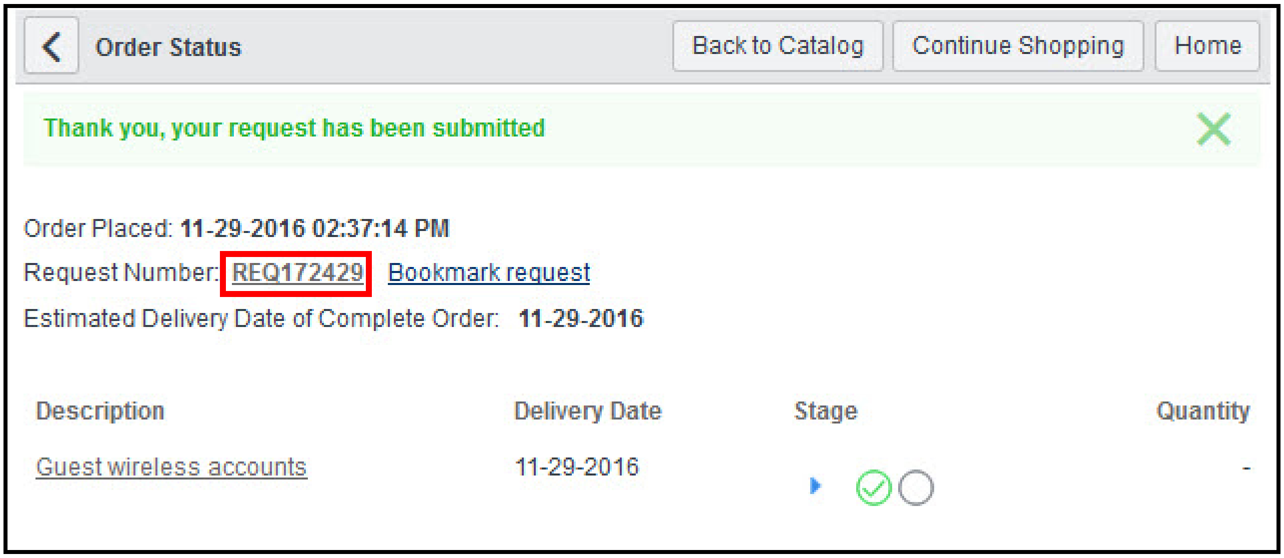
9. Check that the Responsible Person is listed in the Requested For field and then click Checkout.



1. Check that the Requested For field lists the name of the responsible person for the wireless accounts. This should be the same person listed in the Requested By field on the previous screen. This ensures that the person listed will also receive a copy of this request.
2. Click **Checkout**.

NOTE: To make a change to your form, click **Edit**.

10. You're done!



Your request has successfully been submitted. Make a note of the REQ number; this is the number to reference when contacting the Help Desk.

You will receive an email notification shortly with a confirmation of your request as well.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

If you have already submitted the request, please have the Request ID available.

IT Purchase Authorization Request

About IT Purchase Authorization Requests

This article contains basic information about the IT Purchase Authorization Request Form.

What is the IT Purchase Authorization Request Form?

In compliance with California Government Code Section 11135 and Section 508 of the Rehabilitation Act of 1973, the University must apply accessibility standards to Electronic and Information Technology (E&IT) products and services that it buys, creates, uses and maintains.

The electronic IT Purchase request form initiates and documents the review process of IT products/services to ensure our campus adheres to CSU policy and applicable laws. The form must be completed by the purchase requester, reviewed for compliance, and approved by an IT/ATI subject matter expert (SME) prior to proceeding with the purchase. Consumable products do not require review and may be processed via customary University protocol.

The duration of the review process will vary based on campus peak periods (start of a semester, year-end fiscal deadlines, etc.), the product/service type, and timeliness of suppliers in providing a VPAT and/or resolving contractual provisions, as deemed necessary by the Information Security Office.

What is the Acknowledgement of Responsibility Form?

When systems, software or processes do not meet requirements of Section 508, the requester of the product/service must acknowledge such and certify strategies will be deployed to ensure comparable access for persons with disabilities.

What is the Equally Effective Alternate Access Plan (EEAAP) Form?

When systems, software or processes do not meet requirements of Section 508, an alternative access plan must be developed to address the accessibility issue. This form is used to describe the alternate access plan. Plan approval from the Division of IT AVP/VP is required before the procurement can commence.

Where can I find more details about this process and these forms?

Visit the IT Purchasing website at http://www.fullerton.edu/itpurchasing to learn more about the IT Purchasing process. You can also find checklists, technology standards, Subject Matter Expert contact information, and a VPAT repository.

Need More Help?

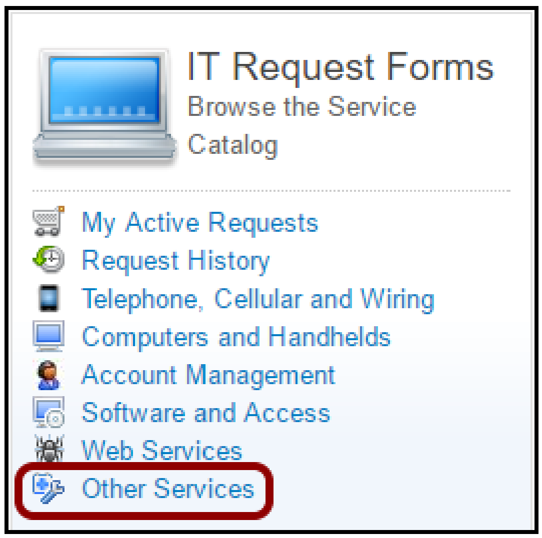
Contact DL-IT Purchasing for more information on the IT Purchasing process.

Creating a New IT Purchase Authorization Request

This article covers how users can create and submit a new IT Purchase Authorization Request.

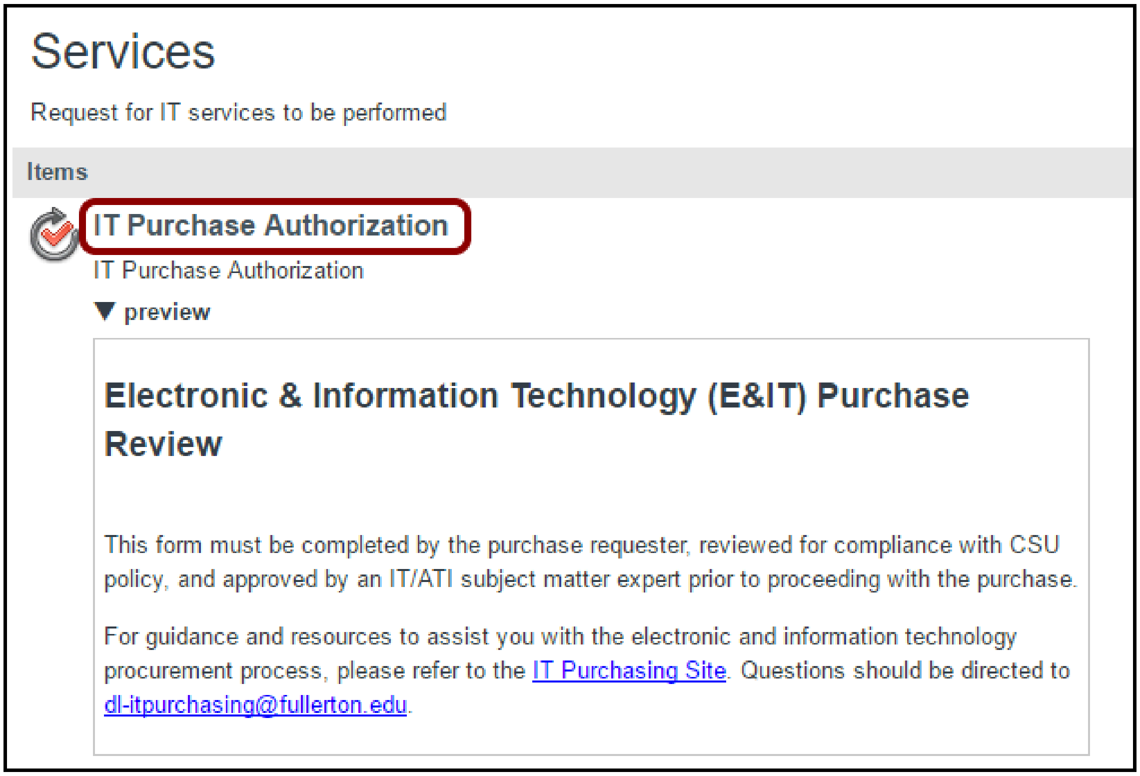
For instructions on how to access the IT Service Request Forms, view this article on logging in.

1. Click on Other Services.

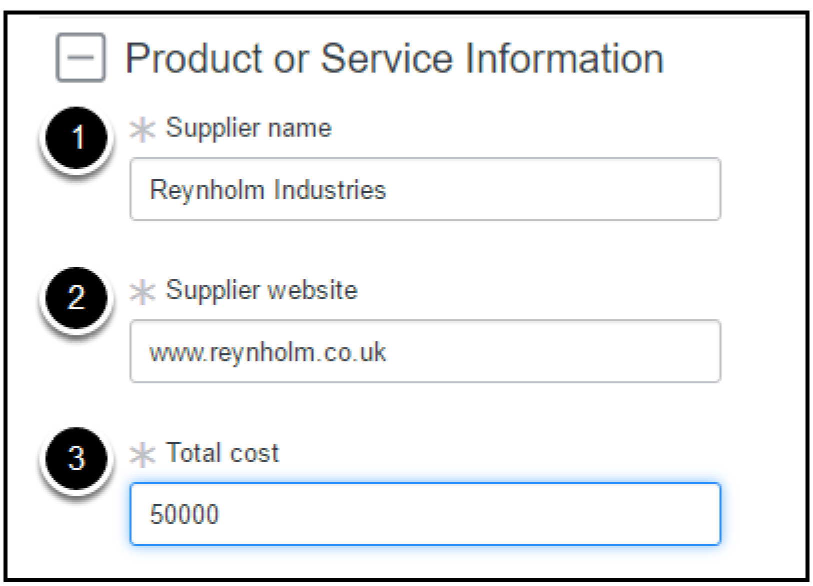


Click on **Other Services** in the IT Request Forms section.

2. Select IT Purchase Authorization.



3. Enter Product/Service Information.

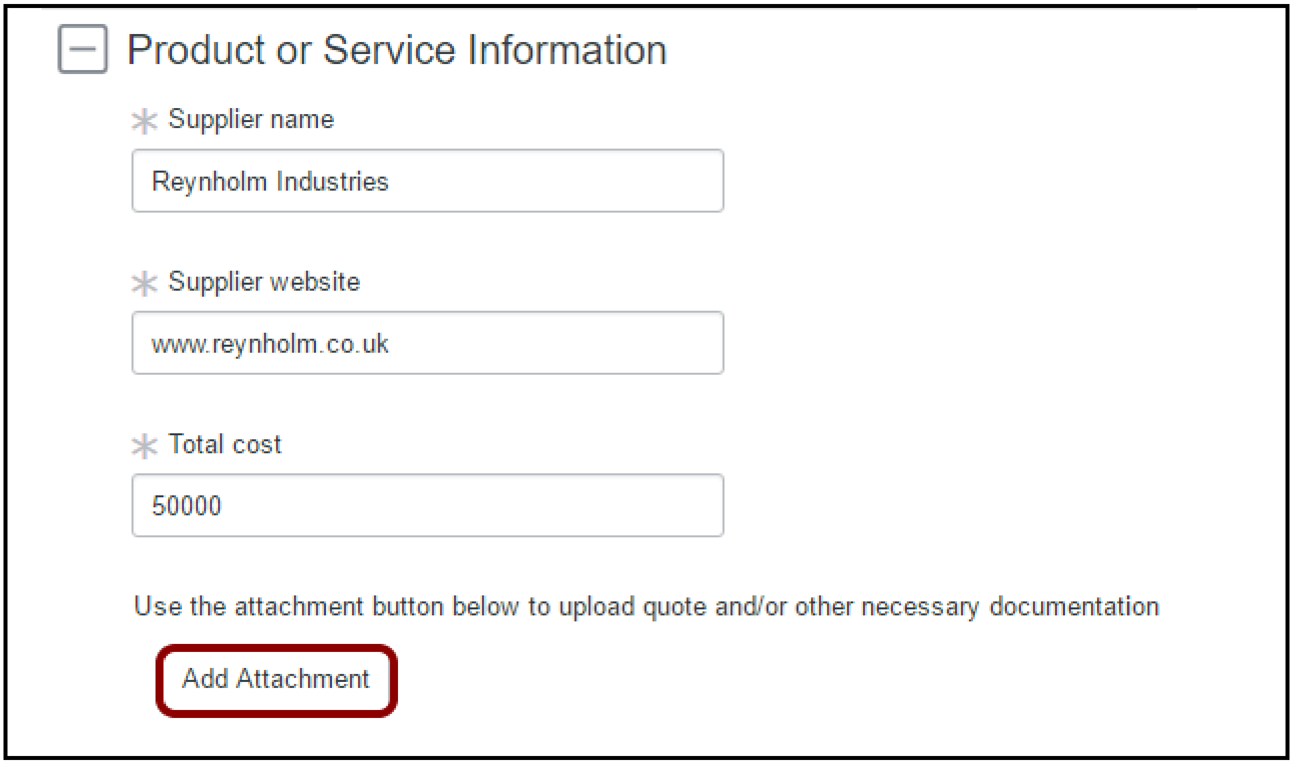


1. Enter the name of the vendor/supplier of the product/service.
2. Enter the website of the vendor/supplier.

3. Enter the total cost of the purchase from this vendor.

When entering a Total Cost, do not use any symbols such as a comma or dollar sign (e.g. $50,000). Periods are okay (e.g. 5000.95).

3.1. Click Add Attachment to attach relevant documentation such as the vendor quote.

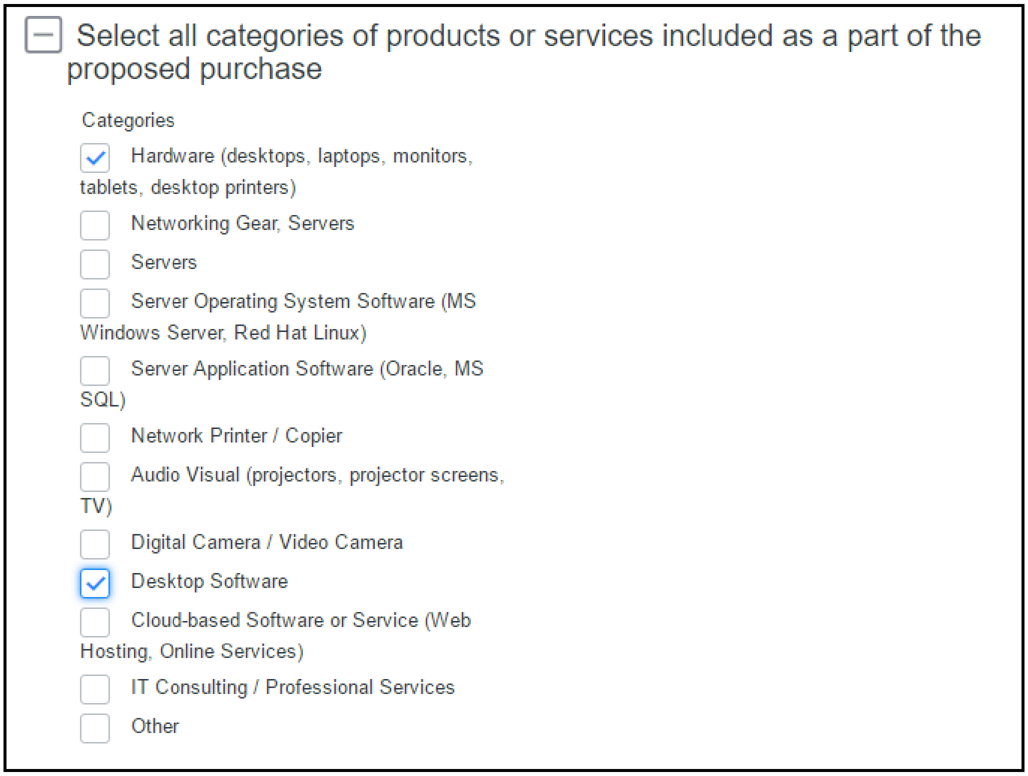


When you are ready to add your attachments (e.g. vendor quote, software license end user agreement, VPAT, etc), click **Add Attachment**.

Failing to attach required documentation will slow down the processing of your request so be sure to attach all relevant documentation.

4. Select all categories for the product/service you are

purchasing.



Select all categories of products or services included as a part of the proposed purchase

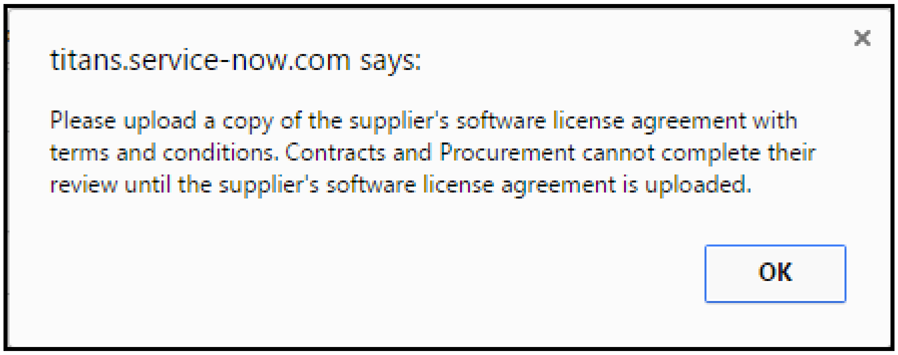
Categories

- [x] Hardware (desktops, laptops, monitors, tablets, desktop printers)
- [ ] Networking Gear, Servers
- [ ] Servers
- [ ] Server Operating System Software (MS Windows Server, Red Hat Linux)
- [ ] Server Application Software (Oracle, MS SQL)
- [ ] Network Printer / Copier
- [ ] Audio Visual (projectors, projector screens, TV)
- [ ] Digital Camera / Video Camera
- [x] Desktop Software
- [ ] Cloud-based Software or Service (Web Hosting, Online Services)
- [ ] IT Consulting / Professional Services
- [ ] Other

Place a checkmark next to each category that applies to the product(s)/service(s) included in your purchase.

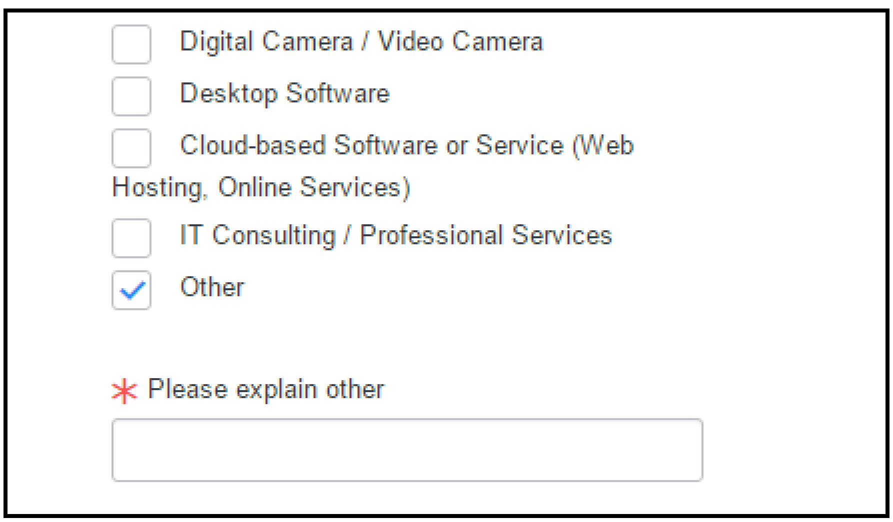
> ⚠ It's important to select the correct category (or categories) for a request to ensure that it is sent to the correct IT approvers and processed properly. If you are not sure which category to select, contact dl-itpurchasing@fullerton.edu.

4.1. Make a note of any pop-up windows that appear.



When you place a checkmark next to certain categories, you will see a pop-up window that includes additional requirements/documentation for your request. Be sure to follow the instructions in order to ensure your request is processed as quickly as possible.

4.2. If you select Other, you will need to type in an explanation.

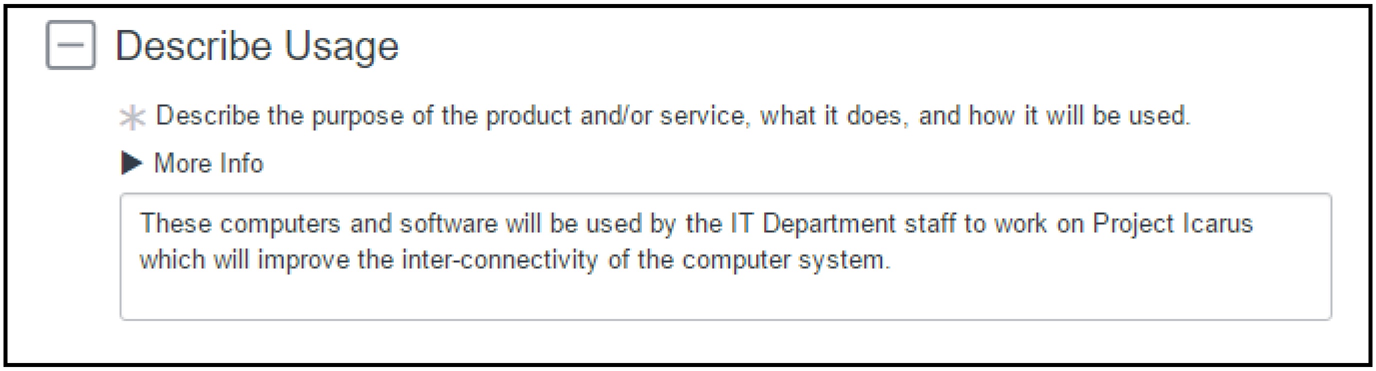


If none of the categories apply to your purchase, you may choose **Other** and then type an explanation of the product/service you are using.

Remember you can contact dl-itpurchasing@fullerton.edu if you are unsure which category to pick.

5. Describe the Usage for the product/service.

5.1. Enter a description of the purpose of the product/service.


Describe Usage

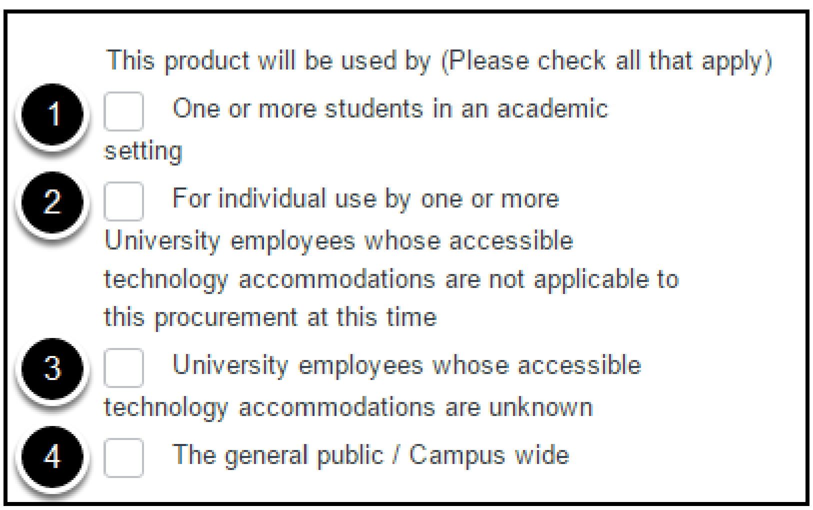
* Describe the purpose of the product and/or service, what it does, and how it will be used.

More Info

These computers and software will be used by the IT Department staff to work on Project Icarus which will improve the inter-connectivity of the computer system.

Enter the purpose of the product/service: what does it do? how will it be used? Be as descriptive as possible.

5.2. Select who will use this product/service.


This product will be used by (Please check all that apply)

1 One or more students in an academic setting

2 For individual use by one or more University employees whose accessible technology accommodations are not applicable to this procurement at this time

3 University employees whose accessible technology accommodations are unknown

4 The general public / Campus wide

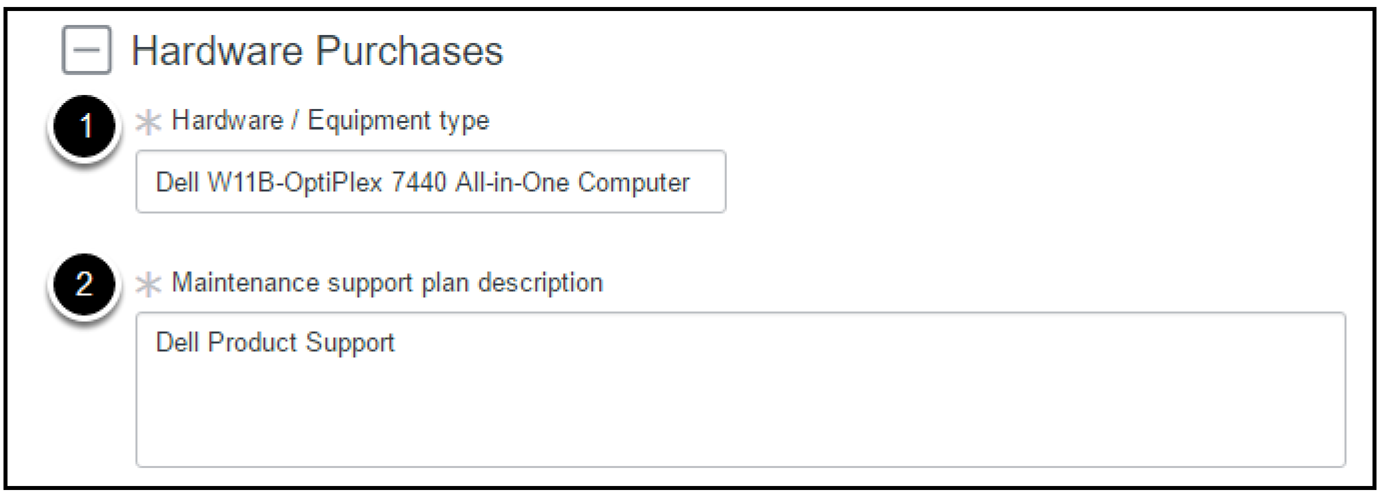
Place a checkmark to indicate which population will use the product/service.

1. **One or more students in an academic setting** (e.g. one or more students will use this product/service in a classroom or lab or instructional setting)
2. **For individual use by one or more University employees whose accessible technology accommodations are not applicable to this procurement at this**

time (e.g. one or more specific employees will be using this product/service and accessibility needs are either being met or are not needed)
3. **Unversity employees whose accessible technology accommodations are unknown** (e.g. more than one employee will be using this product/service and you do not know if these employees require accessiblity accommodations to use the product/service)
4. **The general public/Campus wide** (e.g. the product/service will be made publicly available on the campus website or the product/service will be made available to all students and employees)

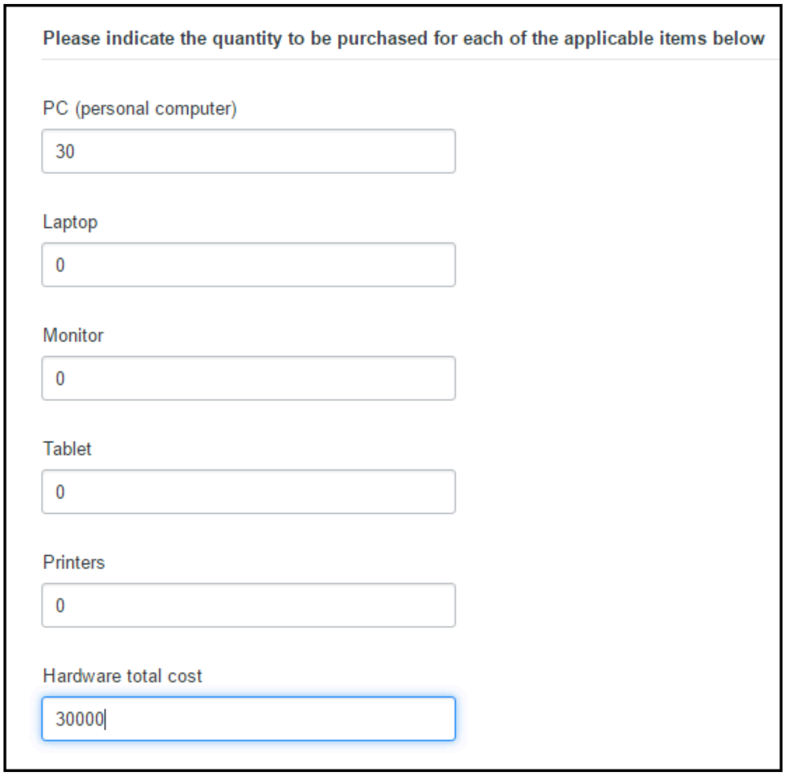
6. Enter Hardware Purchase information (if applicable)

6.1. Enter the Hardware/Equipment Type and the Maintenance Support Plan information.



1. Enter the name of the hardware that you are purchasing (e.g. Apple iPad Pro).
2. Enter the maintenance support plan for the hardware. In other words, who will fix any issues with this hardware or replace it if it is broken? (e.g. Apple Care support plan)

6.2. Enter the quantity of each type of hardware category will be purchased. Then enter the total cost of the hardware portion of your request.

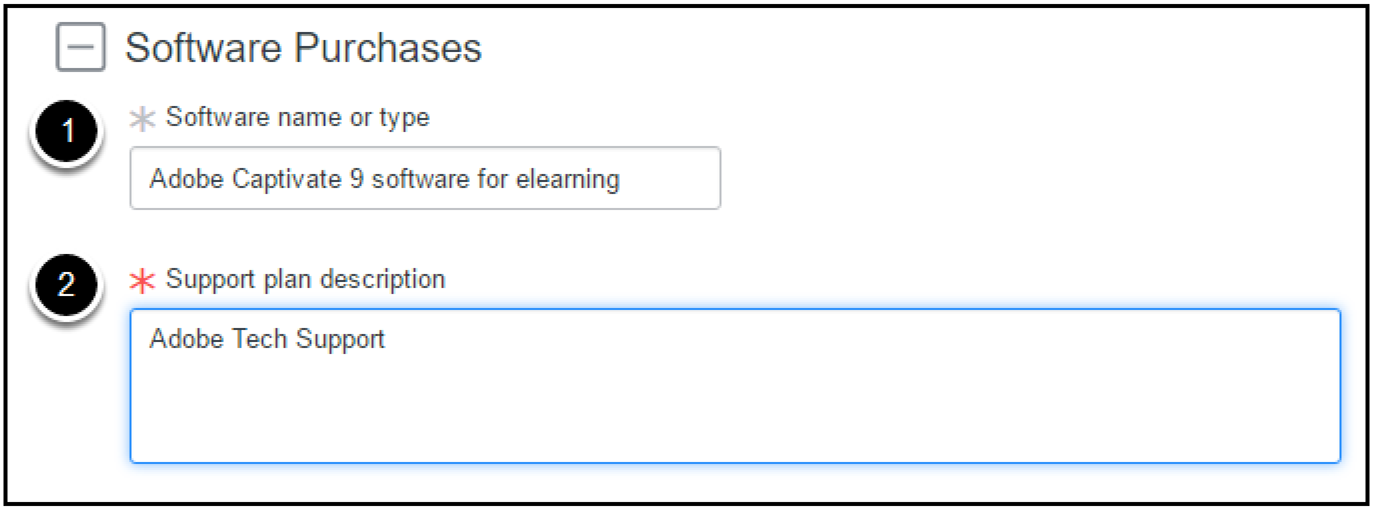


Enter the number of each type of hardware that you are purchasing. Then enter the total cost of the hardware that you are purchasing.

If you are ordering a type of hardware not listed (e.g. audiovisual equipment, etc), you can leave each of the fields blank and simply enter a Hardware total cost.

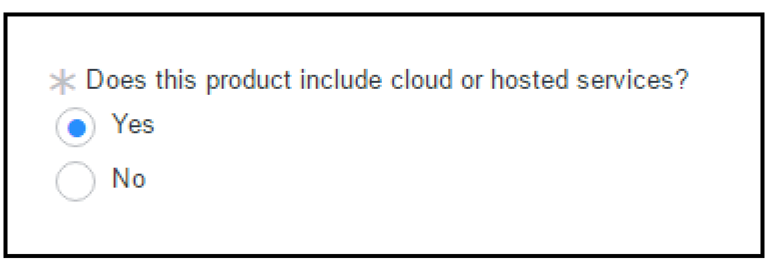
7. Enter Software Purchase information (if applicable)

7.1. Enter the Software name/type and the Support Plan information.



1. Enter the name of the software that you are purchasing (e.g. Adobe Captivate 9). It may also help to expand on the name to describe what type of product it is (e.g. Adobe Captivate 9: a product for creating elearning content).
2. Enter the support plan for the software. In other words, who will fix any issues with this software? (e.g. Adobe Tech Support)

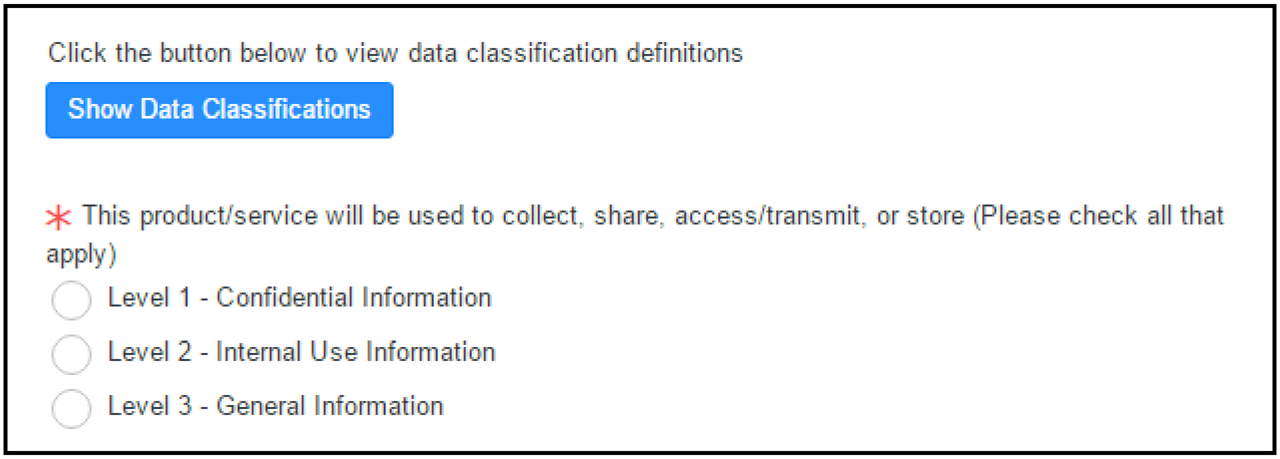
7.2. If prompted, select whether your software includes cloud/ hosted services



Cloud or hosted services are those not provided with a physical server.

7.3. If your software includes cloud/hosted services, select the type

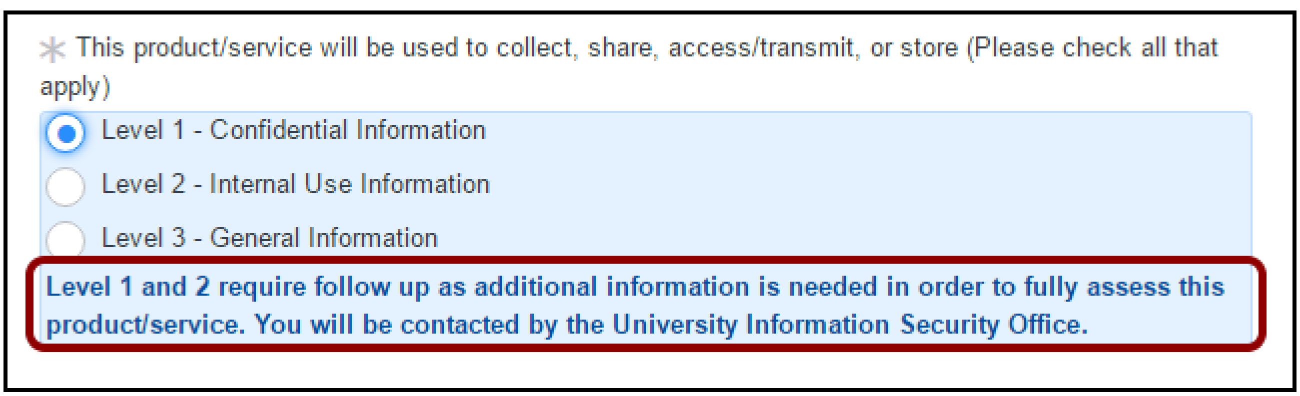
of data that will be used with your product/service.



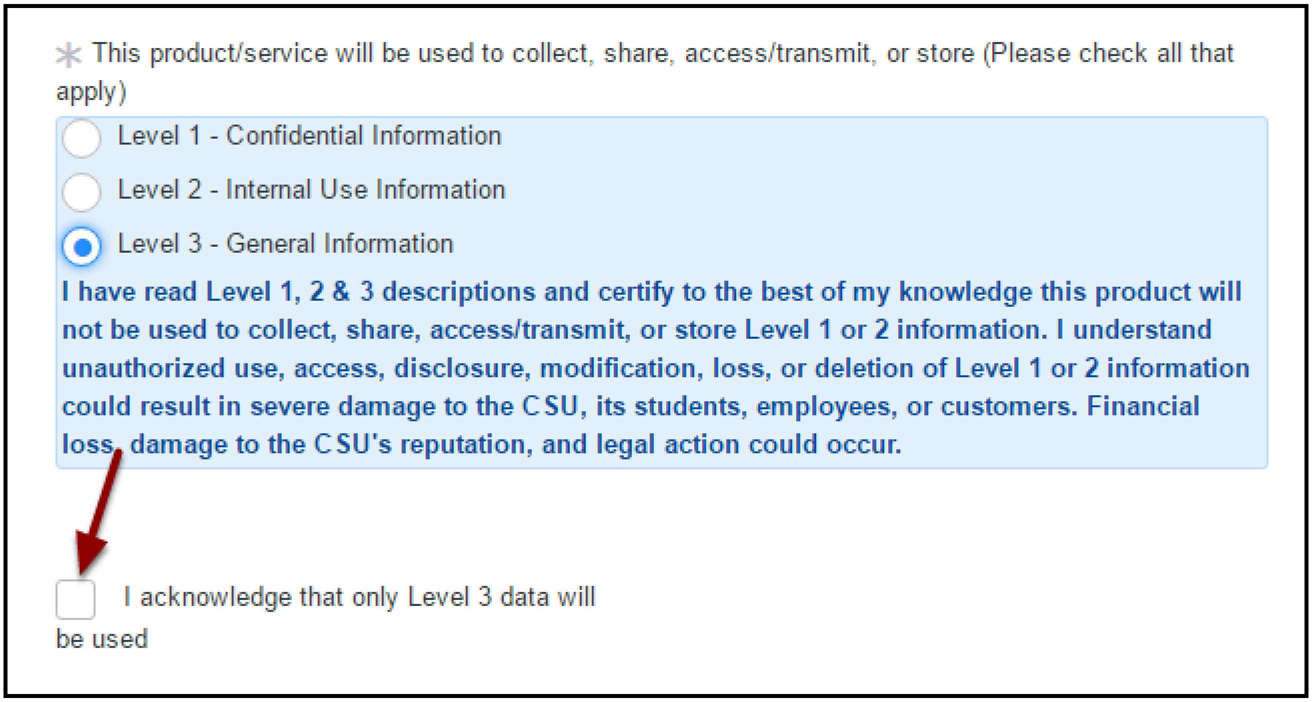
Specify the type of data that will be used with your cloud/hosted product/service.

If you are not sure which data classification applies, click **Show Data Classifications** for additional detail.

7.3.1. If you select Level 1 or 2 Data, you will see a notation that the Information Security Office will follow up with you to collect more details.



7.3.2. If you select Level 3, place a checkmark to acknowledge that only Level 3 data will be used.



* This product/service will be used to collect, share, access/transmit, or store (Please check all that apply)

- Level 1 - Confidential Information
- Level 2 - Internal Use Information
- Level 3 - General Information

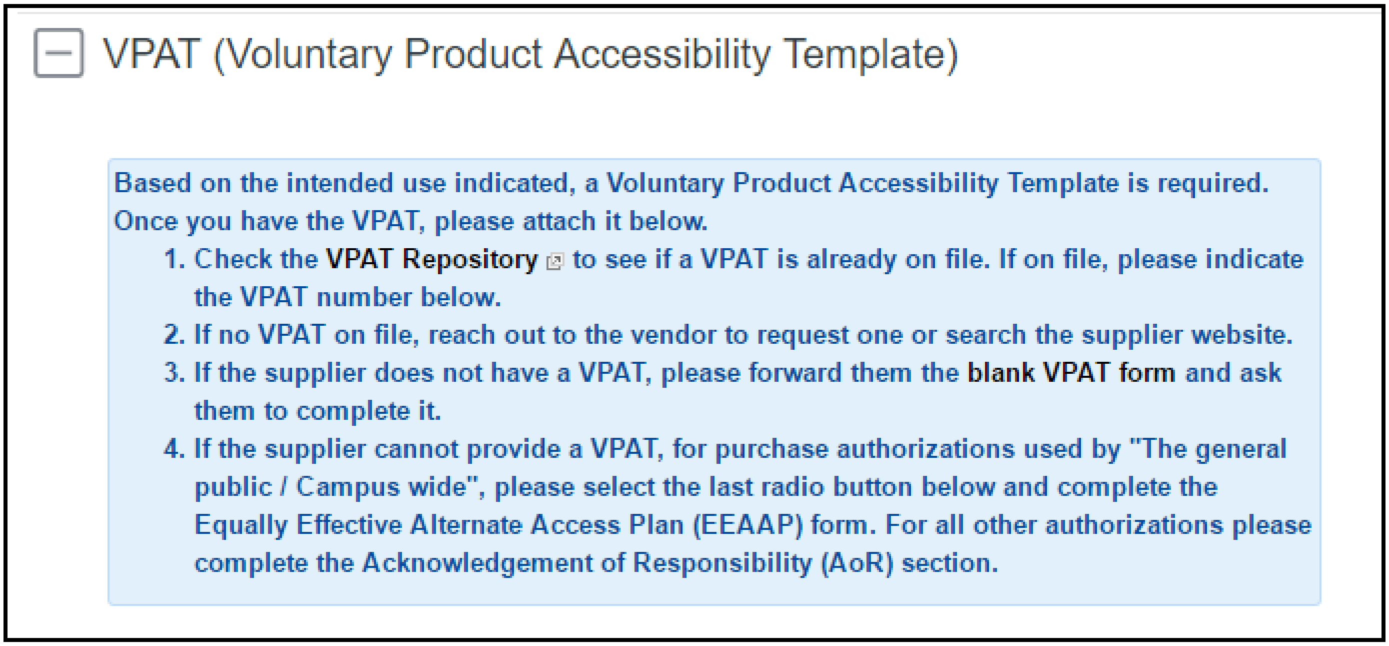
I have read Level 1, 2 & 3 descriptions and certify to the best of my knowledge this product will not be used to collect, share, access/transmit, or store Level 1 or 2 information. I understand unauthorized use, access, disclosure, modification, loss, or deletion of Level 1 or 2 information could result in severe damage to the CSU, its students, employees, or customers. Financial loss, damage to the CSU's reputation, and legal action could occur.

I acknowledge that only Level 3 data will be used

8. Fill out the VPAT (Voluntary Product Accessibility Template) details (if applicable)

Depending on your selections above, the VPAT section will appear if it is required.

8.1. Read through the instructions/options for the VPAT.


VPAT (Voluntary Product Accessibility Template)

Based on the intended use indicated, a Voluntary Product Accessibility Template is required. Once you have the VPAT, please attach it below.

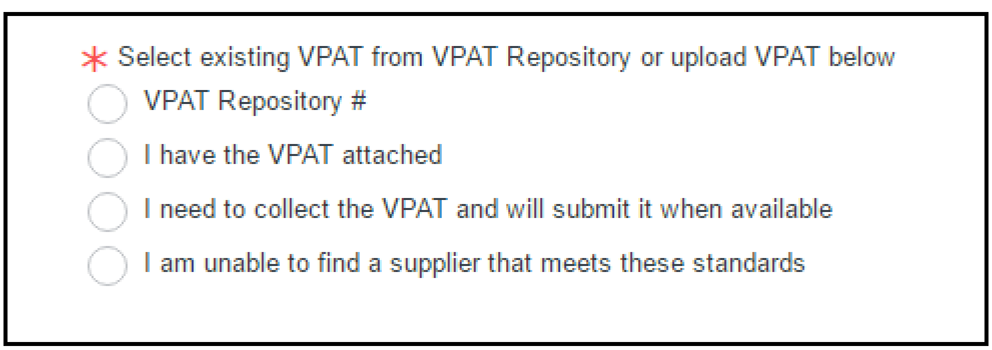
1. Check the **VPAT Repository** to see if a VPAT is already on file. If on file, please indicate the VPAT number below.
2. If no VPAT on file, reach out to the vendor to request one or search the supplier website.
3. If the supplier does not have a VPAT, please forward them the **blank VPAT form** and ask them to complete it.
4. If the supplier cannot provide a VPAT, for purchase authorizations used by "The general public / Campus wide", please select the last radio button below and complete the Equally Effective Alternate Access Plan (EEAAP) form. For all other authorizations please complete the Acknowledgement of Responsibility (AoR) section.

Read through the instructions in the VPAT section to assist in determining the best option to select.

For example, note that a VPAT Repository is available which has previously submitted VPATs available for you to use.

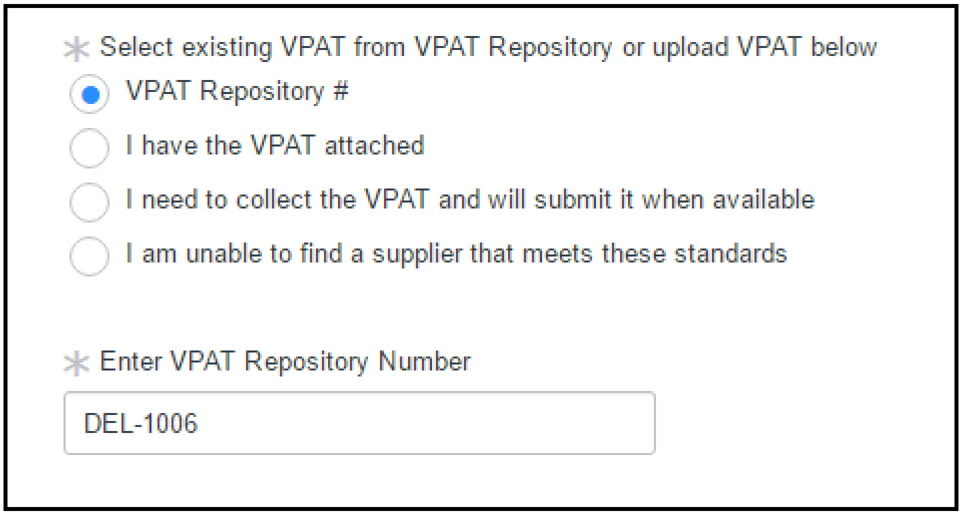
There is also a link to the blank VPAT form which you can forward to the vendor/ supplier to obtain a VPAT.

8.2. Select the VPAT option that applies to your request.


* Select existing VPAT from VPAT Repository or upload VPAT below

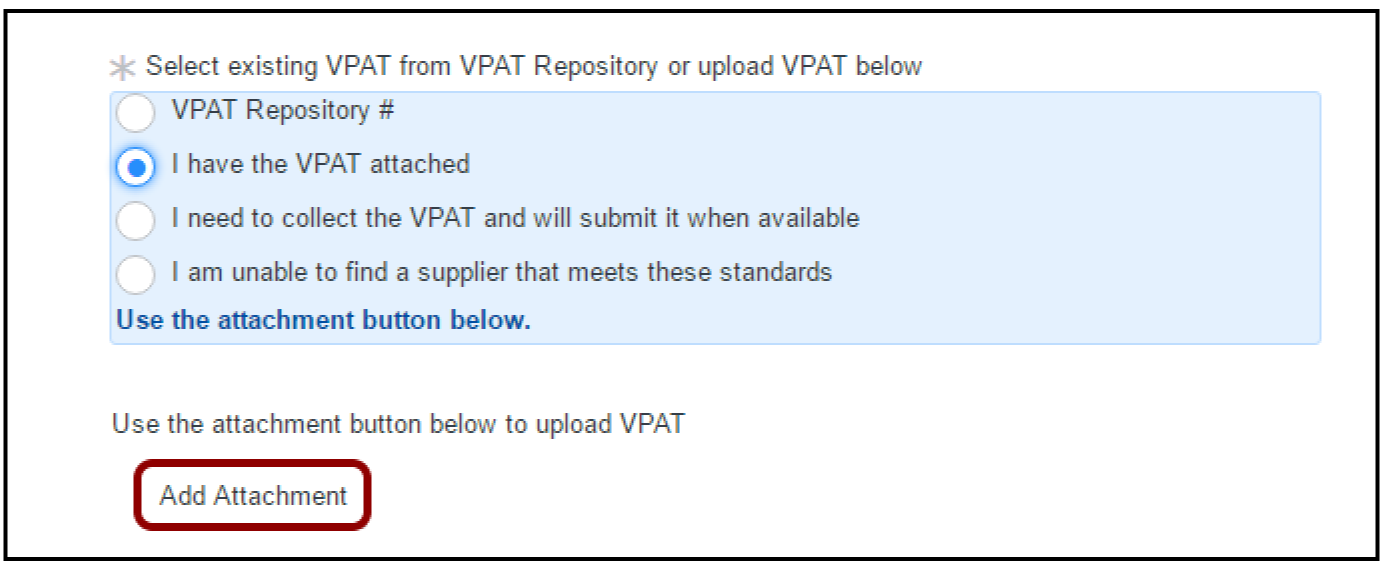
- VPAT Repository #
- I have the VPAT attached
- I need to collect the VPAT and will submit it when available
- I am unable to find a supplier that meets these standards

8.2.1. VPAT Repository



If you find a VPAT in the VPAT Repository that matches the exact product/service you are ordering, enter the VPAT Repository Number.

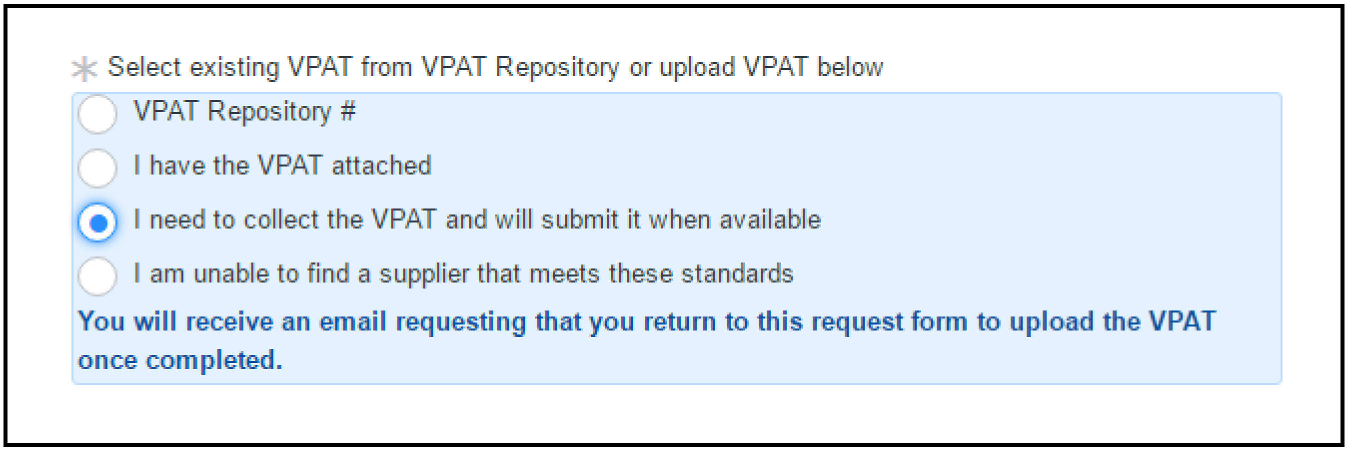
8.2.2. I have the VPAT attached



If you select **I have the VPAT attached**, you can use the Add Attachment button to attach the VPAT file (PDF is preferred).

You can use the **Add Attachment** button at the top or bottom of the IT Purchase Authorization form to attach documentation, including the VPAT.

8.2.3. I need to collect the VPAT and will submit it when available

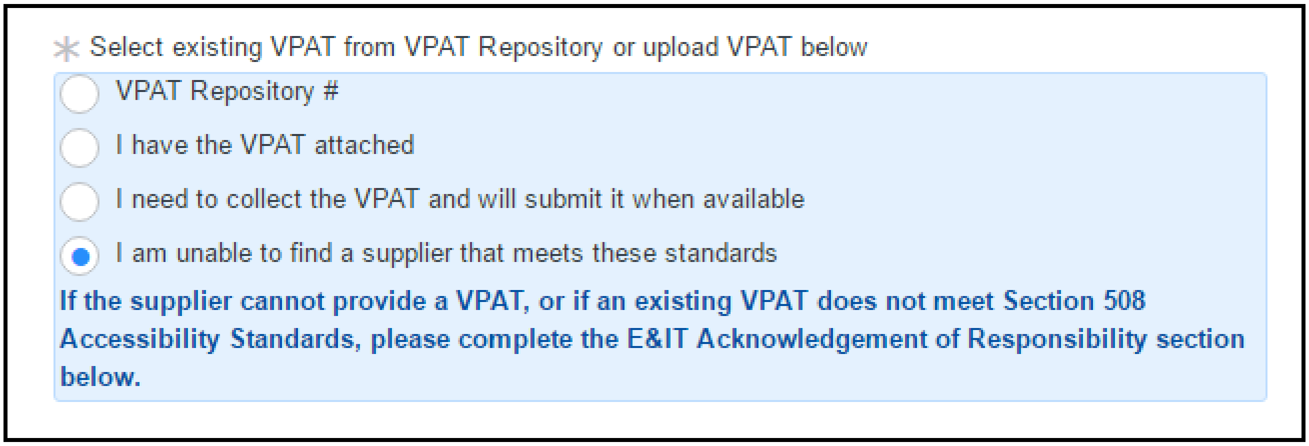


If you select I need to collect the VPAT and will submit it when available, you will see a notation that you will receive an email asking you to return to this form with the VPAT when it is completed.

Your IT Purchase Authorization request will not move forward in the approval process until a VPAT is attached to the request.

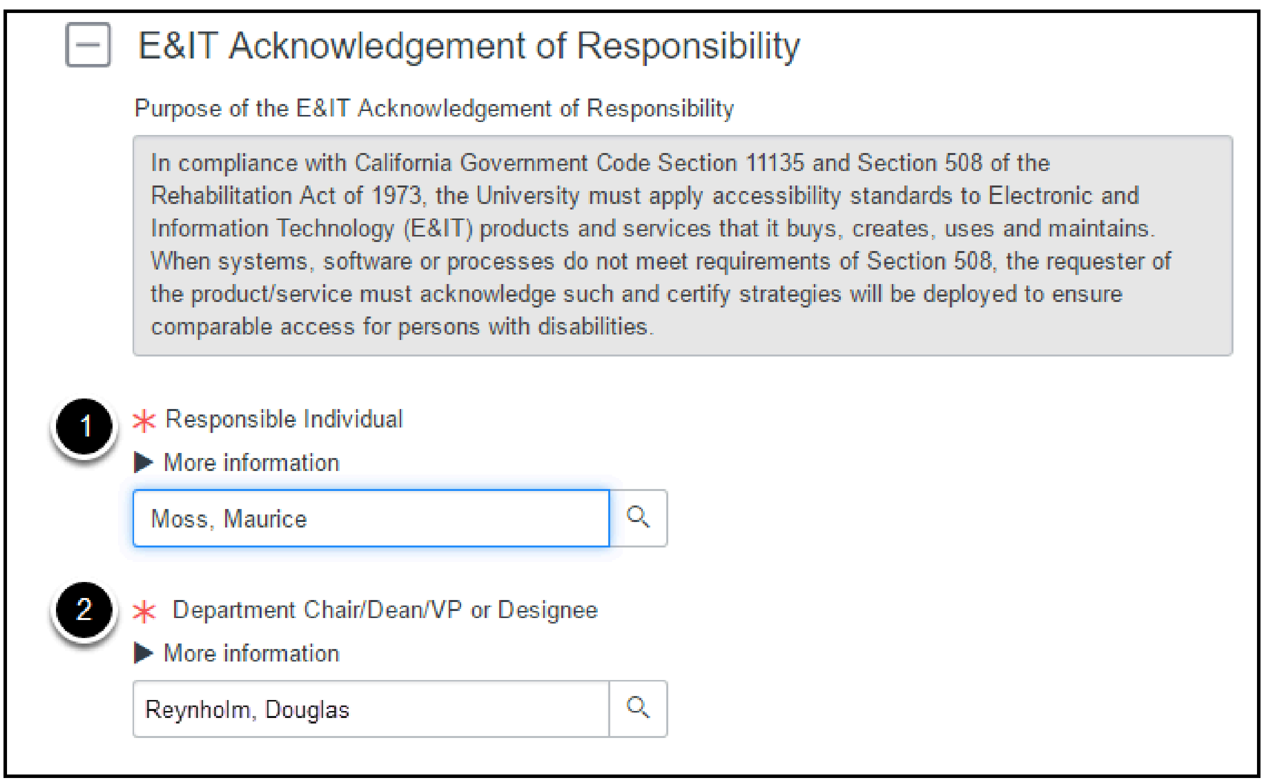
If you are ultimately unable to obtain a VPAT for your request, please contact dl-itpurchasing@fullerton.edu.

8.2.4. I am unable to find a supplier that meets these standards



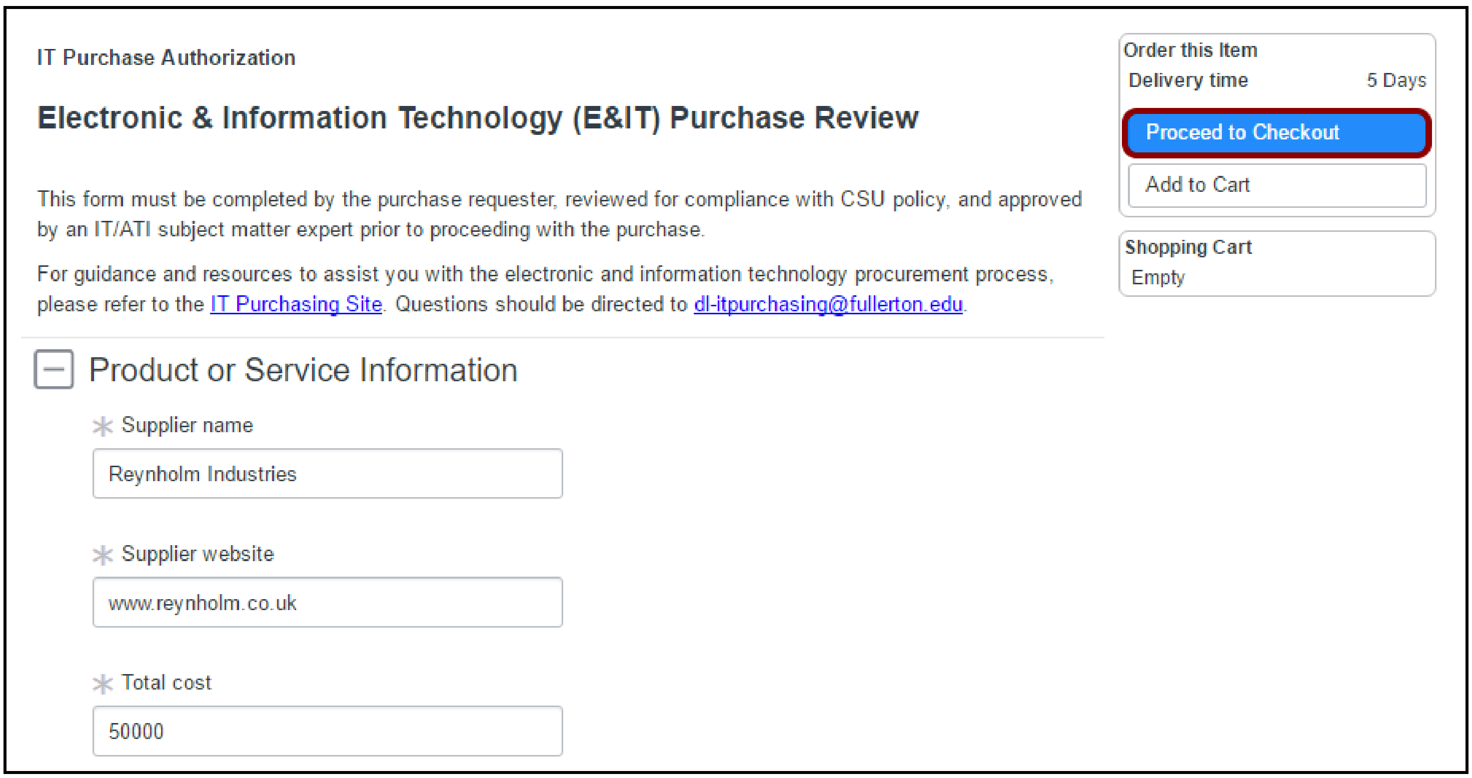
If you select I am unable to find a supplier that meets these standards, you will see a notation that you will need to complete an E&IT Acknowledgement of Responsibility and the E&IT Acknowledgement of Responsibility section will appear.

8.2.4.1. Select the Responsible Individual and Department Chair/Dean/ VP or Designee.



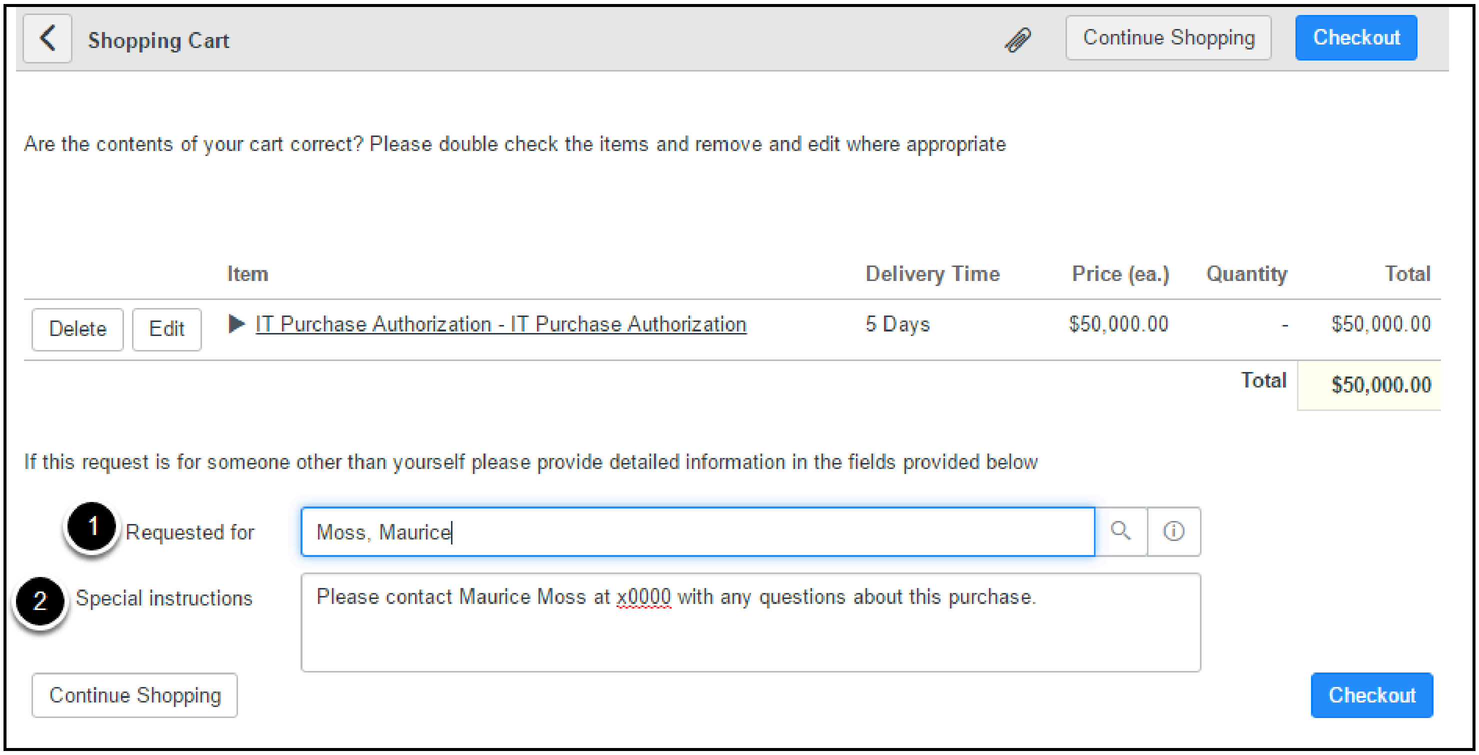
1. Select the name of the Responsible Individual for this product/service. This is the person who will actually be using the product/service. Often this is the person who asked you to purchase the product/service for the department.
2. Select the name of the Department Chair/Dean/VP or Designee that the responsible person reports to (and/or is responsible for approving this purchase).

9. Click Proceed to Checkout when you have completed filling out the form and adding attachments.



After you have completed the form and added all of your required attachments, click **Proceed to Checkout**.

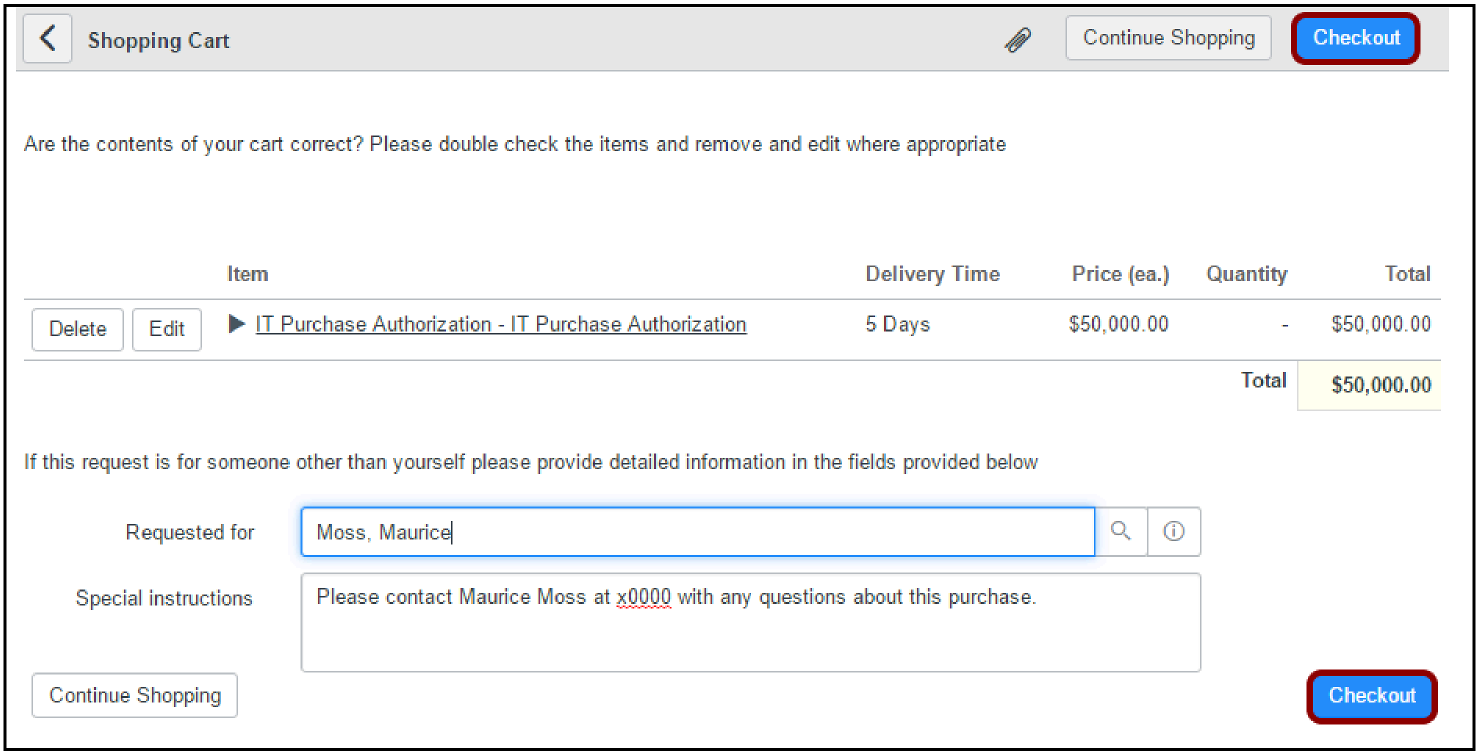
10. Modify the Requested For field to the name of the Responsible Person and enter any additional comments/ instructions.



1. Select the name of the Responsible Individual for this product/service. This is the person who will actually be using the product/service. Often this is the person who asked you to purchase the product/service for the department.
2. Enter any special instructions or additional comments about this purchase that you would like to include.

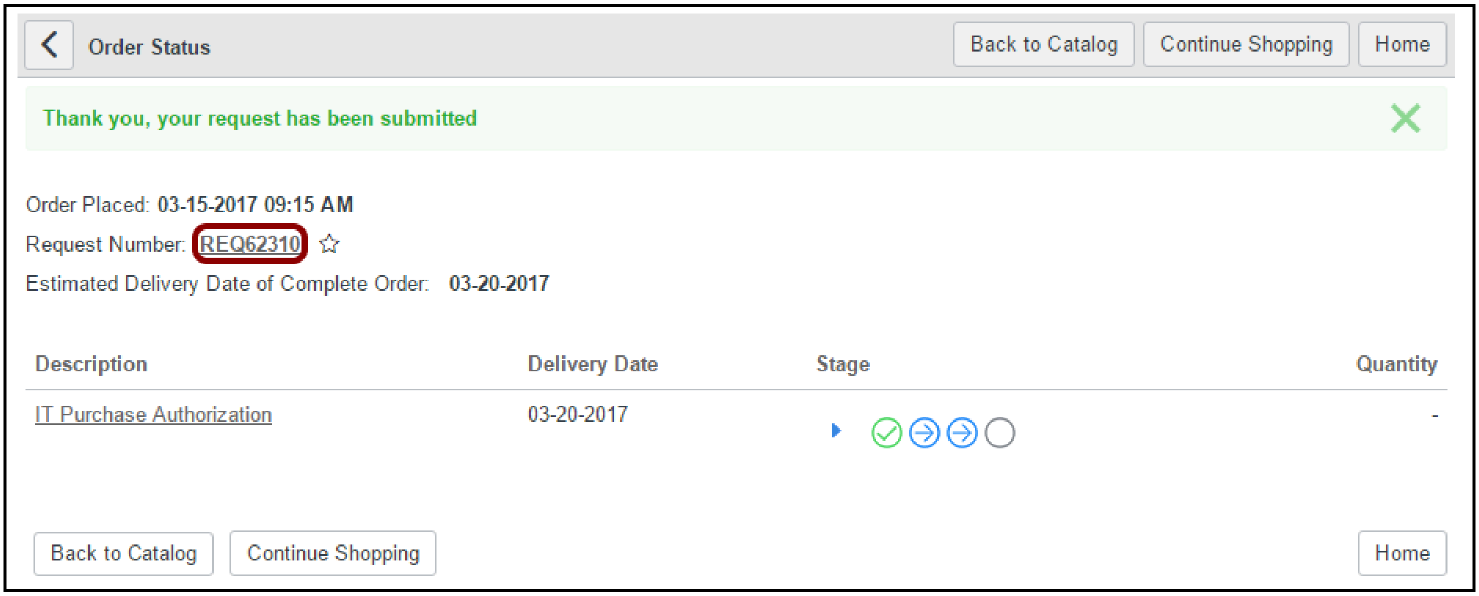
The person in the Requested For field will receive a copy of this request after you submit it.

11. Click Checkout.



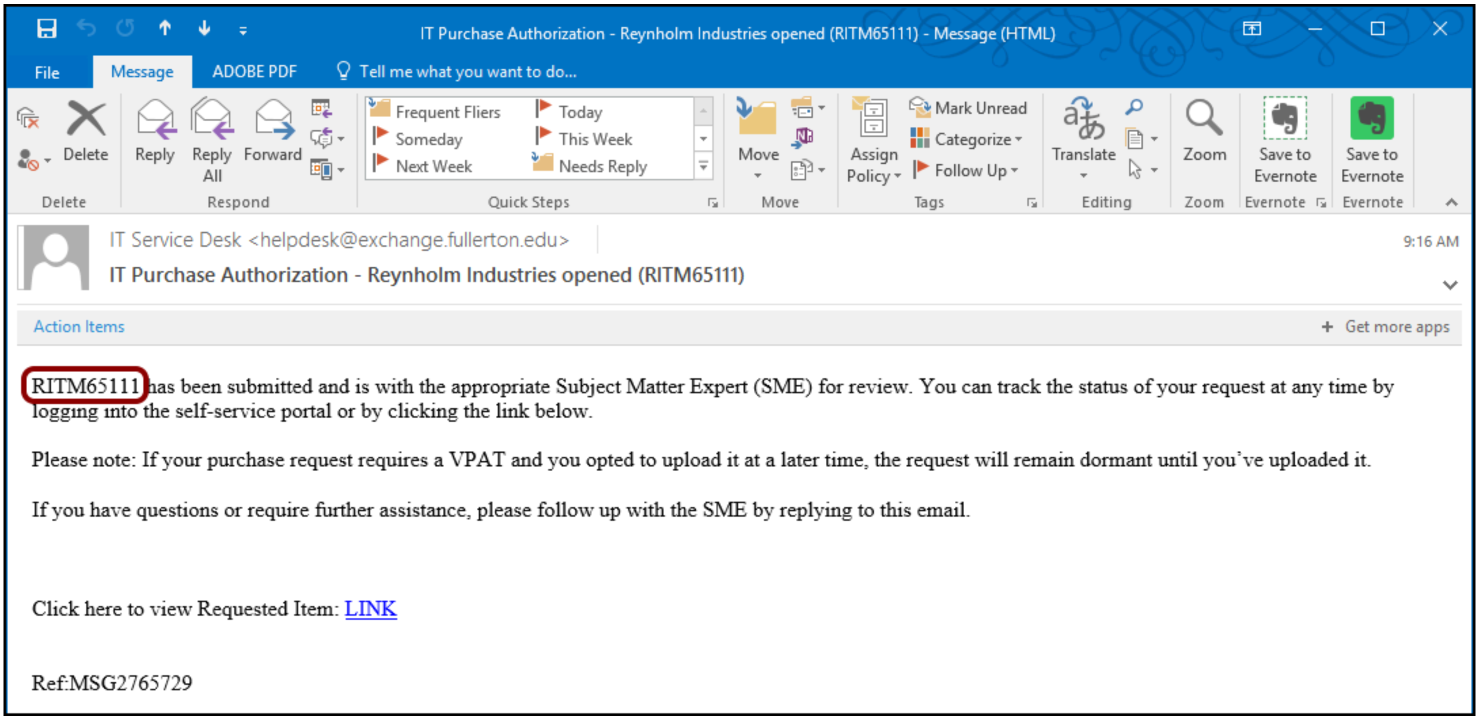
Click **Checkout** when you are ready to submit your order.

12. The request is submitted! Make a note of the REQ number.



You can use the REQ number when contacting the IT Help Desk to follow up on this request.

12.1. You will receive an email confirmation of your order within a few minutes. Make a note of the RITM number.



Make a note of the RITM number. This can also assist you in working with IT Subject Matter Experts on your request.

Need More Help?

Contact the IT Purchasing Team at dl-itpurchasing@fullerton.edu or call the IT Help Desk at 657-278-7777.

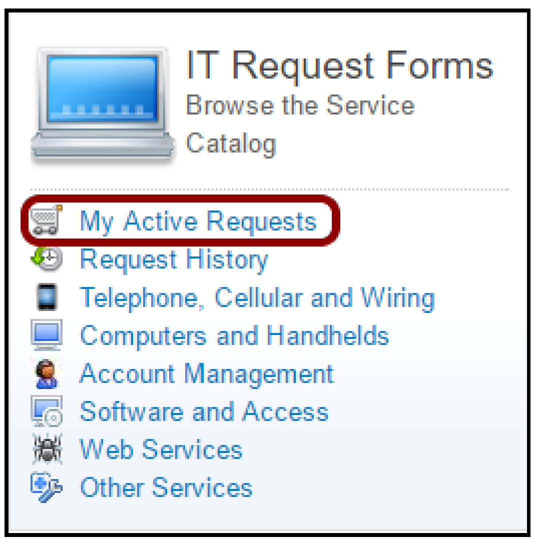
Viewing the Status of an IT Purchase Authorization

This article covers how requesters can view the status of IT Purchase Authorization requests that they have submitted.

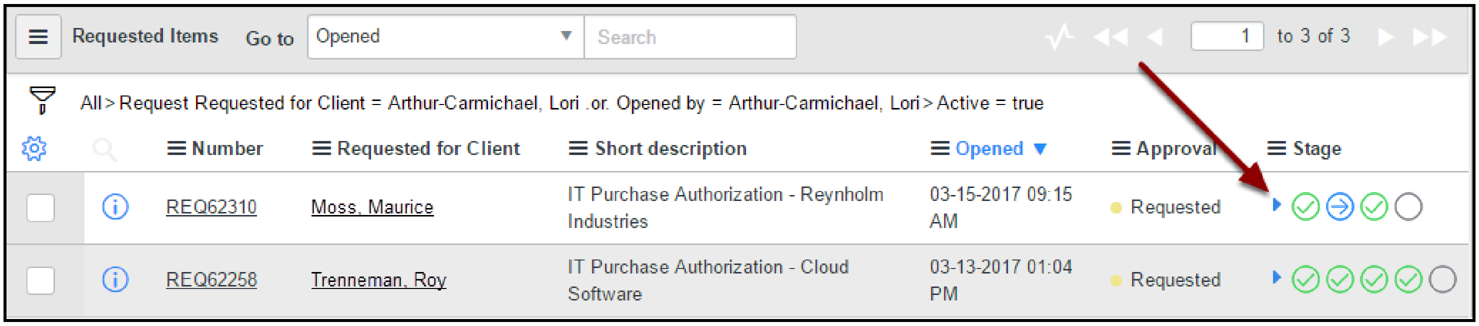
View the status of active requests

If a request has not yet been completed, you can check the status in the My Active Requests section.

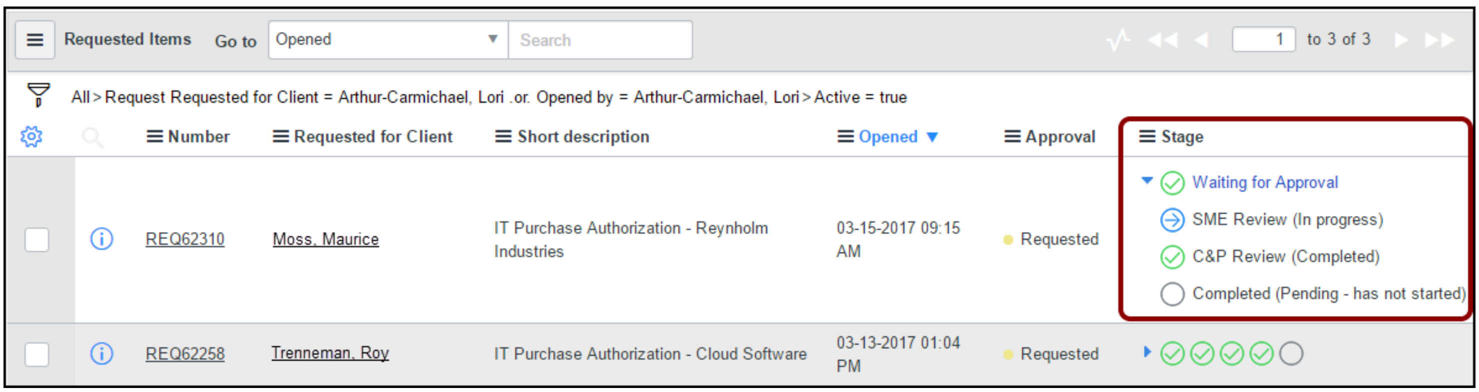
1. To view the status of an active request, click on My Active Requests.



1.1. Click on the arrow in the Stage field to expand the status.



1.2. View the Stage information to determine which IT Subject Matter Experts are involved with your request.



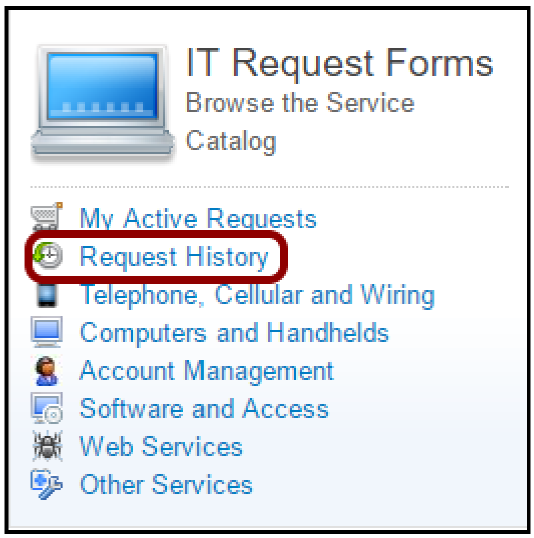
Stage Name	Who is Working on This Request?
SME Review	View the IT Purchasing SME list. Depending on which category/ categories that you selected on your request, those SMEs are involved with your request.
ISO Review	The Information Security Office Subject Matter Expert is involved with your request. Contact iso@fullerton.edu to find out more.
C&P Review	Contracts & Procurement is reviewing your request. Refer to the IT Purchasing SME list for contact information.

Stage Name	Who is Working on This Request?
ATI Review	The ATI Office is reviewing your request. Refer to the IT Purchasing SME list for contact information.

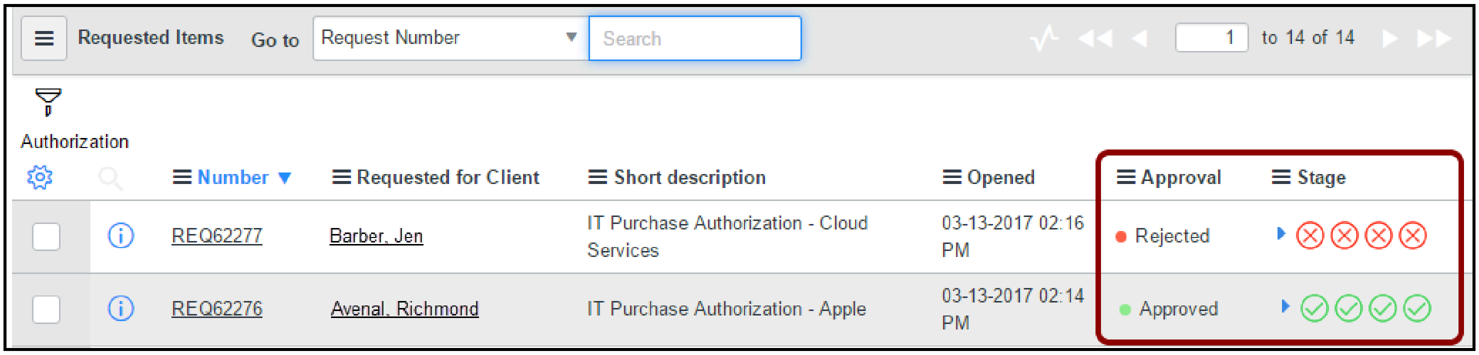
View the status of completed requests

If a request has been completed, you can check the status in the Request History section.

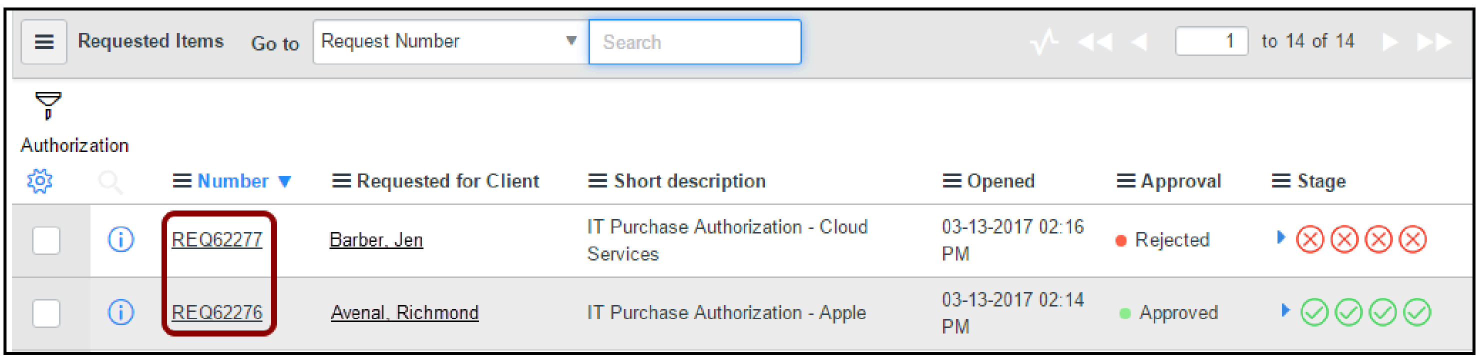
1. To view the status of a completed request, click on Request History.



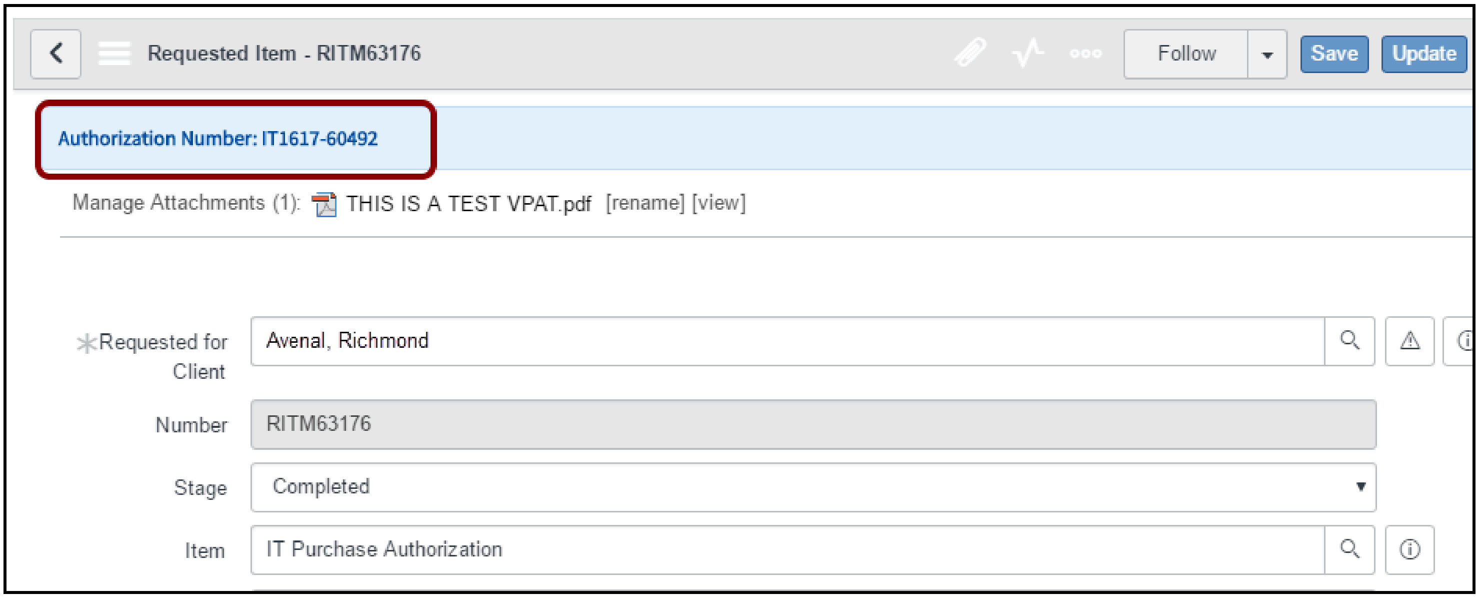
2. The Approval field will indicate whether the request was Approved or Rejected.



3. Click on the REQ number to view the IT Authorization Number (approved requests) or the rejection reason (rejected requests).

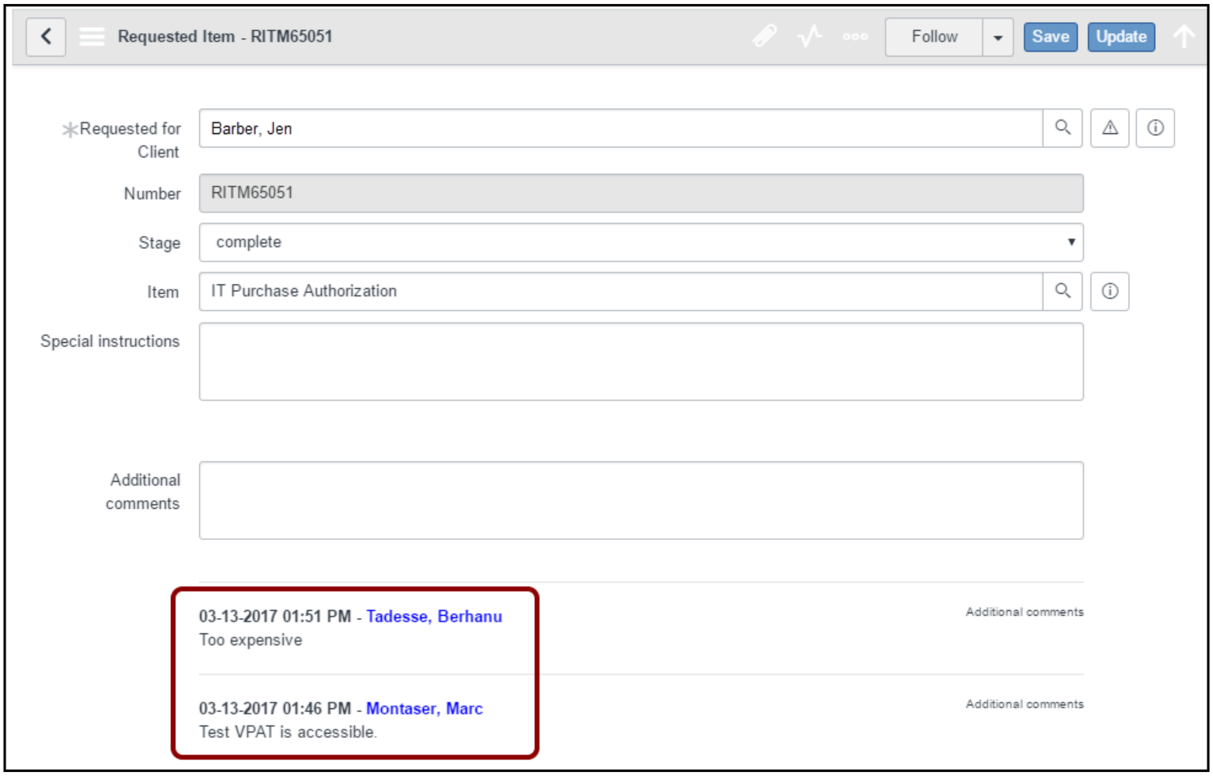


3.1. For approved requests, the IT Authorization number will be at the top of the page.



Be sure to scroll down to view if there are any comments, especially as you may have been asked to make the purchase with a purchase requisition as opposed to a p-card.

3.2. For rejected request, scroll down to view the comments made by IT as to why it was rejected.



In this example, although the VPAT was accessible, the purchase was deemed too expensive.

IT will attempt to be as descriptive as possible when indicating why your request was rejected.

Need More Help?

For technical assistance, please contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

For assistance with the IT Purchasing process, contact the IT Purchasing Team at [dl-itpurchasing@fullerton.edu.](mailto:dl-itpurchasing@fullerton.edu)

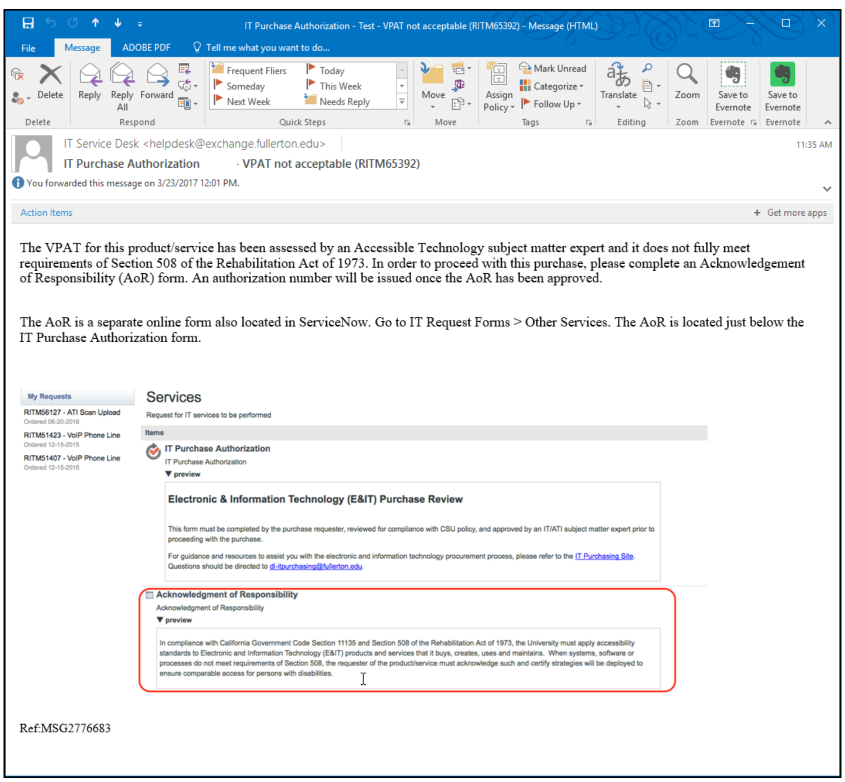
Submitting an Acknowledgement of Responsibility

This article covers how to submit an Acknowledgement of Responsibility form if required as part of an IT Purchase Authorization.

Why would I need an Acknowledgement of Responsibility?

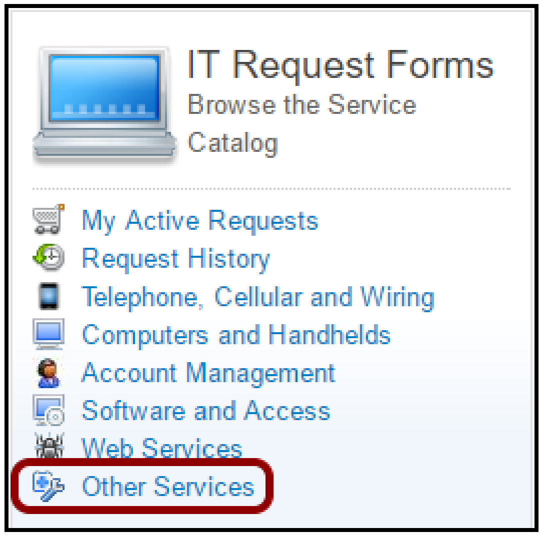
Depending on the selections you made on the IT Purchase Authorization Request Form, the Voluntary Product Accessibility Template (VPAT) section at the bottom of the form may become a required field.

If you attached a VPAT that was deemed unacceptable or you indicated you would submit a VPAT later and were unable to do so (e.g. if the vendor did not fill out the VPAT) AND your purchase is determined to not be high impact, you need to fill out an Acknowledgement of Responsibility to meet the VPAT requirement before your IT Purchase Authorization Request can move forward.

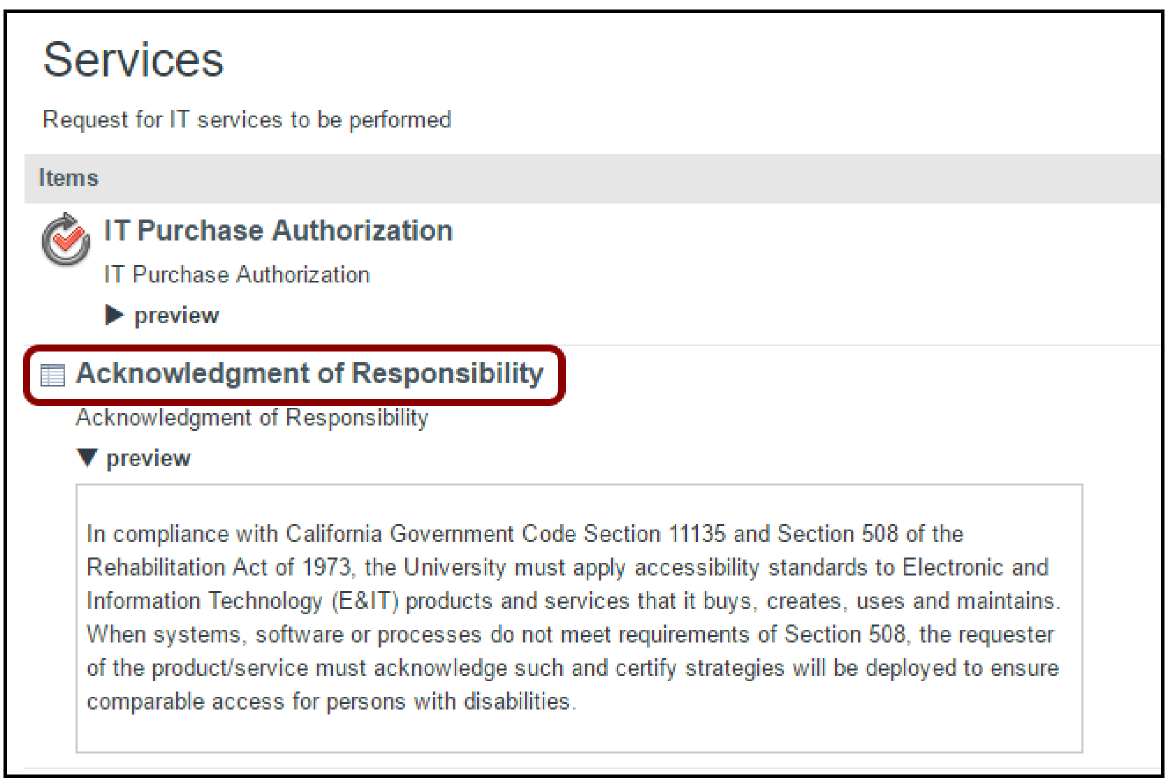


This image shows the email you would receive if your VPAT was found to be unacceptable and an Acknowledgement of Responsibility is required.

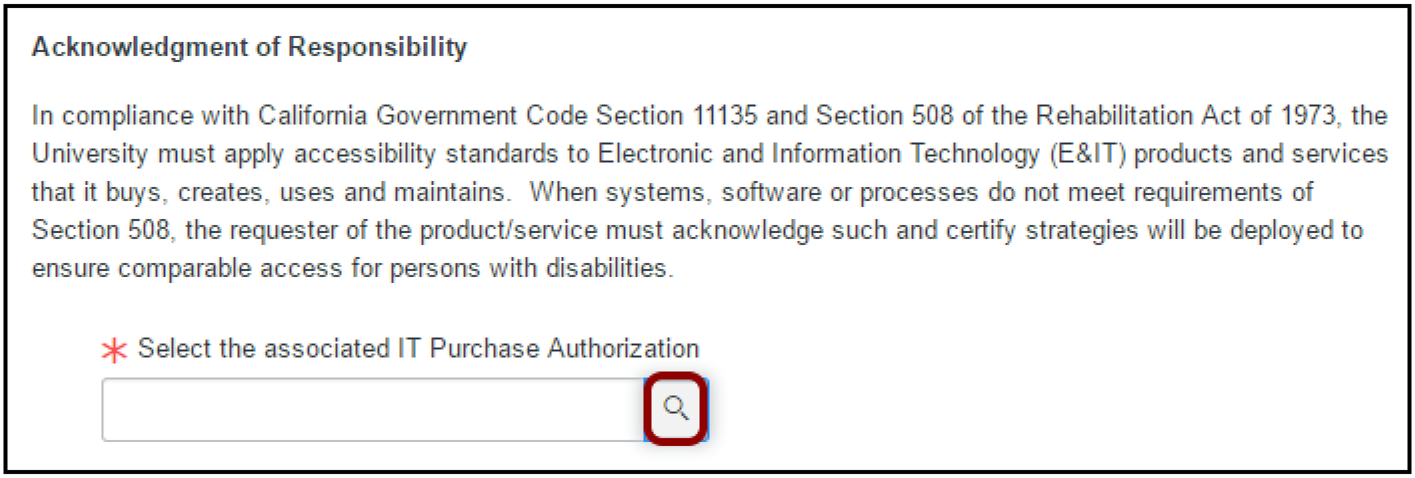
1. Click on Other Services.



2. Select Acknowledgement of Responsibility.



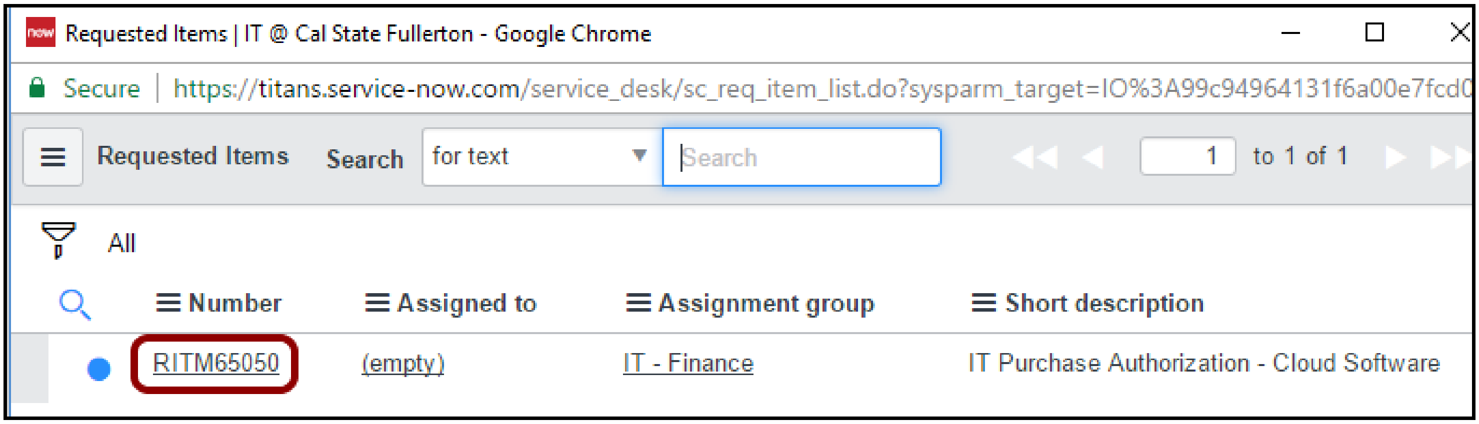
3. Enter the IT Purchase Authorization RITM number or click the magnifying glass to look up your requests.



If you know the RITM number associated with the IT Purchase Authorization, you may type/paste it in. Otherwise, click on the magnifying glass to view your IT Purchase Authorizations.

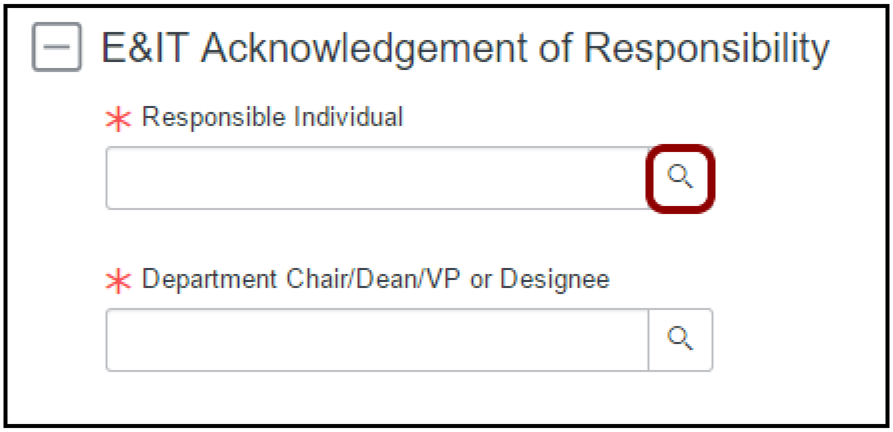
⚠ If someone else submitted the IT Purchase Authorization, you will need to get the RITM number from them. You are unable to see IT Purchase Authorizations submitted by other users.

3.1. Click on the RITM that you want to attach the Acknowledgement of Responsibility to.



3.2. The RITM now appears in the IT Purchase Authorization field.

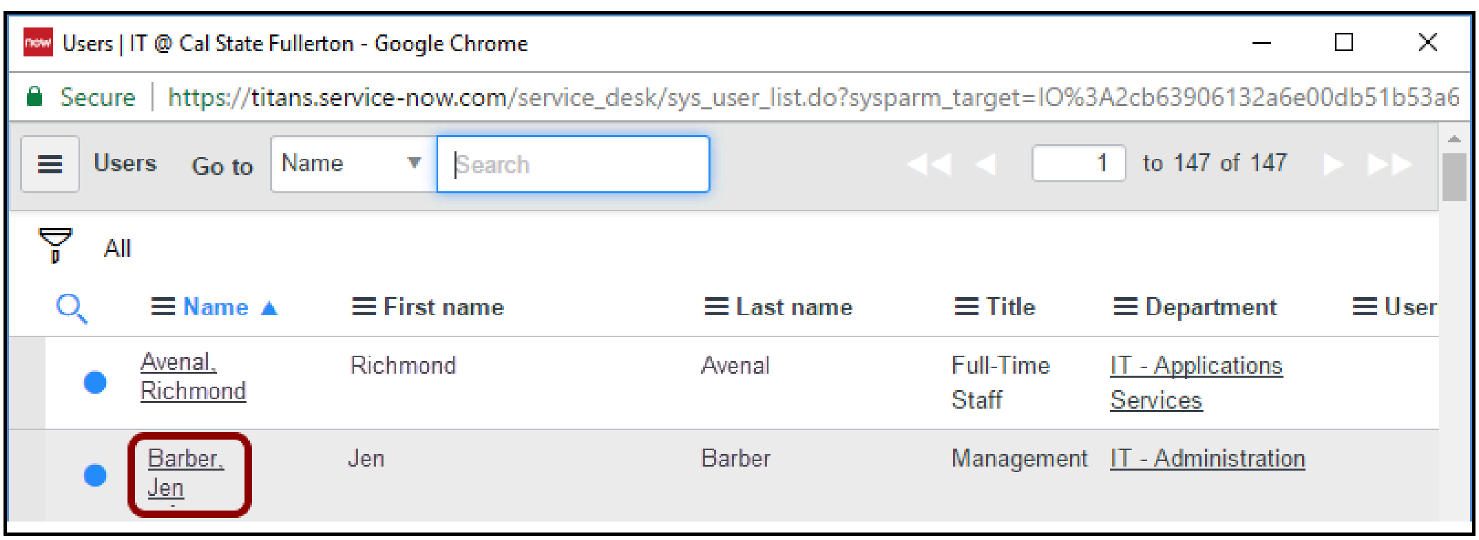
4. Enter the name of the Responsible Individual or click the magnifying glass to look up users in your department(s).



The Responsible Individual is the person who will be using the IT product/service that is being requested in the associated IT Purchase Authorization. Often this is the person who requested that the IT product/service be purchased.

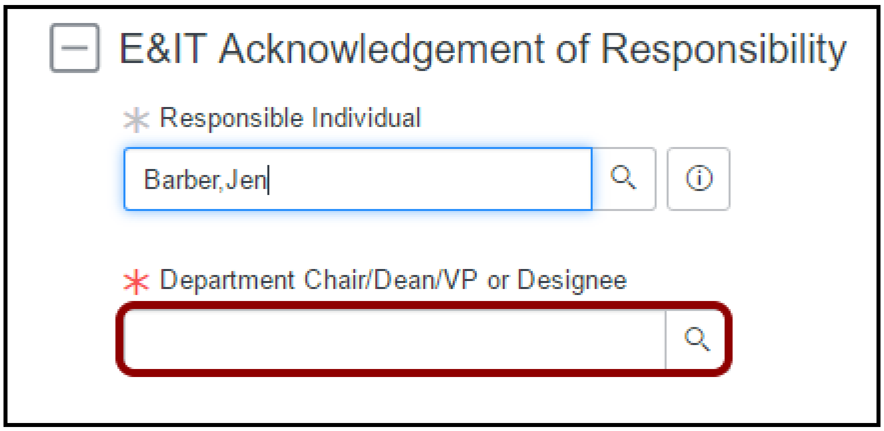
This individual is assuming responsibility for monitoring the use of the IT product/ service and in the event an accessibility issue arises, work with the appropriate office to ensure alternate accommodations are made for the person(s) with a disability.

4.1. Click on the Responsible Individual.



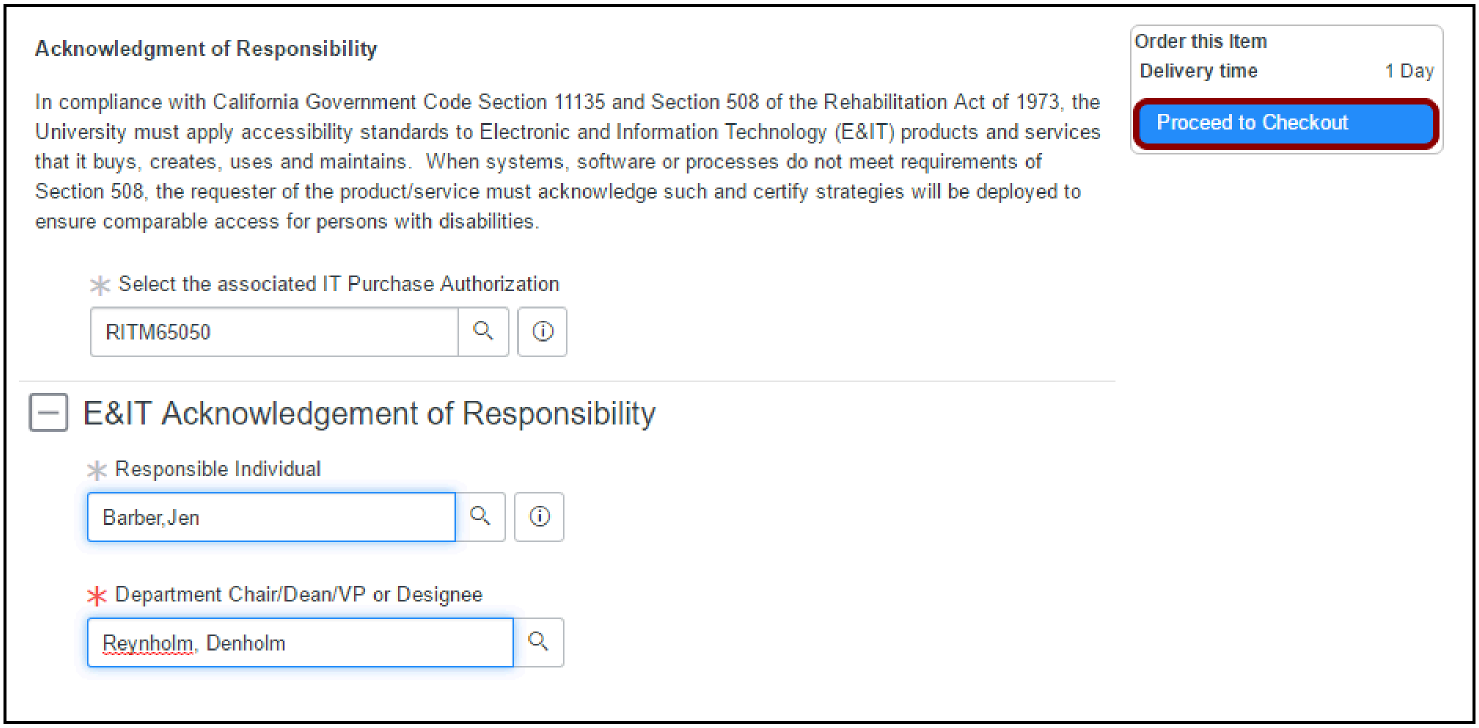
You should see a list of everyone in your division. If you do not see the name of the person you want to select, contact the IT Help Desk at 657-278-7777 or helpdesk@fullerton.edu.

5. Enter the name of the Department Chair/Dean/VP or Designee or click on the magnifying glass to look up available managers.



You should see a list of all users in your division who are designated as Management, Department Chair, Dean, Vice President, or a designee. If you do not see the name of the person you want to select, contact the IT Help Desk at 657-278-7777 or helpdesk@fullerton.edu.

6. Click Proceed to Checkout.



Acknowledgment of Responsibility

In compliance with California Government Code Section 11135 and Section 508 of the Rehabilitation Act of 1973, the University must apply accessibility standards to Electronic and Information Technology (E&IT) products and services that it buys, creates, uses and maintains. When systems, software or processes do not meet requirements of Section 508, the requester of the product/service must acknowledge such and certify strategies will be deployed to ensure comparable access for persons with disabilities.

* Select the associated IT Purchase Authorization

RITM65050

E&IT Acknowledgement of Responsibility

* Responsible Individual

Barber,Jen

* Department Chair/Dean/VP or Designee

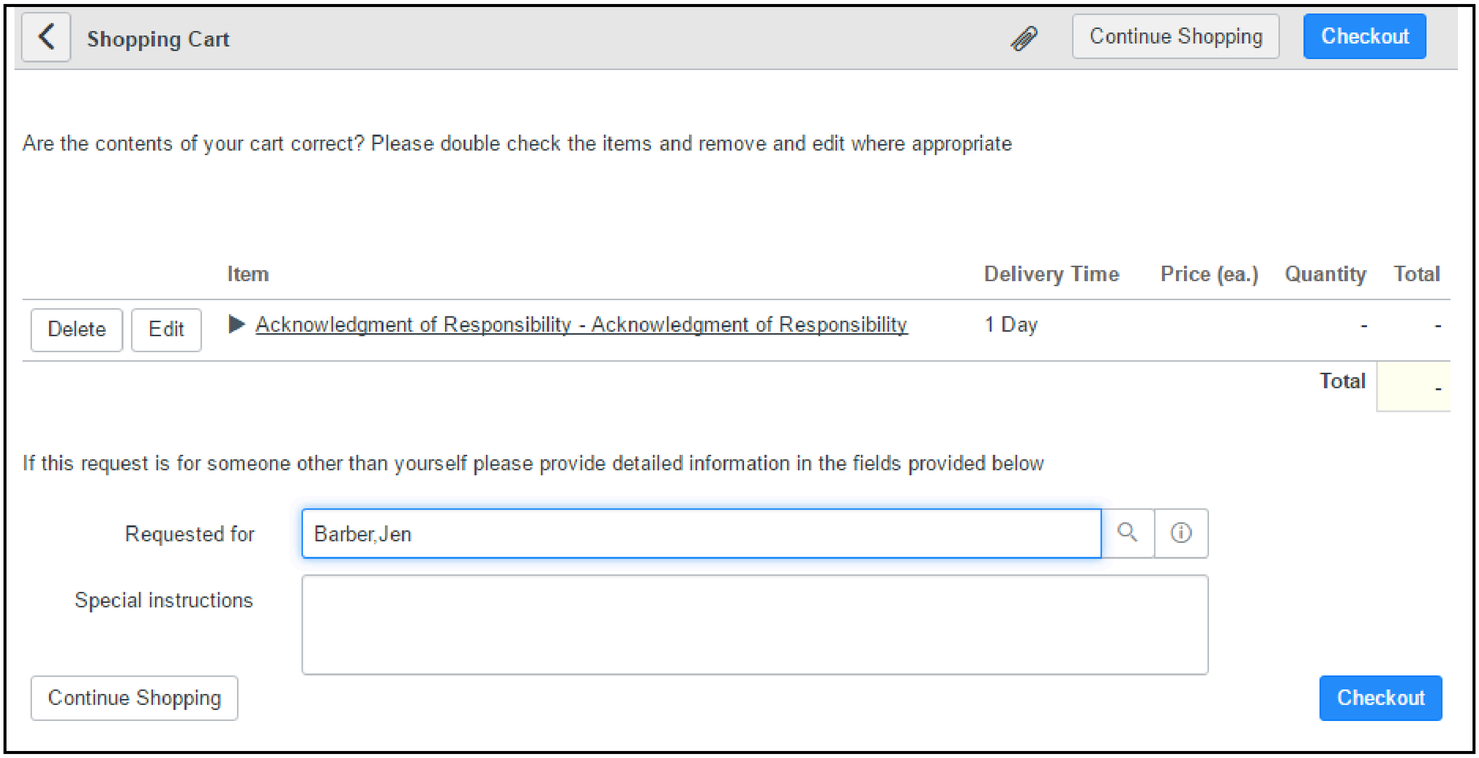
Reynholm, Denholm

Order this Item

Delivery time 1 Day

Proceed to Checkout

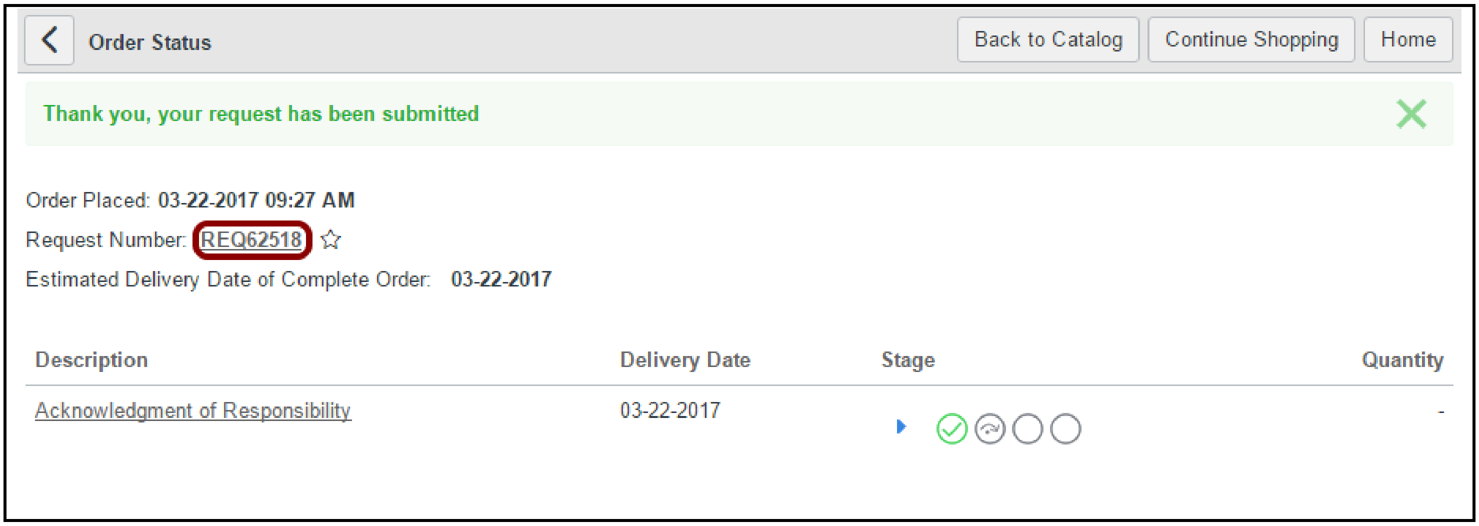
7. Change the Requested For field if desired and then click Checkout.



You may wish to change the Requested For field to the Responsible Individual for the IT Purchase Authorization.

Click **Checkout** when you are ready to submit the Acknowledgement of Responsibility.

8. The Acknowledgement of Responsibility is submitted! Make a note of the REQ number.



You can use the REQ number when contacting the IT Help Desk to follow up on this request.

You may not receive a confirmation email after you submit this request if you are not the Responsible Individual or Manager/Department Chair/Dean/VP/Designee involved in this request.

Need More Help?

Contact the IT Purchasing Team at dl-itpurchasing@fullerton.edu or call the IT Help Desk at 657-278-7777.

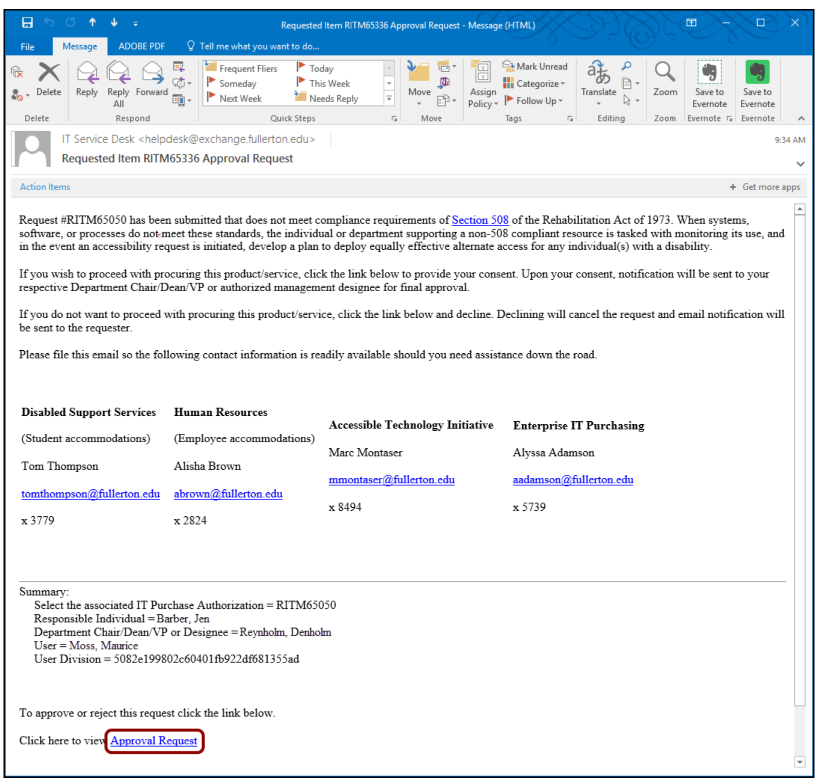
Approving an Acknowledgement of Responsibility

This article covers how to approve an Acknowledgment of Responsibility Form as part of the IT Purchase Authorization Request process.

You will receive an email notification when you have an Acknowledgement of Responsibility that requires your approval.

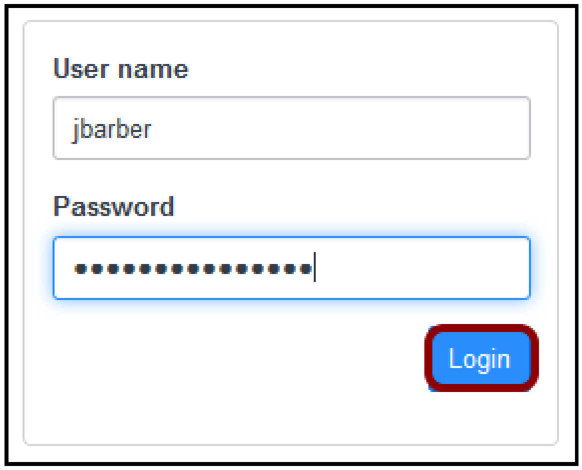
I have the approval email

1. Open the email. Read it carefully! Then click on the Approval Request link at the bottom of the email.



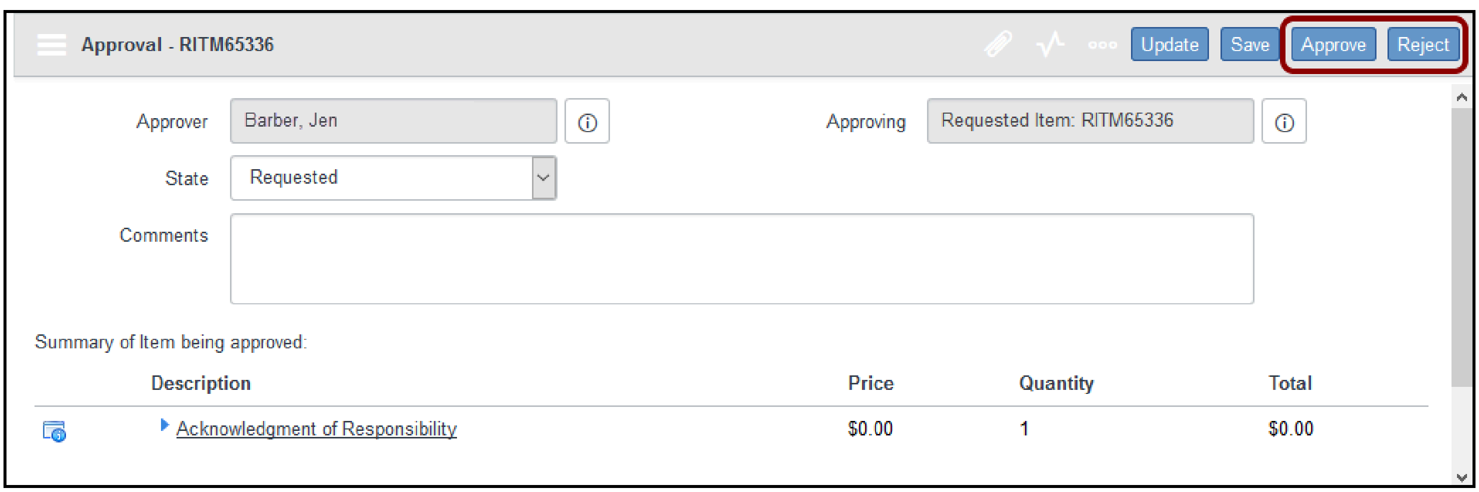
Be sure that you read through this email carefully to understand what you are agreeing to when you approve this request.

2. You may be asked to log in. Enter your campus username and password. Then click Login.



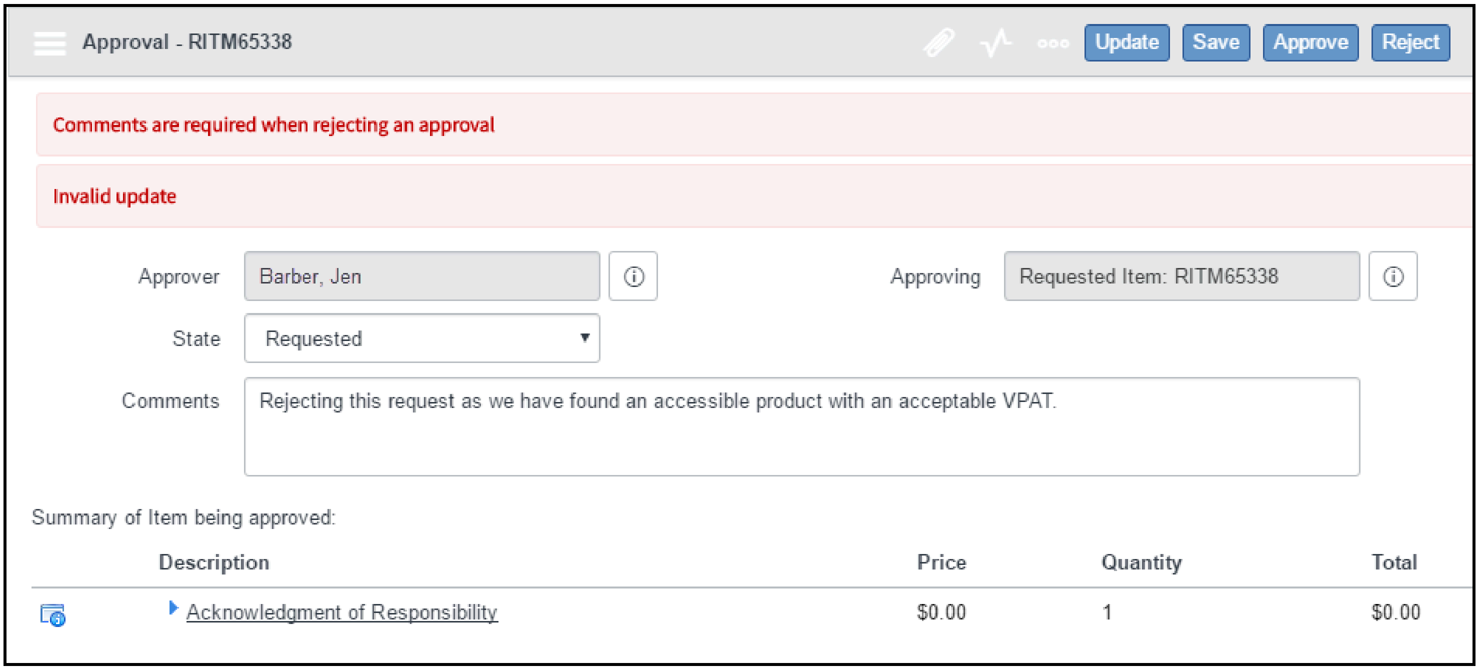
If you are not currently logged in to Service-Now or the IT Service Desk, you will be asked to log in.

3. Click either Approve or Reject at the top right.



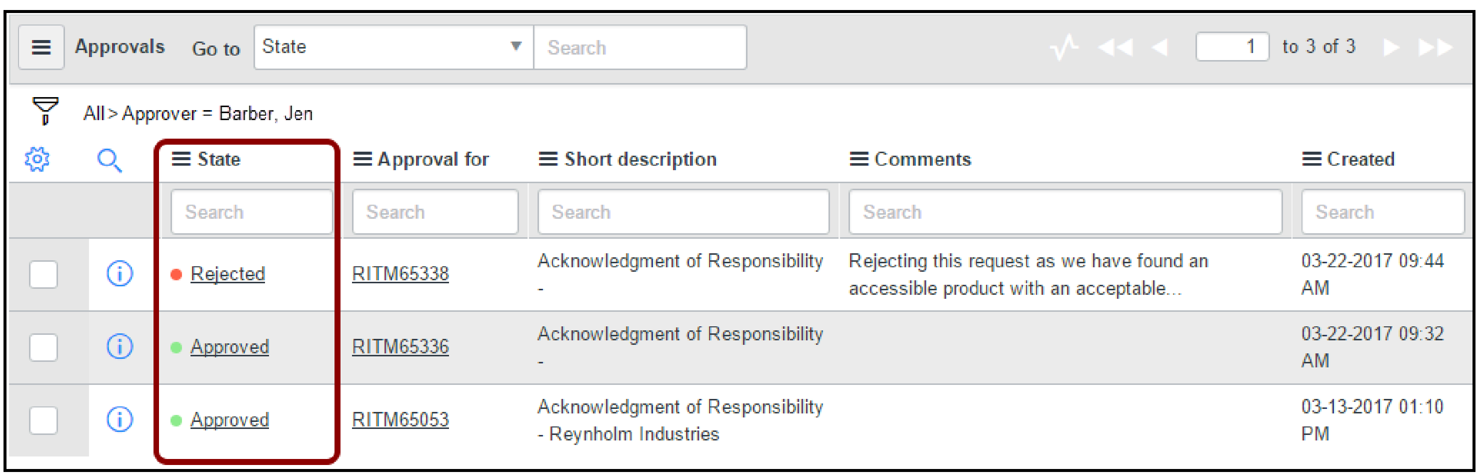
Click either the **Approve** button or the **Reject** button at the top right of the approval.

3.1. If you choose to reject the Acknowledgement of Responsibility, you must enter a comment in the Comments field.



Use the Comments field to indicate why you are rejecting this form; this comment will be sent to the person who submitted the Acknowledgement of Responsibility.

4. You will be taken back to your My Approvals page and the Acknowledgment of Responsibility will show either as Approved or Rejected.

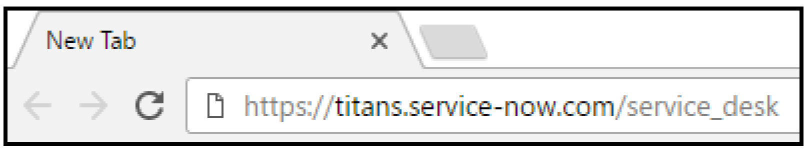


You're done! You can view or approve/reject other requests that are showing in your My Approvals if you wish.

I can't find the approval email or I want to view all of my approval requests

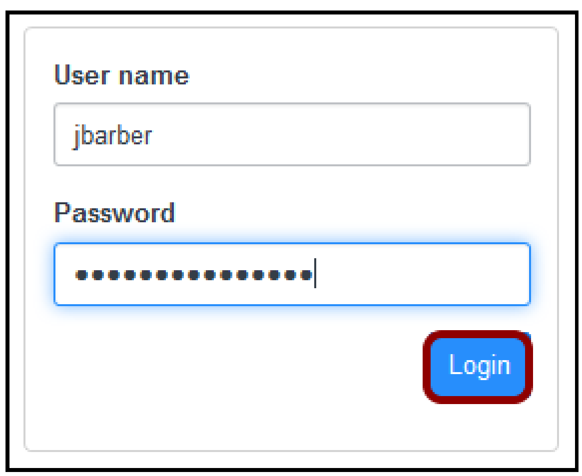
If you can't find the approval email or you would like to view all of your approval requests, you can use the My Approvals feature.

1. Open your browser to the IT Service Desk at https://titans.service-now.com/service_desk.

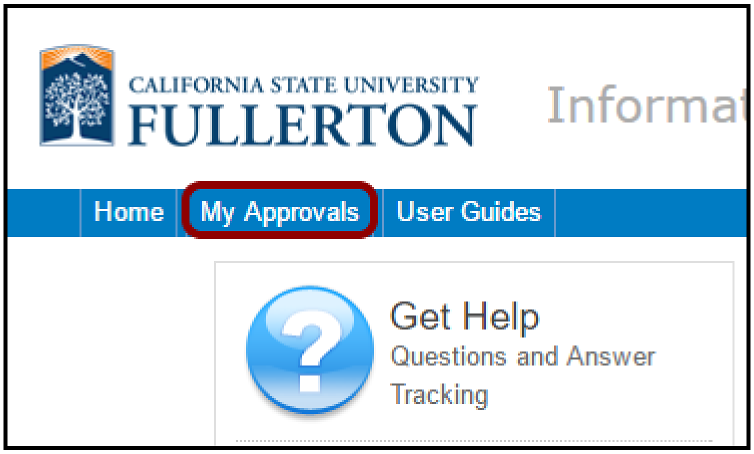


Open your browser to https://titans.service-now.com/service_desk.

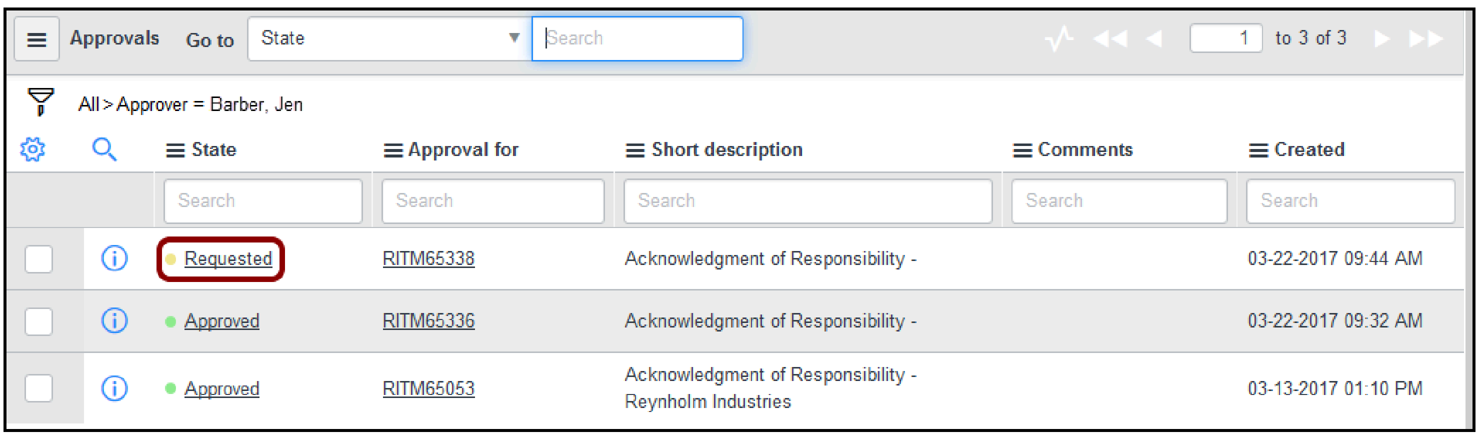
2. Enter your campus username and password. Then click Login.



3. Click on My Approvals in the blue menu bar.

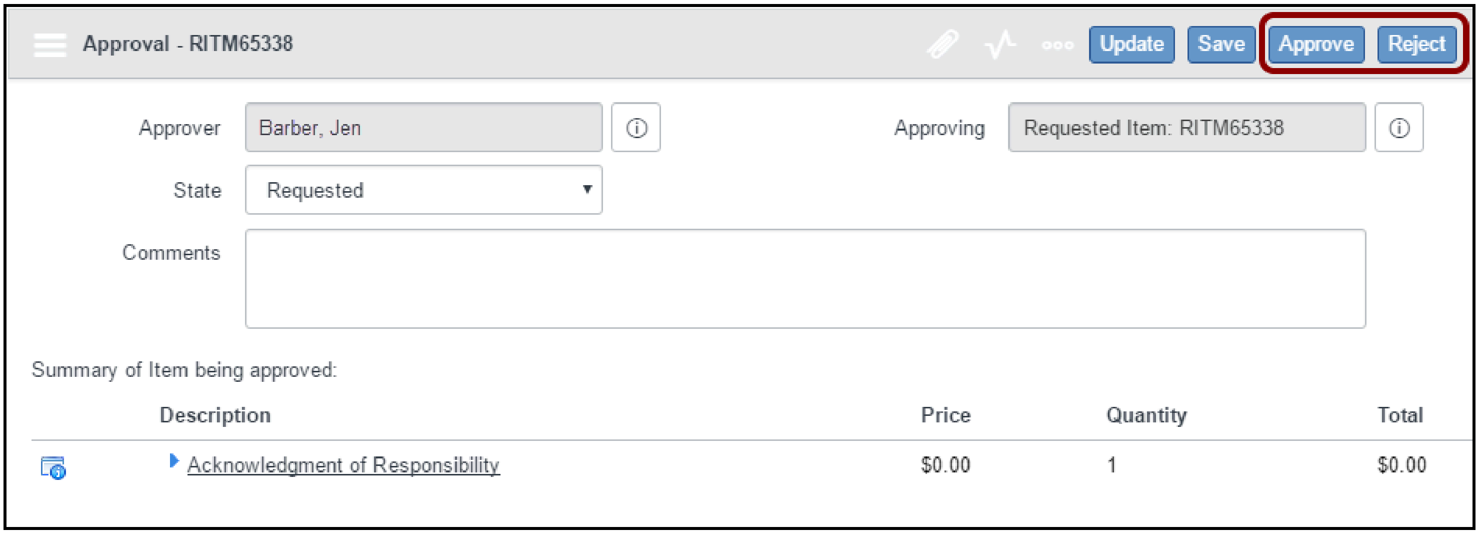


4. Click on the item you want to approve/reject.



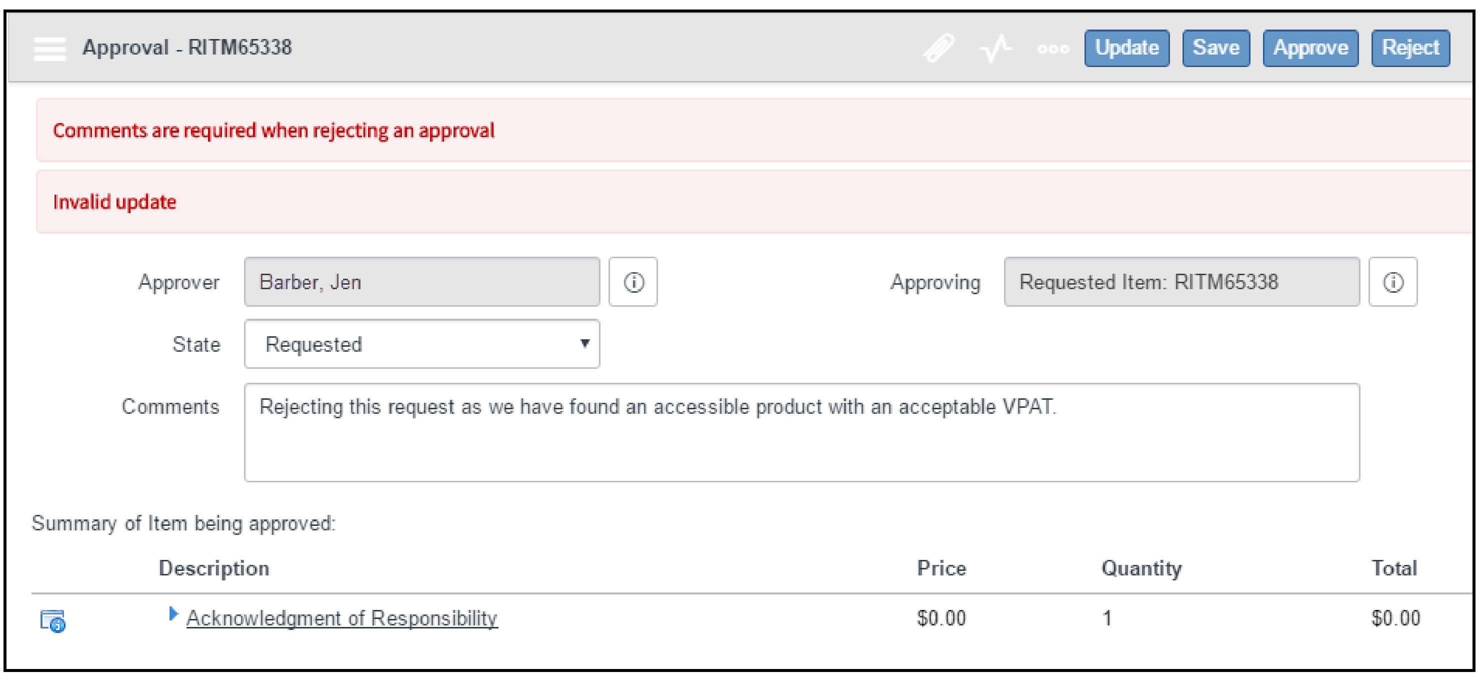
A list of the forms that require your approval appears (you may see forms other than the Acknowledgement of Responsibility here). Click on the one you want to approve/reject.

5. Click either Approve or Reject at the top right.



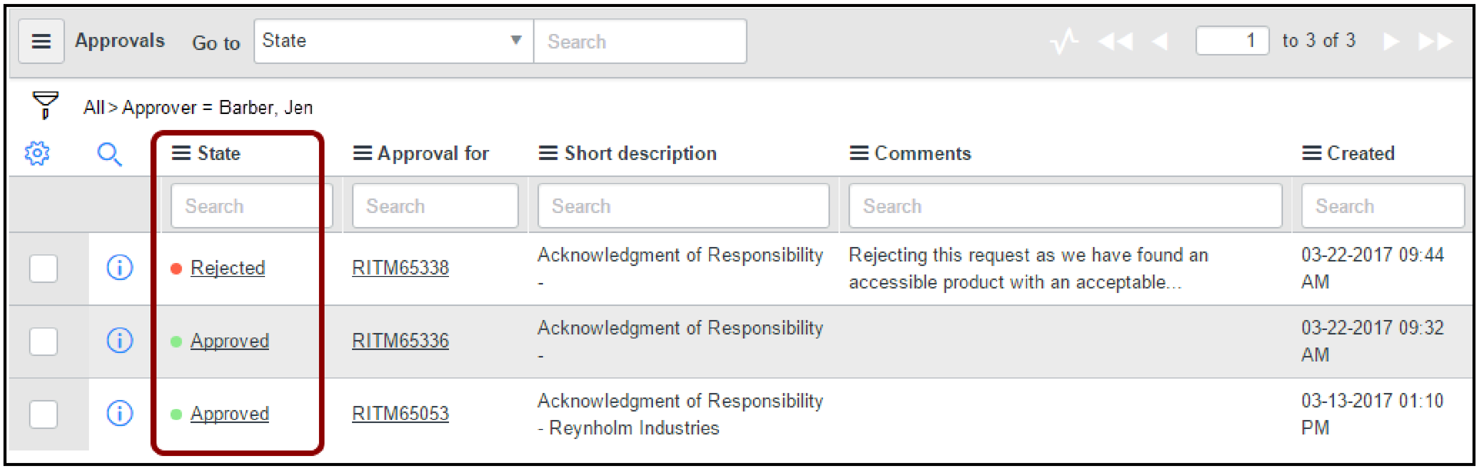
Click either the **Approve** button or the **Reject** button at the top right of the approval.

5.1. If you choose to reject the Acknowledgement of Responsibility, you must enter a comment in the Comments field.



Use the Comments field to indicate why you are rejecting this form. This comment will be sent to the person who submitted the Acknowledgement of Responsibility form.

6. You will be taken back to your My Approvals page and the Acknowledgment of Responsibility will show either as Approved or Rejected.



		State	Approval for	Short description	Comments	Created
		Search	Search	Search	Search	Search
		Rejected	RITM65338	Acknowledgment of Responsibility -	Rejecting this request as we have found an accessible product with an acceptable...	03-22-2017 09:44 AM
		Approved	RITM65336	Acknowledgment of Responsibility -		03-22-2017 09:32 AM
		Approved	RITM65053	Acknowledgment of Responsibility - Reynholm Industries		03-13-2017 01:10 PM

You're done! You can view or approve/reject other requests that are showing in your My Approvals if you wish.

Need More Help?

Contact the IT Purchasing Team at dl-itpurchasing@fullerton.edu or call the IT Help Desk at 657-278-7777.

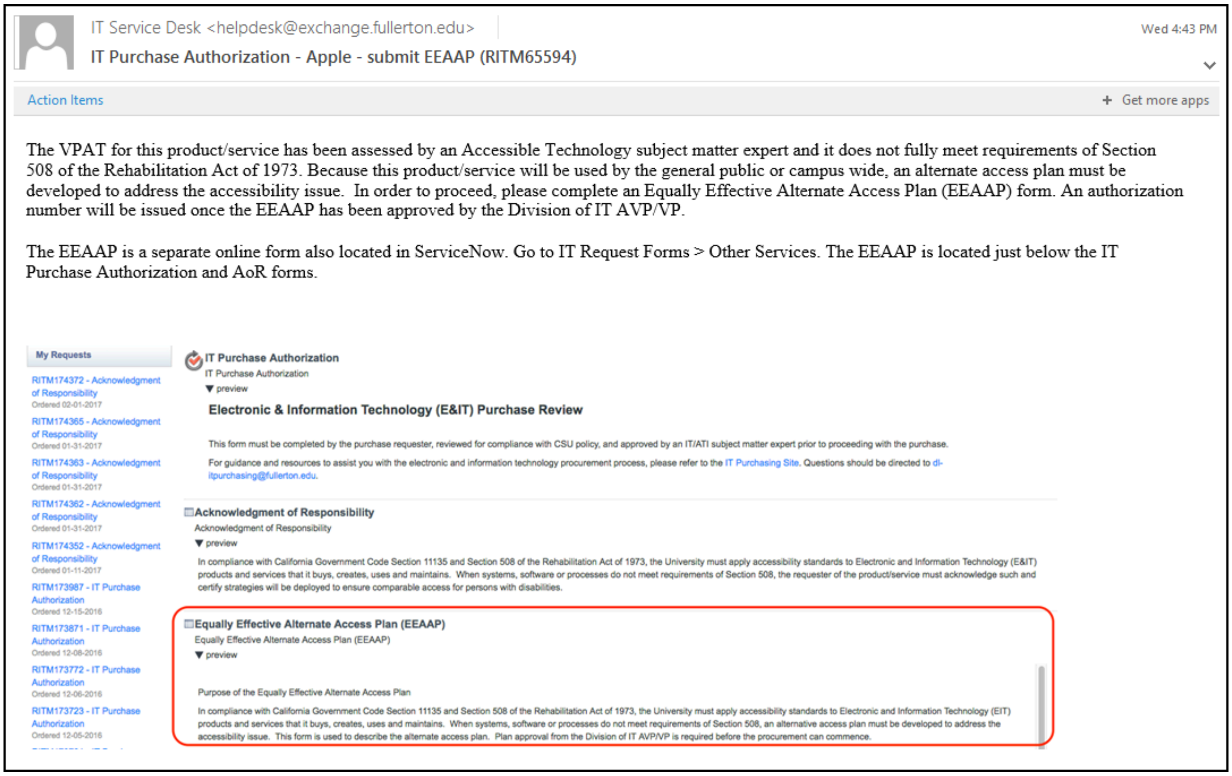
Submitting an Equally Effective Alternate Access Plan (EEAAP)

This article covers how to submit an Equally Effective Alternate Access Plan (EEAAP) Form if required as part of an IT Purchase Authorization.

Why would I need an Equally Effective Alternate Access Plan (EEAAP)?

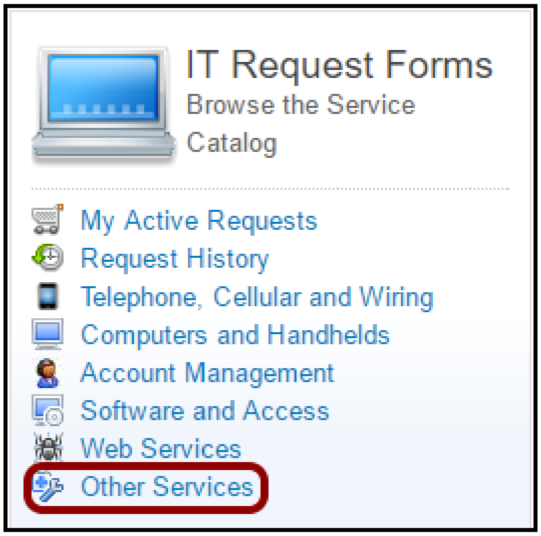
Depending on the selections you made on the IT Purchase Authorization Request Form, the Voluntary Product Accessibility Template (VPAT) section at the bottom of the form may become a required field.

If you attached a VPAT that was deemed unacceptable or you indicated you would submit a VPAT later and were unable to do so (e.g. if the vendor did not fill out the VPAT) AND your purchase is determined to be high impact, you need to fill out an Equally Effective Alternate Access Plan (EEAAP) to meet the VPAT requirement before your IT Purchase Authorization Request can move forward.

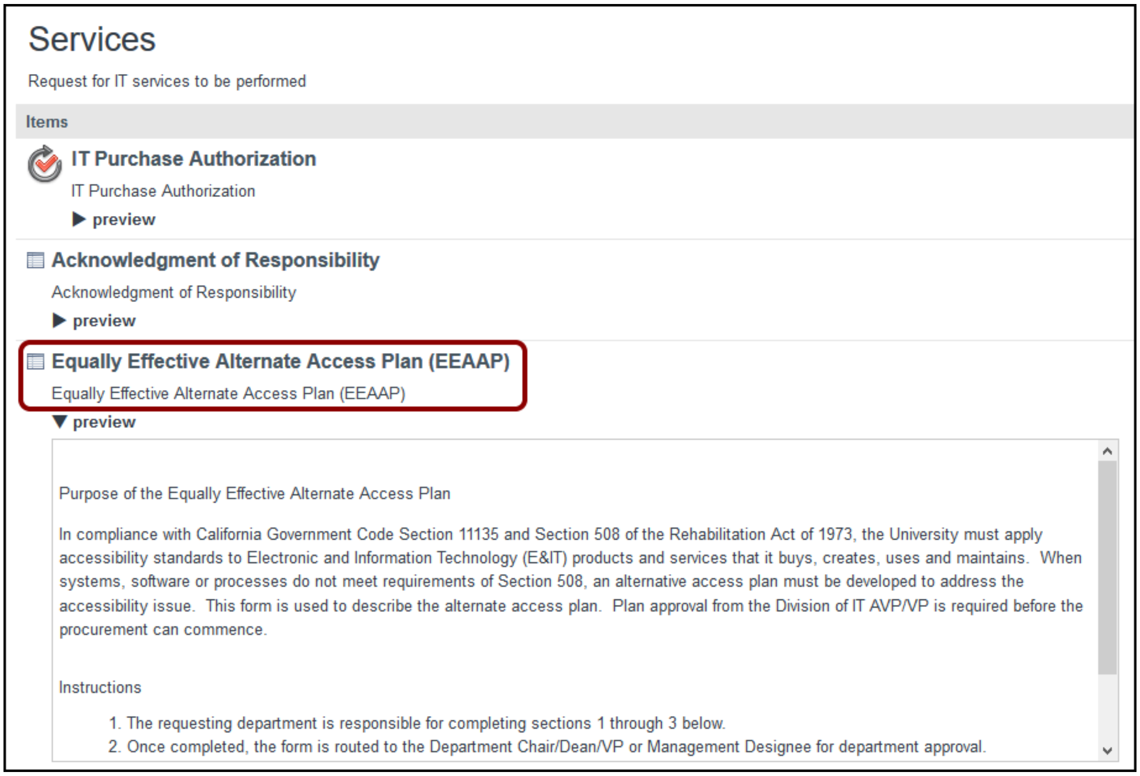


This image shows the email you would receive if your VPAT was found to be unacceptable and an EEAAP is required.

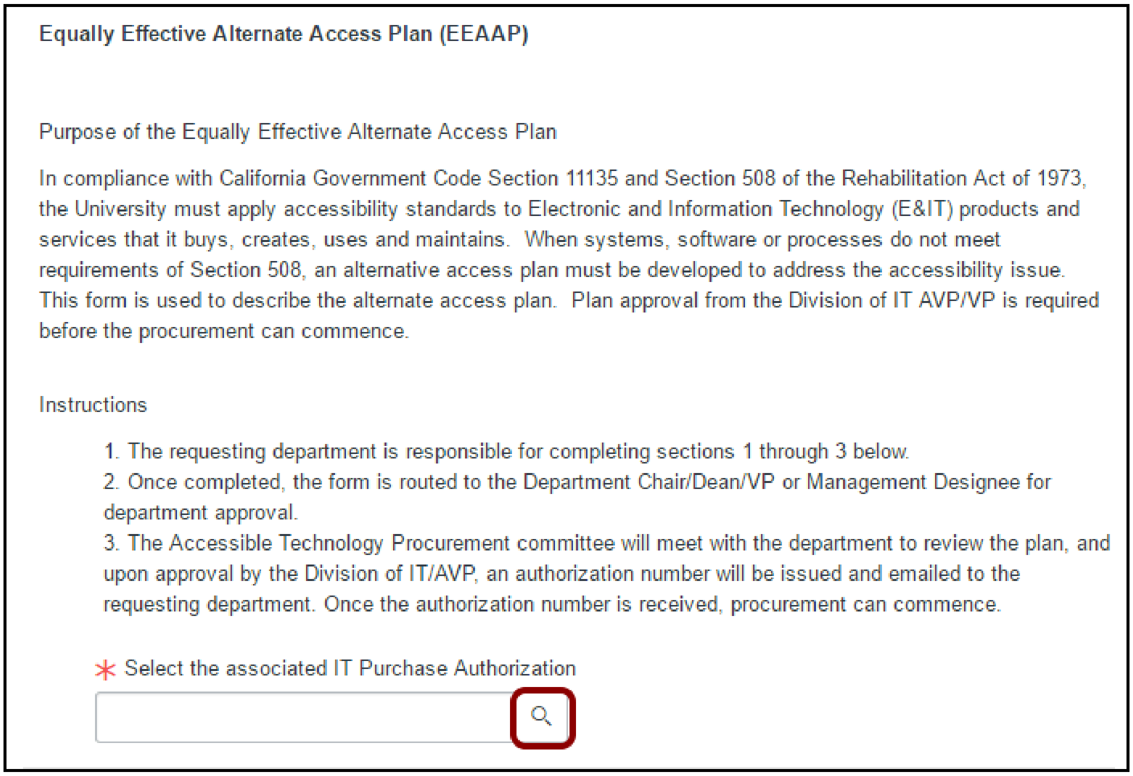
1. Click on Other Services.



2. Select Equally Effective Alternate Access Plan (EEAAP).



3. Enter the IT Purchase Authorization RITM number or click the magnifying glass to look up your requests.



Equally Effective Alternate Access Plan (EEAAP)

Purpose of the Equally Effective Alternate Access Plan

In compliance with California Government Code Section 11135 and Section 508 of the Rehabilitation Act of 1973, the University must apply accessibility standards to Electronic and Information Technology (E&IT) products and services that it buys, creates, uses and maintains. When systems, software or processes do not meet requirements of Section 508, an alternative access plan must be developed to address the accessibility issue. This form is used to describe the alternate access plan. Plan approval from the Division of IT AVP/VP is required before the procurement can commence.

Instructions

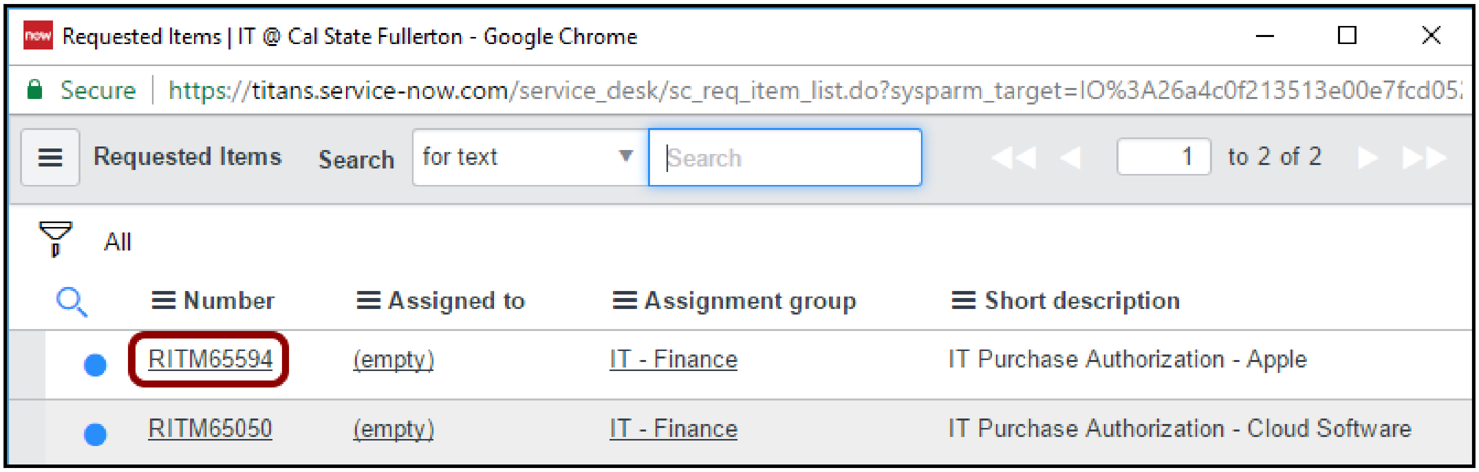
1. The requesting department is responsible for completing sections 1 through 3 below.
2. Once completed, the form is routed to the Department Chair/Dean/VP or Management Designee for department approval.
3. The Accessible Technology Procurement committee will meet with the department to review the plan, and upon approval by the Division of IT/AVP, an authorization number will be issued and emailed to the requesting department. Once the authorization number is received, procurement can commence.

* Select the associated IT Purchase Authorization

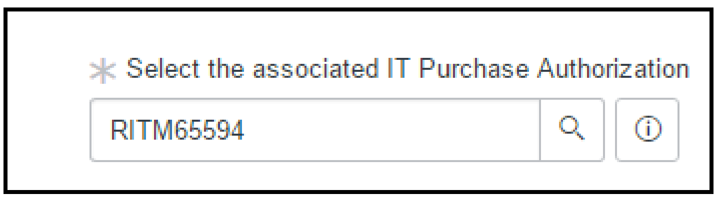
If you know the RITM number associated with the IT Purchase Authorization, you may type/paste it in. Otherwise, click on the magnifying glass to view your IT Purchase Authorizations.

If someone else submitted the IT Purchase Authorization, you will need to get the RITM number from them. You are unable to see IT Purchase Authorizations submitted by other users.

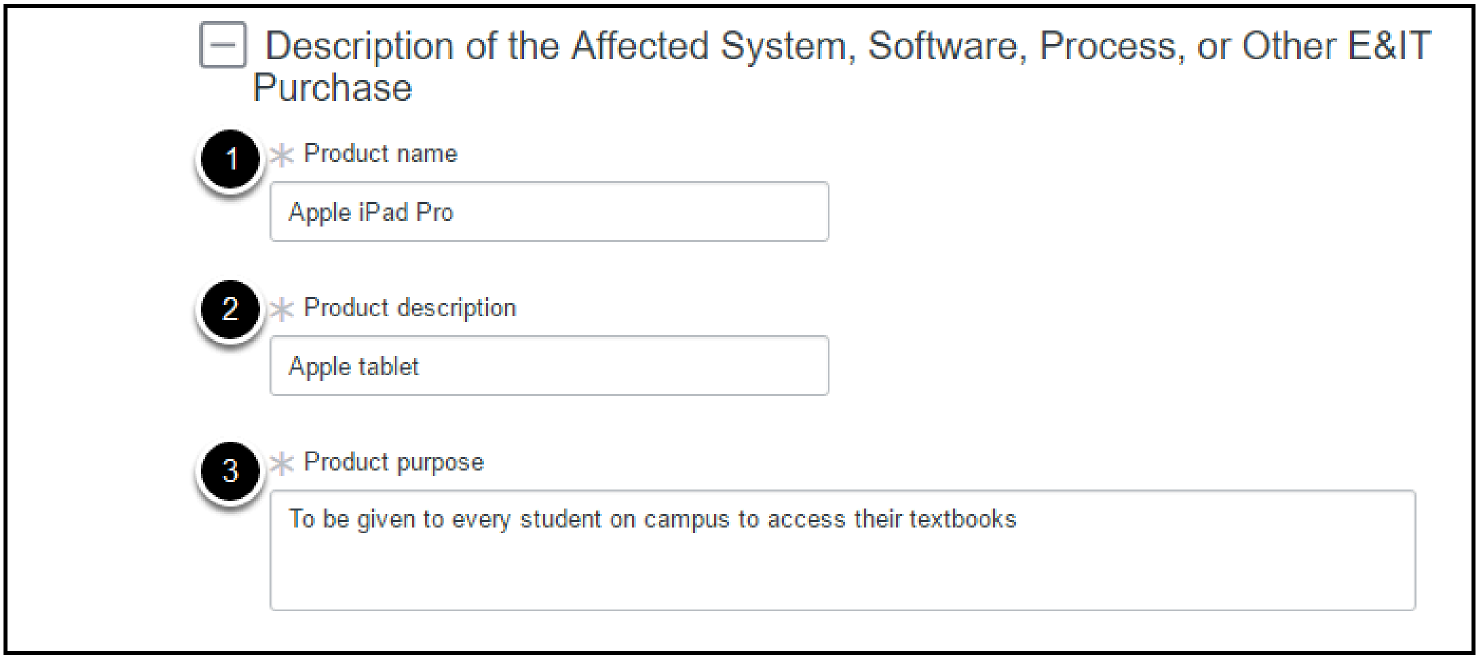
3.1. Click on the RITM that you want to attach the Acknowledgement of Responsibility to.



3.2. The RITM now appears in the IT Purchase Authorization field.



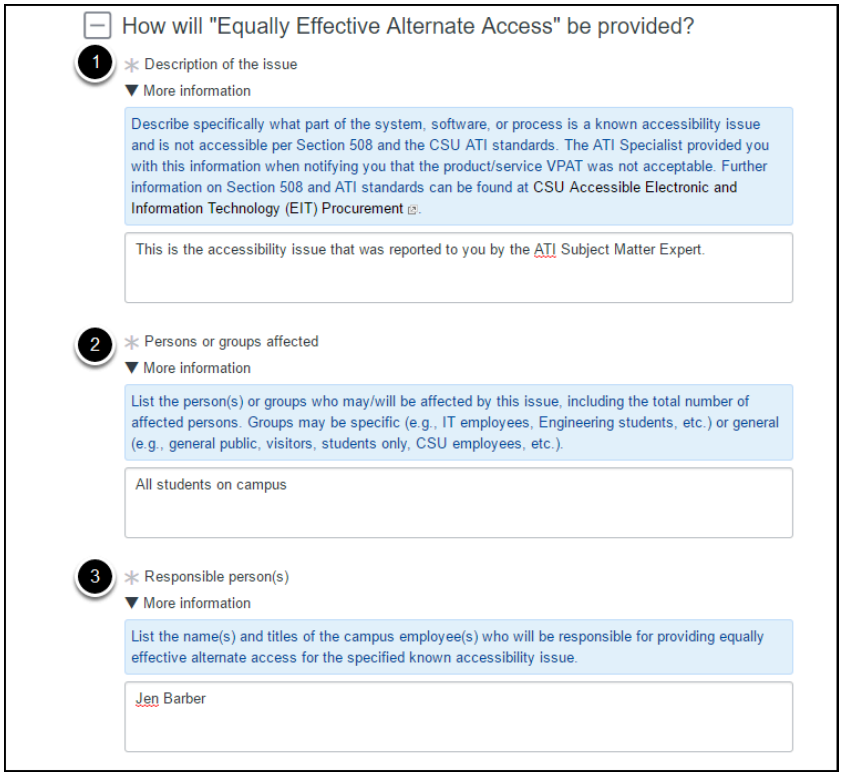
4. Enter the Product name, description, and purpose.



1. Enter the name of the product/service you want to purchase.
2. Enter a description of the product/service (e.g. what is it? what does it do?)
3. Enter the purpose of the product/service (e.g. how will it be used? what will it be used for?).

5. Enter a description of the issue, the persons/groups affected by the issue, and the Responsible Person(s).

Click the **More information** drop-down arrow for additional help with filling out each field.


How will "Equally Effective Alternate Access" be provided?

1 * Description of the issue

▼ More information

Describe specifically what part of the system, software, or process is a known accessibility issue and is not accessible per Section 508 and the CSU ATI standards. The ATI Specialist provided you with this information when notifying you that the product/service VPAT was not acceptable. Further information on Section 508 and ATI standards can be found at CSU Accessible Electronic and Information Technology (EIT) Procurement.

This is the accessibility issue that was reported to you by the ATI Subject Matter Expert.

2 * Persons or groups affected

▼ More information

List the person(s) or groups who may/will be affected by this issue, including the total number of affected persons. Groups may be specific (e.g., IT employees, Engineering students, etc.) or general (e.g., general public, visitors, students only, CSU employees, etc.).

All students on campus

3 * Responsible person(s)

▼ More information

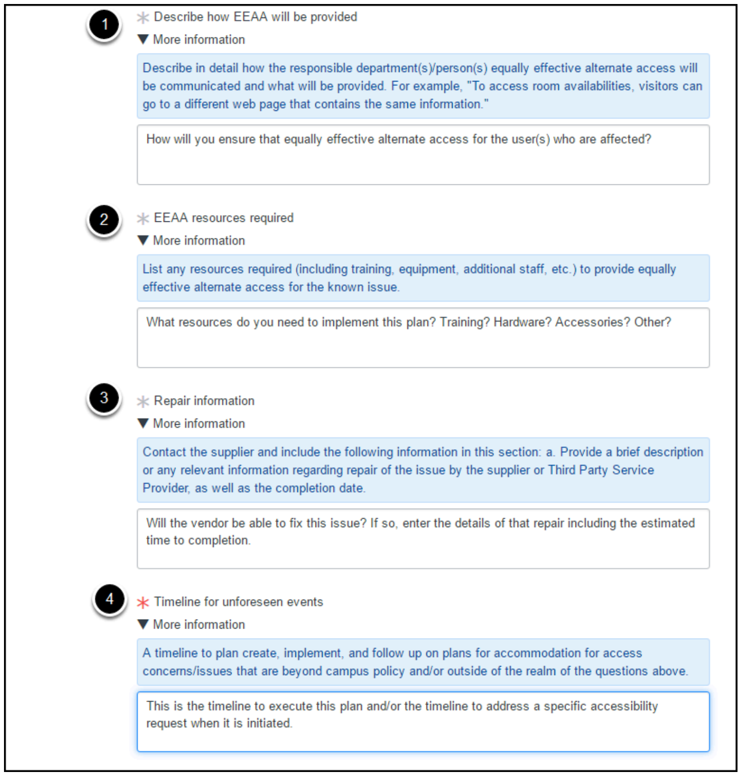
List the name(s) and titles of the campus employee(s) who will be responsible for providing equally effective alternate access for the specified known accessibility issue.

Jen Barber

1. Enter a description of the accessibility issue that was identified by the ATI Subject Matter Expert. This information should have been provided to you via email as part of the IT Purchase Authorization request.
2. Enter the persons/groups who are affected by the accessibility issue. This may be all of the groups/people who are intended to use the product/service.
3. Enter the Responsible Person(s). The Responsible Person is the person who will be using the IT product/service that is being requested in the associated IT Purchase Authorization. Often this is the person who requested that the IT product/service be purchased.

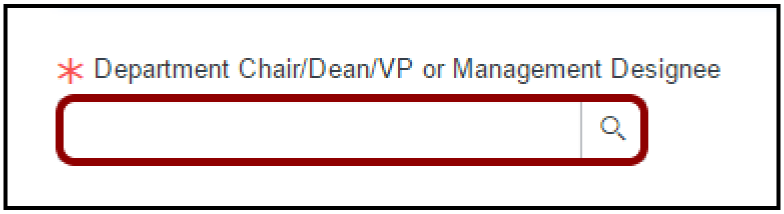
6. Describe how EEAA will be provided, the resources required to provide it, repair information from the vendor, and a timeline for implementation.

> If you are unsure about what to put in these fields, you can enter something like "I need assistance from IT."



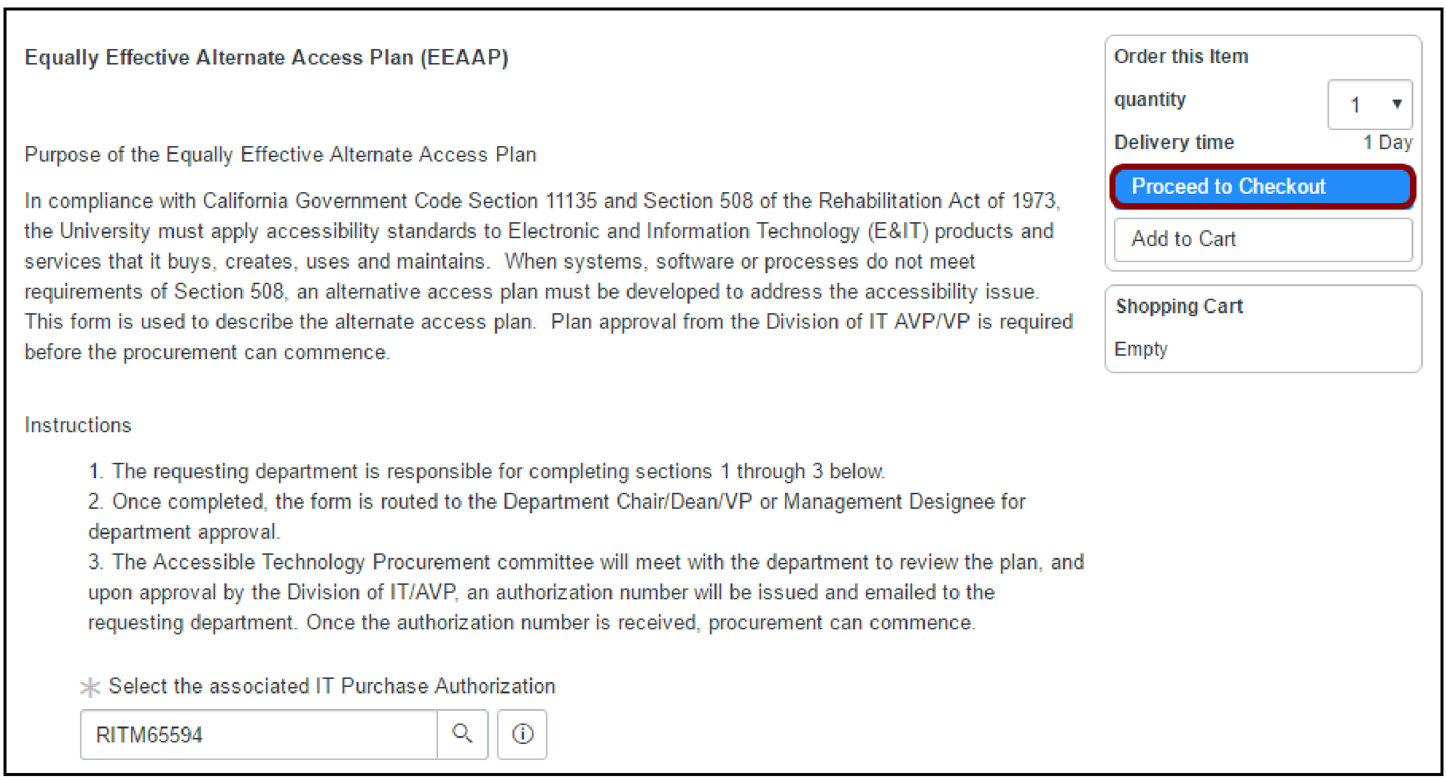
1. Describe the Equally Effective Alternate Access (EEAA) that will be provided to address the accessiblity issues. Be as specific as possible.
2. Enter the resources that are necessary to implement the EEAA. This might be additional hardware or accessories or an investment of time from your campus tech or other staff. An example might be hiring an additional staff person to transcribe audio.
3. Enter the vendor's plan for repairing the accessibility issue. If the vendor has a plan to fix the issue, enter their plan and estimated completion date. If there is no plan to fix the issue, enter "Vendor has no plans to address this issue" or similar.
4. Enter the timeline to address unforeseen events. This is the timeline to execute this EEAA plan and/or the timeline to address a specific accessibility request when it is initiated.

7. Enter the name of the Department Chair/Dean/VP or Designee or click on the magnifying glass to look up available managers.



You should see a list of all users in your division who are designated as Management, Department Chair, Dean, Vice President, or a designee. If you do not see the name of the person you want to select, contact the IT Help Desk at 657-278-7777 or helpdesk@fullerton.edu.

8. Click Proceed to Checkout.


Equally Effective Alternate Access Plan (EEAAP)

Purpose of the Equally Effective Alternate Access Plan

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Instructions

1. The requesting department is responsible for completing sections 1 through 3 below.
2. Once completed, the form is routed to the Department Chair/Dean/VP or Management Designee for department approval.
3. The Accessible Technology Procurement committee will meet with the department to review the plan, and upon approval by the Division of IT/AVP, an authorization number will be issued and emailed to the requesting department. Once the authorization number is received, procurement can commence.

* Select the associated IT Purchase Authorization

RITM65594

Order this Item

quantity 1

Delivery time 1 Day

Proceed to Checkout

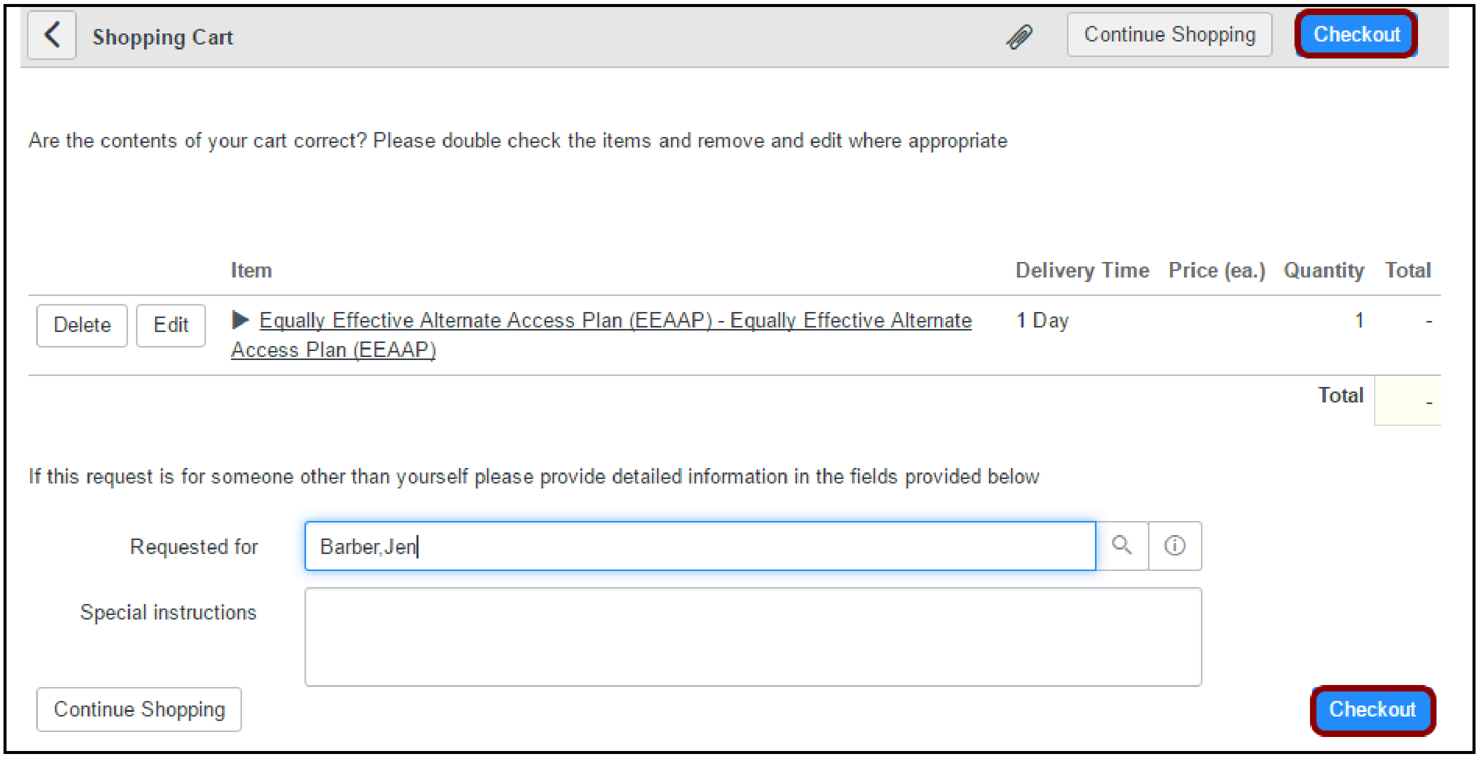
Add to Cart

Shopping Cart

Empty

9. Change the Requested For field if desired and then click

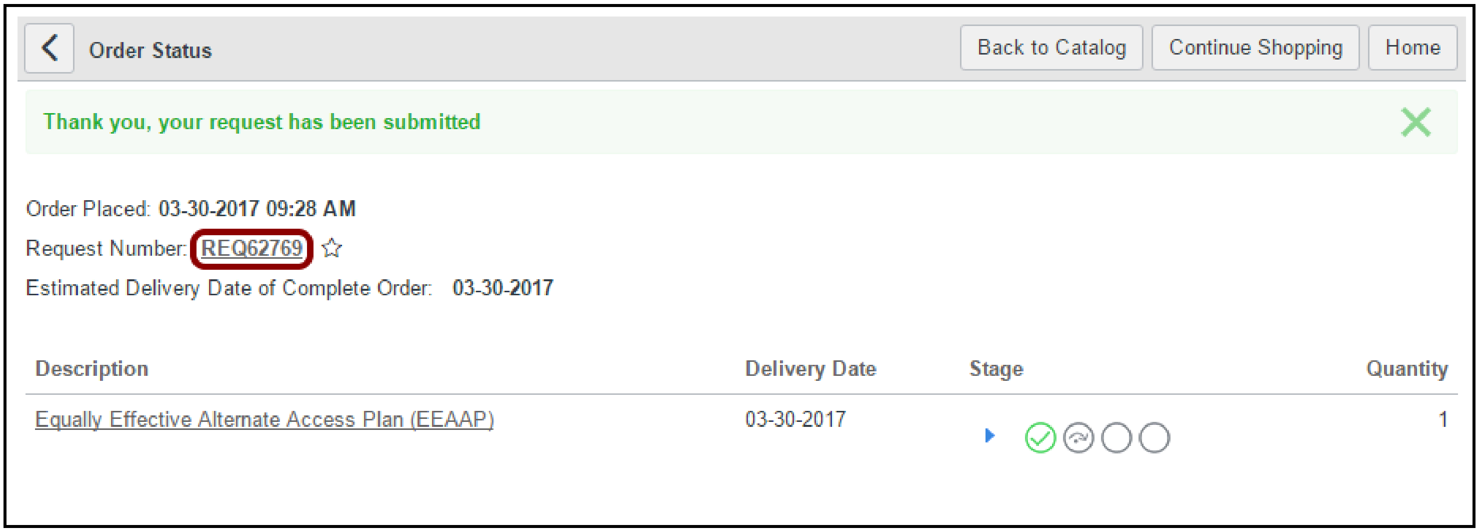
Checkout.



You may wish to change the Requested For field to the Responsible Person for the IT Purchase Authorization.

Click **Checkout** when you are ready to submit the EEAAP.

10. The EEAAP is submitted! Make a note of the REQ number.



You can use the REQ number when contacting the IT Help Desk to follow up on this request.

You may not receive a confirmation email after you submit this request if you are not the Manager/Department Chair/Dean/VP/Designee involved in this request.

Need More Help?

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Approving an Equally Effective Alternate Access Plan (EEAAP)

This article covers how to approve an Equally Effective Alternate Access Plan (EEAAP) Form as part of the IT Purchase Authorization Request process.

You will receive an email notification when you have an Equally Effective Alternate Access Plan (EEAAP) that requires your approval.

I have the approval email

1. Open the email. Read it carefully! Then click on the Approval Request link in the middle of the email.

IT Service Desk <helpdesk@exchange.fullerton.edu>
Requested Item RITM65594 Approval Request

Action Items

Request #RITM65594 has been submitted that does not meet compliance requirements of Section 508 of the Rehabilitation Act of 1973. Since this product/service will be used by the general public or campus wide, an equally effective alternate access plan (EEAAP) must be developed to address the accessibility issue.

The purchase requester has submitted a draft plan for your review and approval. Upon your consent, the campus ATI Specialist will contact the purchase requester and schedule a meeting to go over the plan details. In addition to you and the purchase requester, meeting participants will include staff from Disabled Support Services and/or Human Resources, and the Division of IT.

Once the plan is deemed sufficient and approved by the Division of IT AVP, the EEAAP will be approved and an authorization number will be issued.

Equally Effective Alternate Access Plan (EEAAP)
Details:
Product name: Apple iPad Pro
Product description: Apple tablet
Product purpose: To be given to every student on campus to access their textbooks
Description of the issue: This is the accessibility issue that was reported to you by the ATI Subject Matter Expert.
Persons or groups affected: All students on campus
Responsible person(s): Jen Barber
Describe how EEAA will be provided: How will you ensure that equally effective alternate access for the user(s) who are affected?
EEAA resources required: What resources do you need to implement this plan? Training? Hardware? Accessories? Other?
Repair information: Will the vendor be able to fix this issue? If so, enter the details of that repair including the estimated time to completion.
Timeline for unforeseen events: This is the timeline to execute this plan and/or the timeline to address a specific accessibility request when it is initiated.
Department Chair/Dean/VP or Management Designee :

To approve or reject this request click the link below.

Click here to view Approval Request

If you have questions or require further assistance, please send an email to DL-itpurchasing@fullerton.edu. For tracking purposes, please reference the RITM number in the subject line of the email.

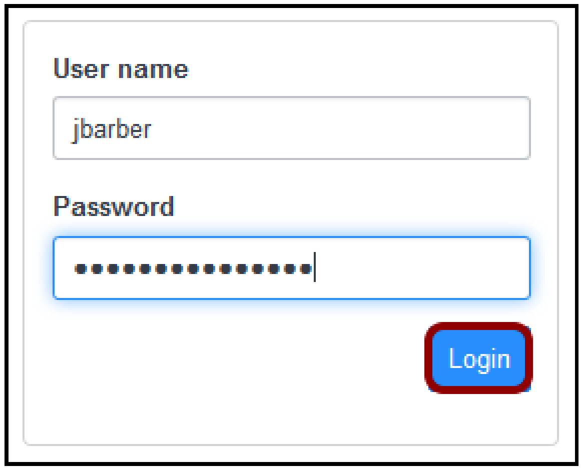
For reference, the University contacts for guidance on accessibility matters are as follows.

Disabled Support Services	Human Resources	Accessible Technology Initiative	Enterprise IT Purchasing
(Student accommodations)	(Employee accommodations)		
Tom Thompson	Alisha Brown	Marc Montaser	Alyssa Adamson
tomthompson@fullerton.edu	abrown@fullerton.edu	mmontaser@fullerton.edu	aadamson@fullerton.edu
x 3779	x 2824	x 8494	x 5739

Ref:MSG2783905

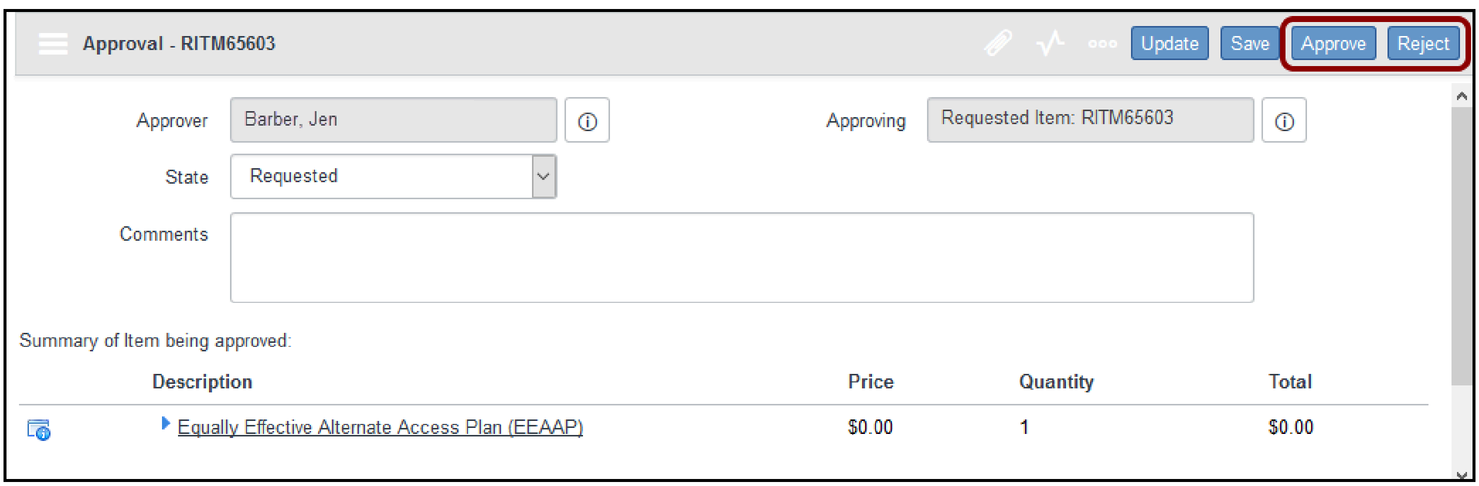
Be sure that you read through this email carefully to understand what you are agreeing to when you approve this request.

2. You may be asked to log in. Enter your campus username and password. Then click Login.



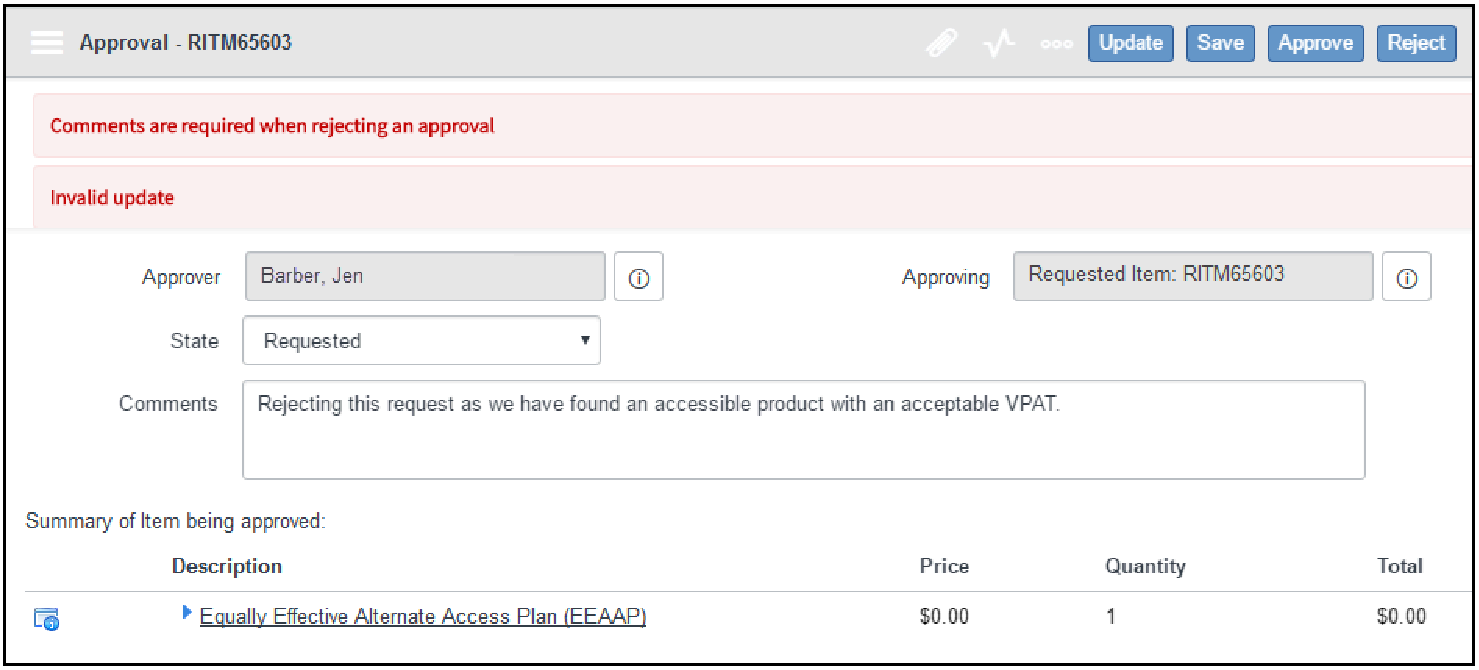
If you are not currently logged in to Service-Now or the IT Service Desk, you will be asked to log in.

3. Click either Approve or Reject at the top right.



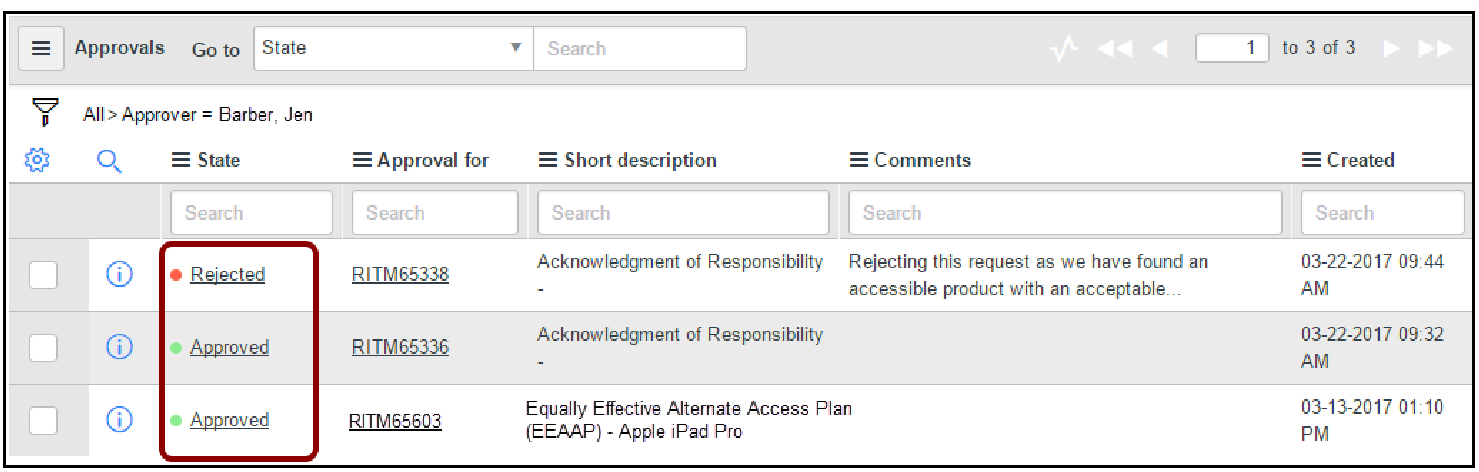
Click either the **Approve** button or the **Reject** button at the top right of the approval.

3.1. If you choose to reject the EEAAP, you must enter a comment in the Comments field.



Use the Comments field to indicate why you are rejecting this form; this comment will be sent to the person who submitted the EEAAP.

4. You will be taken back to your My Approvals page and the EEAAP will show either as Approved or Rejected.

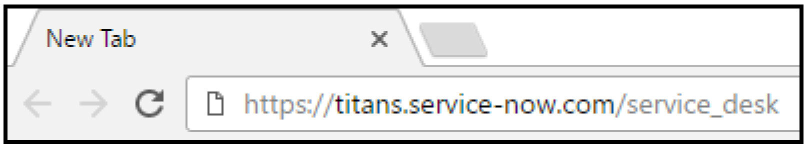


You're done! You can view or approve/reject other requests that are showing in your My Approvals if you wish.

I can't find the approval email or I want to view all of my approval requests

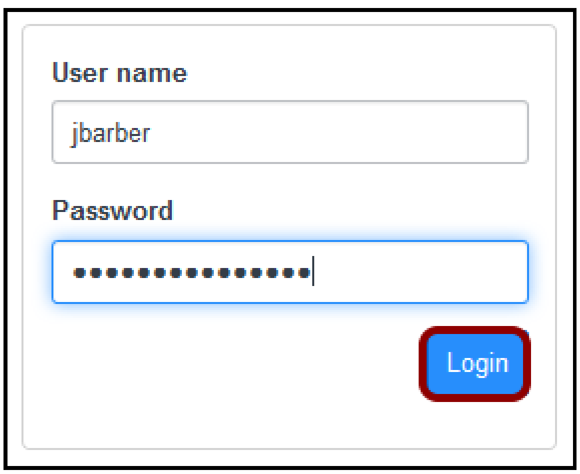
If you can't find the approval email or you would like to view all of your approval requests, you can use the My Approvals feature.

1. Open your browser to the IT Service Desk.

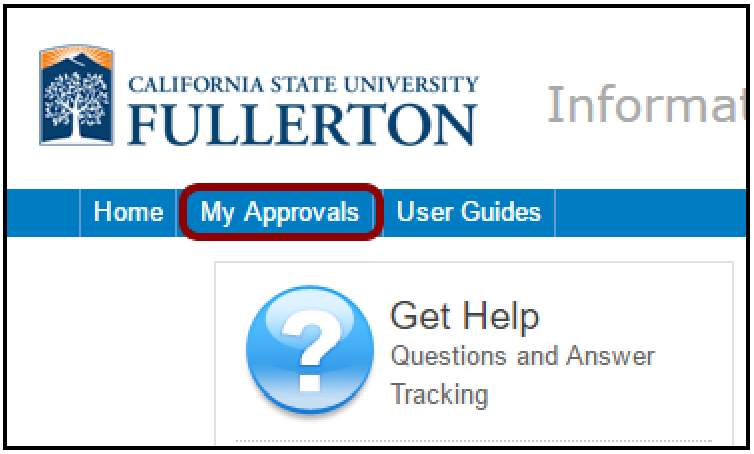


Open your browser to the IT Service Desk.

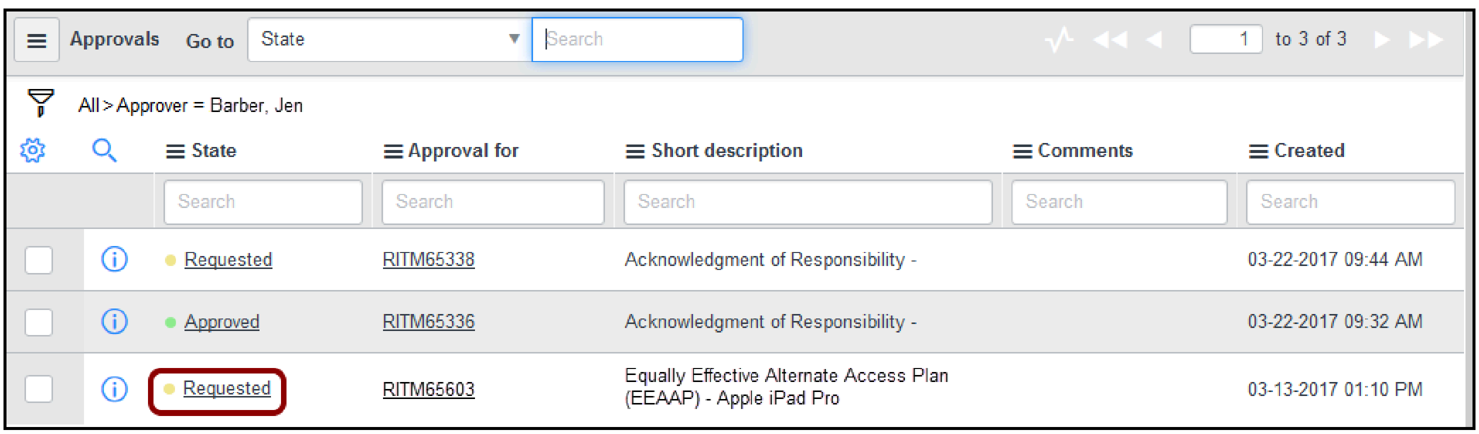
2. Enter your campus username and password. Then click Login.



3. Click on My Approvals in the blue menu bar.

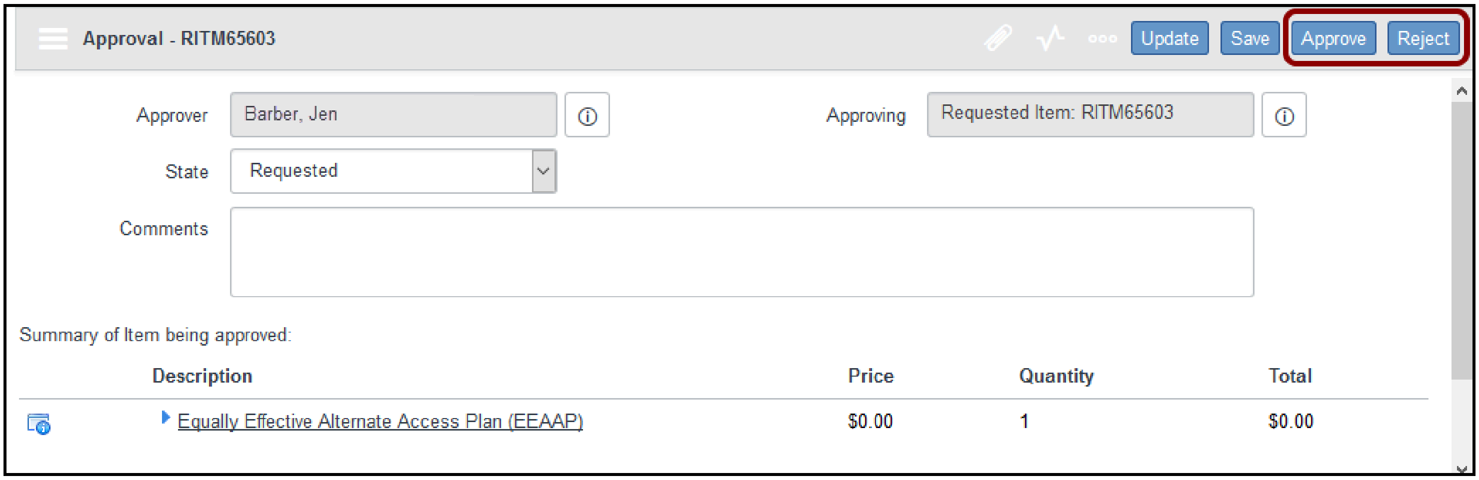


4. Click on the item you want to approve/reject.



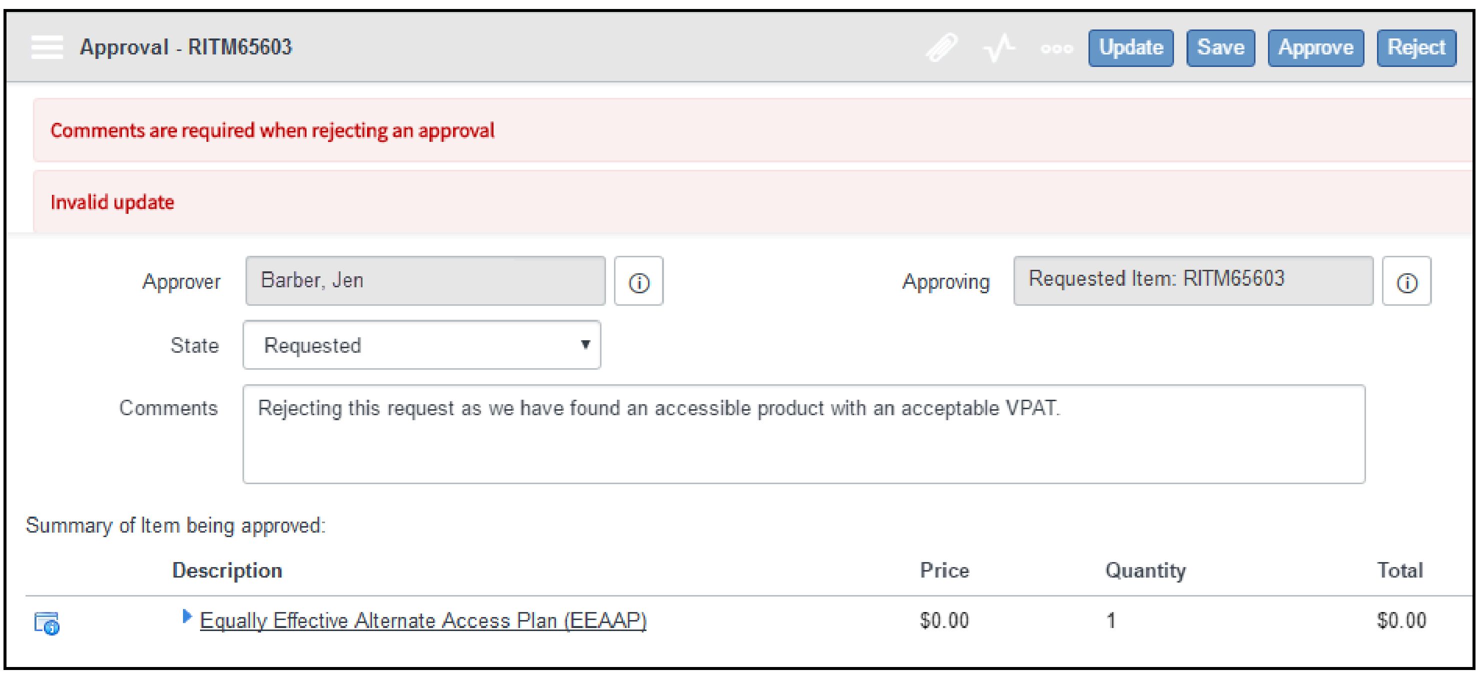
A list of the forms that require your approval appears (you may see forms other than the EEAAP here). Click on the one you want to approve/reject.

5. Click either Approve or Reject at the top right.



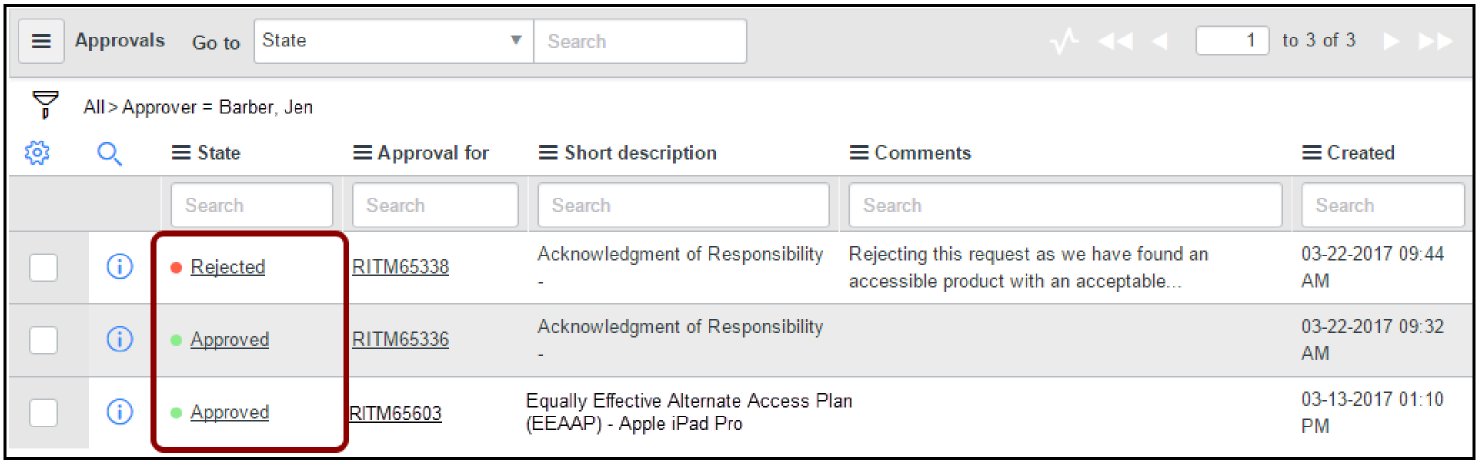
Click either the **Approve** button or the **Reject** button at the top right of the approval.

5.1. If you choose to reject the EEAAP, you must enter a comment in the Comments field.



Use the Comments field to indicate why you are rejecting this form; this comment will be sent to the person who submitted the EEAAP.

6. You will be taken back to your My Approvals page and the EEAAP will show either as Approved or Rejected.



You're done! You can view or approve/reject other requests that are showing in your My Approvals if you wish.

Need More Help?

Contact the IT Purchasing Team at dl-itpurchasing@fullerton.edu or call the IT Help Desk at 657-278-7777.

Other Services Requests

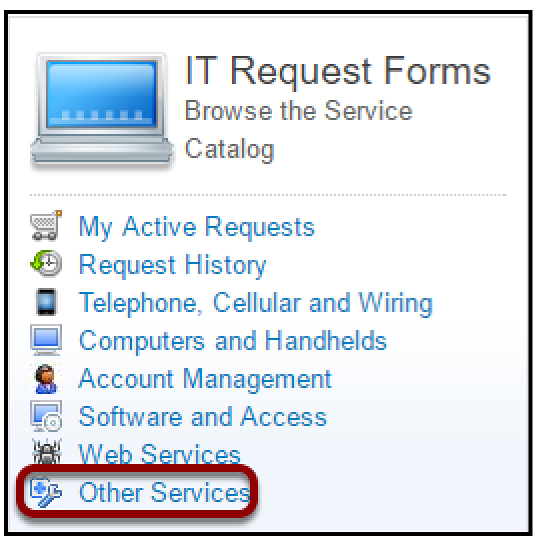
Campus DL Access Request

This article covers how Department IT Coordinators can submit a Campus DL Access Request to allow an administrative account and specific users of that administrative account access to send emails to the Campus Distribution Lists.

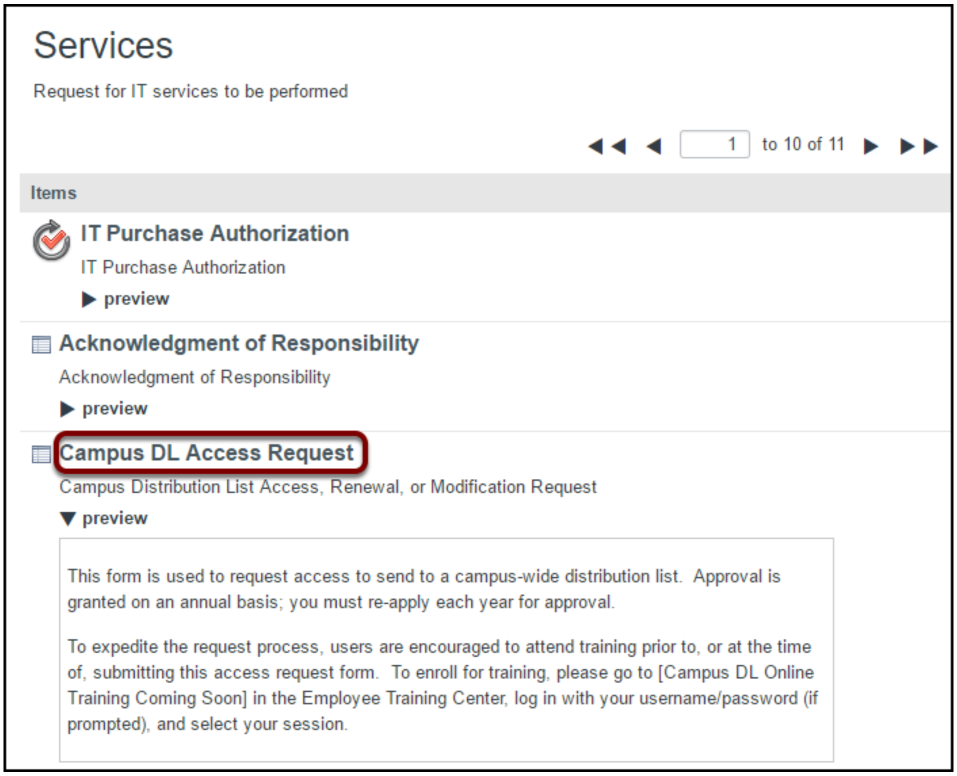
The Campus Distribution Lists are:

- DL-Campus Employees
- DL-All-Faculty
- DL-All-Staff
- DL-Full-Time Faculty
- DL-Part-Time Faculty
- DL-Full-Time Staff
- DL-Part-Time Staff
- DL-Management

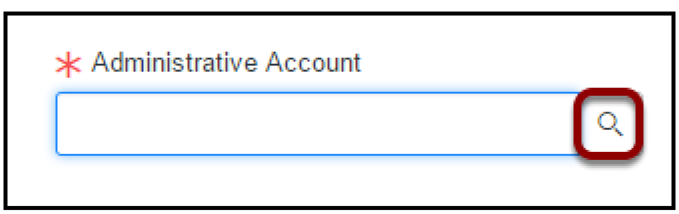
1. Select Other Services



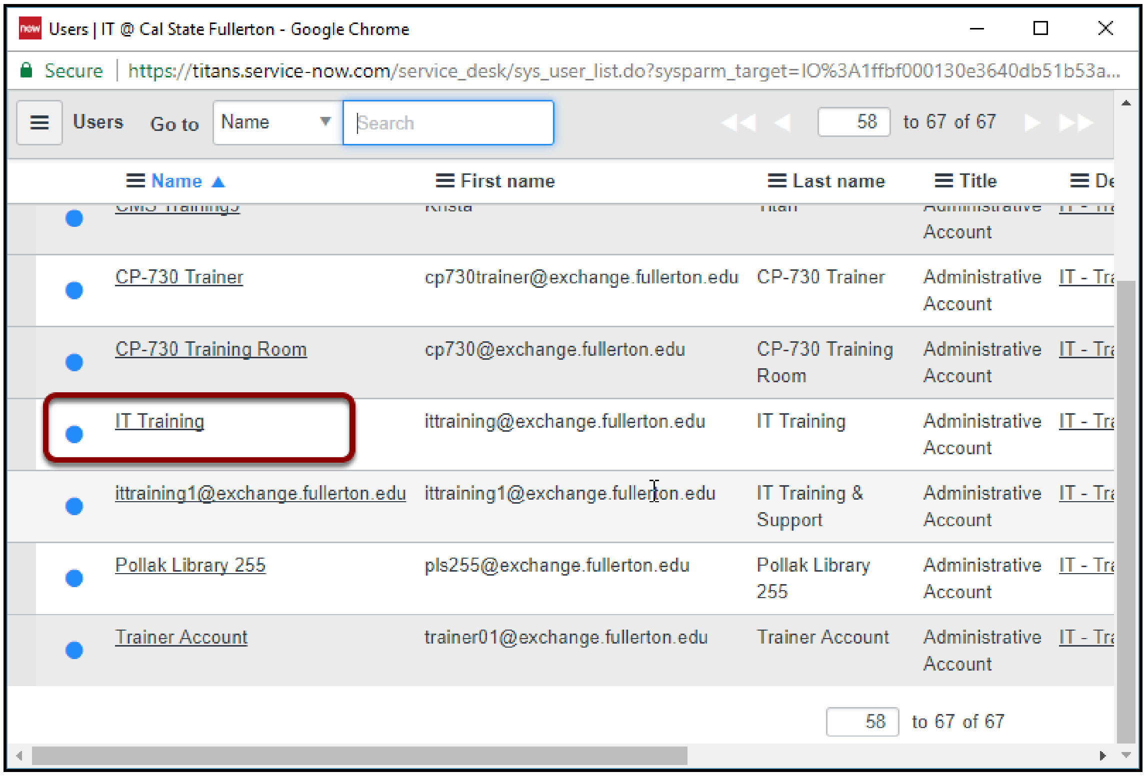
2. Select Campus DL Access Request.



3. Type the name of the administrative account that will be sending emails to the campus DLs or click the magnifying glass icon to look up available accounts.

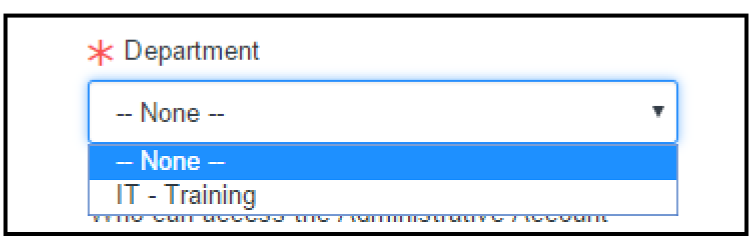


3.1. Select the administrative account.



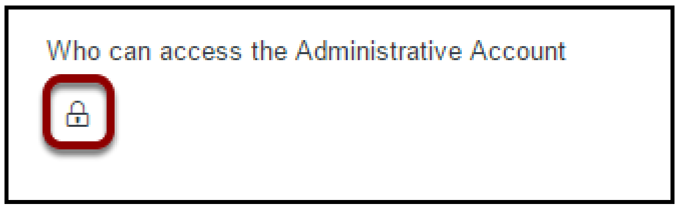
You will only see administrative accounts that are in the department(s) that you have access to as a DITC. If you do not see a particular administrative account, please contact telecom@fullerton.edu.

4. Select the department that this administrative account belongs to from the drop-down menu.



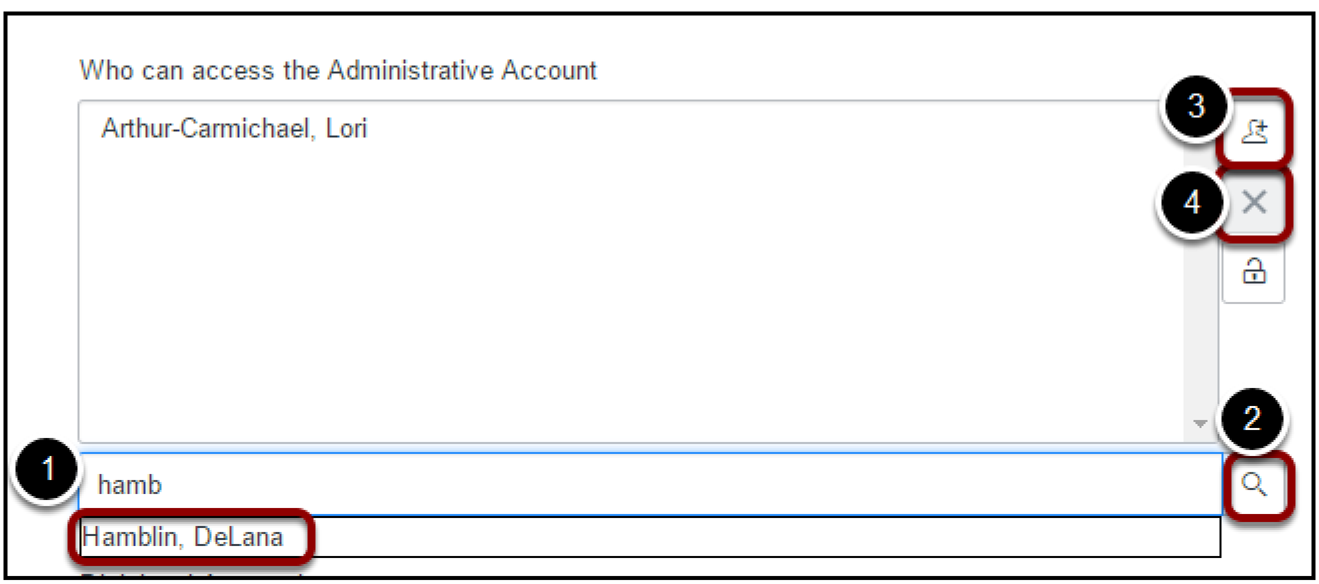
You will only see the department(s) that you have access to as a DITC. If you do not see a particular department, please contact telecom@fullerton.edu.

5. Click on the padlock icon to add the users who have access to this administrative account.



You should include the names of all users who will be accessing this administrative account to send emails to Campus Distribution Lists.

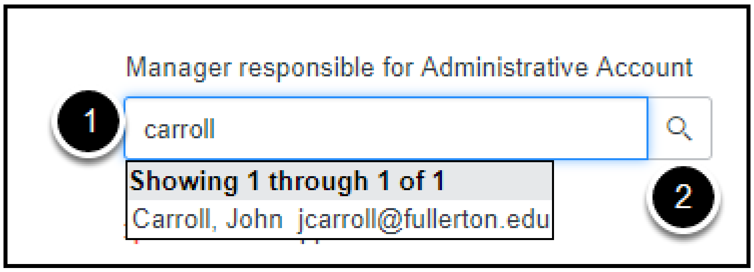
5.1. Type the name(s) of the users who have access to this administrative account. You can also use the magnifying glass to look up users.



1. Type the name of the user you want to add. Select the name when it appears below.

2. Use the magnifying glass to look up a user. This can be helpful if you are unable to find the user by typing their name.
3. Use the Add Me button to add yourself without having to do a lookup.
4. To remove someone from the list, click on the name and then click the Remove button.

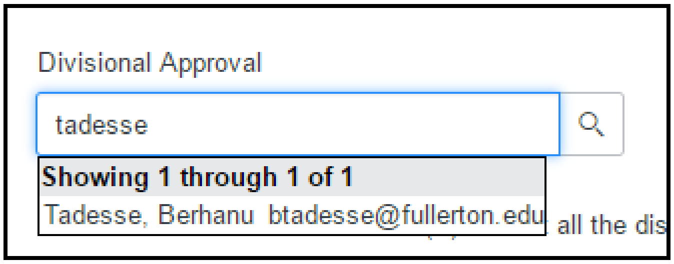
6. Enter or select the manager who is responsible for the administrative account you selected in step 3.



> ⚠ When you do a lookup in this field, you will see all managers on campus. Be sure to select the manager who is authorized to approve for the administrative account you selected in step 3 and/or the department you selected in step 4.

1. Type the name of the user you want to add. Select the name when it appears below.
2. Or use the magnifying glass to look up a user. This can be helpful if you are unable to find the user by typing their name.

7. Type the name of the Division Approver who will be approving this request. You can also use the magnifying glass to view available managers.



⚠ You may see all managers in your division in this list, so be careful to choose the appropriate division approver. The approver you choose should have division approval permissions or be a management-level delegate for division approval.

If you choose a manager without sufficient permissions, your request will be rejected by IT.

8. Place a checkmark next to the distribution list(s) that the administrative account will need access to send to.

NAME OF DISTRIBUTION LIST(S): Select all the distribution lists to which you need access.

- [x] DL-Campus Employees
- [ ] DL-All-Faculty
- [ ] DL-Full-Time Faculty
- [ ] DL-Part-Time Faculty
- [ ] DL-All Management
- [ ] DL-All Staff
- [ ] DL-Full-Time Staff
- [ ] DL-Part-Time Staff

You can select one or more of the listed distribution lists.

9. Enter the reason for this access.

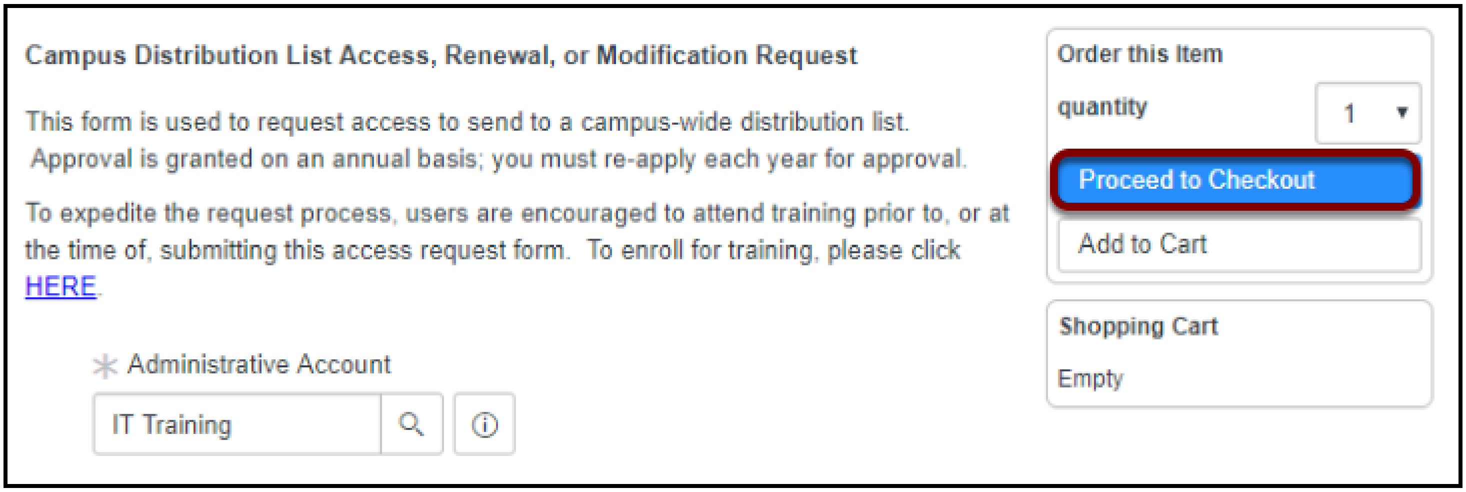
Reason for access to these lists:

To send training-related announcements and notices to the campus community.

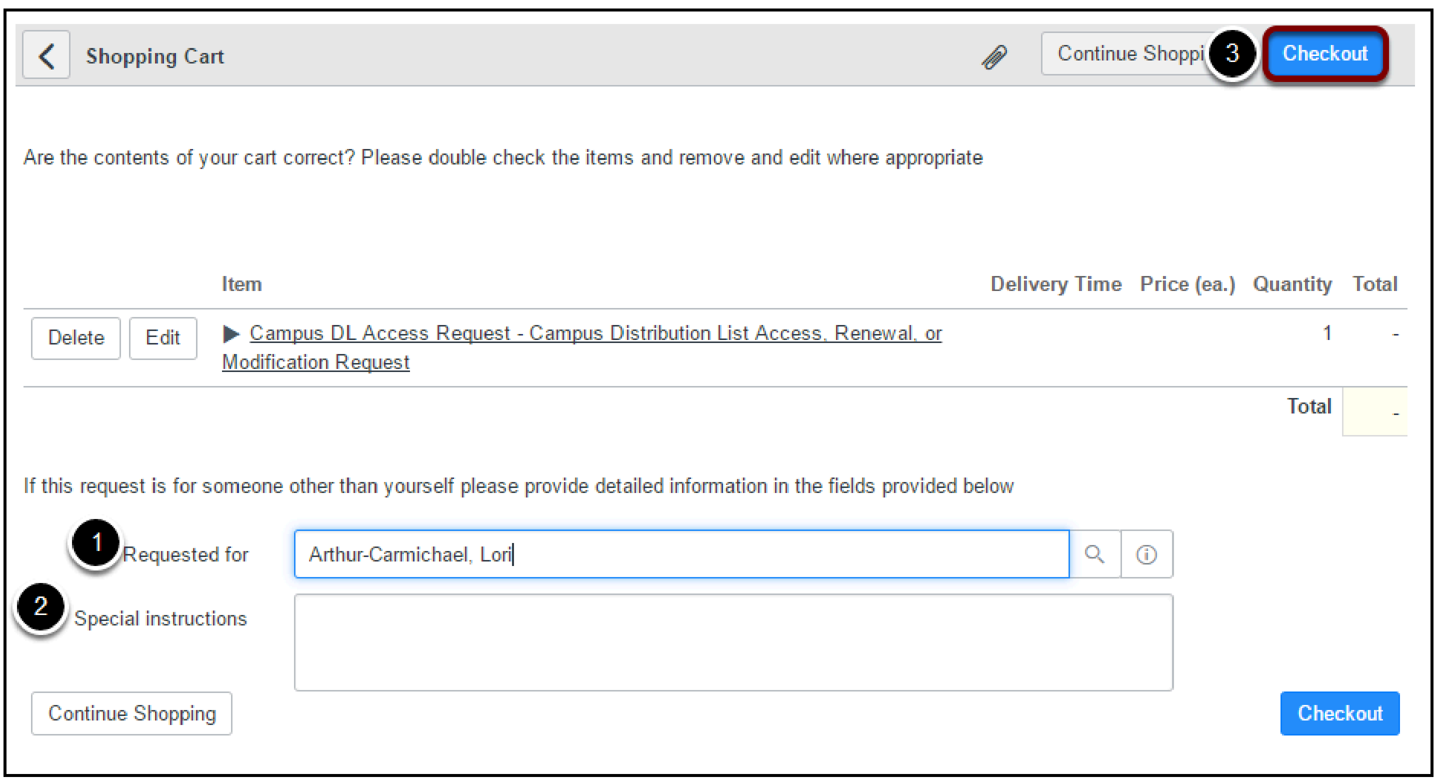
Be sure your reason is detailed enough to be understood, especially in the context of the rest of the request. Your division approver and the IT division approver need to understand what content you want to send and to whom.

In the examples for this article, it is clear that IT Training wants to be able to send training-related announcements to DL-Campus Employees and that two staff members are the ones who will be sending the emails.

10. Click Proceed to Checkout when you are ready to submit your request.

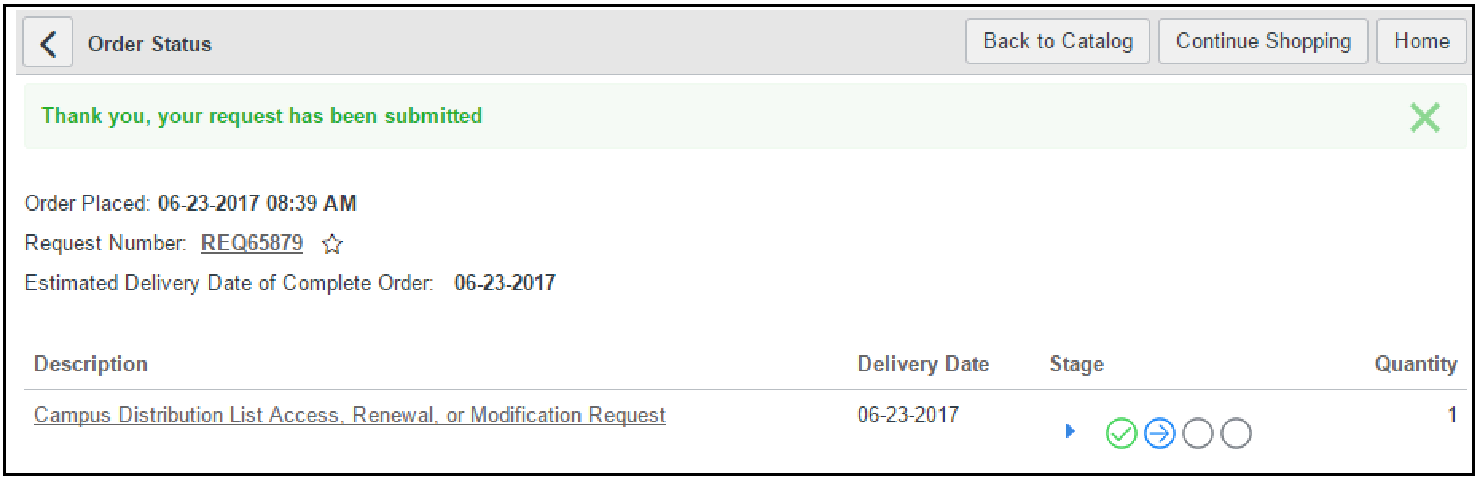


11. Change the Requested for field and add Special instructions, if applicable. Then click Checkout.



1. Modify the Requested For field if applicable. If someone has requested that this form be submitted, it's helpful to add their name here so they are cc'd on the email notifications for this requeste.
2. Add any additional comments you have about this request in Special instructions.
3. Click **Checkout** when you are ready to submit the form.

12. Your order has been submitted. You will receive an email confirmation shortly.



Next Steps

1. The Manager responsible for Administrative Account identified in step 6 will receive an email asking them to electronically review and approve this request. They must approve it in Service-Now.
2. After the Manager responsible for Administrative Account approves the request, the Divisional Approver will receive an email asking them to electronically review and approve this request. They must approve it in Service-Now.
3. The VPIT will review the request. If approved, the request will move on to the next step.
4. IT will check that the user(s) listed on the form have completed the Campus DL online training. If a user has not completed the training, they will be assigned the training and sent an email notification. All users listed on the form must have completed the training before the request will move to the next step.
5. Once all training is completed, IT will assign the permissions to the administrative account and user(s) listed on the form.
6. You will receive an email confirmation once the permissions have been assigned.

You can send the Campus DL Online Training link to the users that you identify as needing access (step 5 in this article) so they can take the training even before the request is approved. This will streamline your request as all users identified must complete training before anyone on the form is granted access.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

If you have already submitted the request, please have the Request Item (RITM) number available if possible.