

Technology Support Request Form: Service Type Guide (for Employee requests)



Access Changes (Email, Folder Permissions, etc)

- FHSU employee access to specific folders associated with a department, committee, etc.
- Requests for or changes to email distribution lists, departmental email accounts

Adobe Creative Cloud License

- Request license/login assistance for Adobe Creative Cloud

CICS/Mainframe Programs/Data - Doug Storer

- Changes to CICS Programs/Data maintained by Doug Storer

CICS/Mainframe Programs/Data - John Kaba

- Changes to CICS Programs/Data maintained by John Kaba
- Access to Lotus Notes Applications (Note: These are being phased out)

CICS/Mainframe Reports - Mike Muench

- CICS Data Reports

Classroom/Conference Room Technology Assistance

- Assistance using IT equipment in classroom/conference room
- Equipment not working properly in these rooms

Computer Lab Support

- Assistance with IT equipment located in a lab on campus

Computer/Printer - Maintenance/Repair

- Maintenance/repair of University-owned computer/device or printer

Equipment Returns/Disposition/E-Waste

- Return University-owned computer/device
- Recycle/dispose of used batteries

Internet/Network Connectivity

- Connecting to FHSU Wi-Fi or wired networks
- Assistance with FHSU VPN/Global Protect

Name Change (Legal)

- Legal name changes
- Request update to a display name
- For more information/instructions: www.fhsu.edu/tigertech/email-change

Office Moves/Position Changes

- Technology services related to an employee's position change or move to a new office location

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Phone Services (Caller ID, CommPortal, etc)

- New Phone requests
- Phone service removal requests
- FHSU desk phone/Voicemail questions
- CommPortal & MaX UC application concerns/issues

Student Employee New Hire Services

- Setting up a new student worker with access to all accounts necessary for their position (email, computer access, shared folders, etc)

Technical Training

- Training on software provided to FHSU employees

Visitor Services

- Temporary services for visiting faculty/staff while on campus (printers, Wi-Fi, Blackboard)

WebApp & Form Development/Programming

- Development and maintenance of FHSU web-based applications or forms
- Configuration and access for FHSU enterprise applications (Workday)

OTHER

- If your request does not fall under any of the above categories
- **Before selecting OTHER**, please review www.fhsu.edu/technology/request-services-employee to see if another form should be used to submit your request.
- For assistance submitting a request, contact [TigerTech](#).