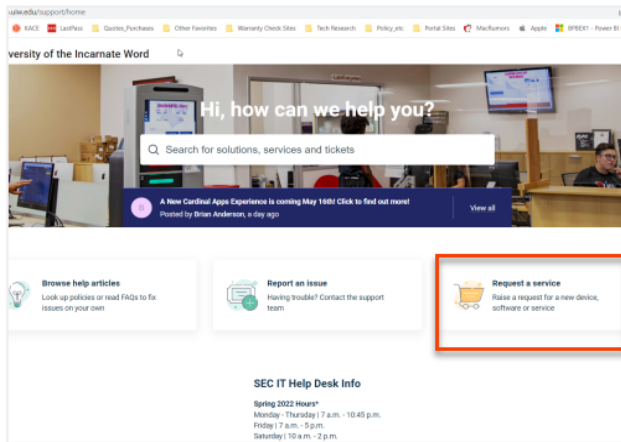
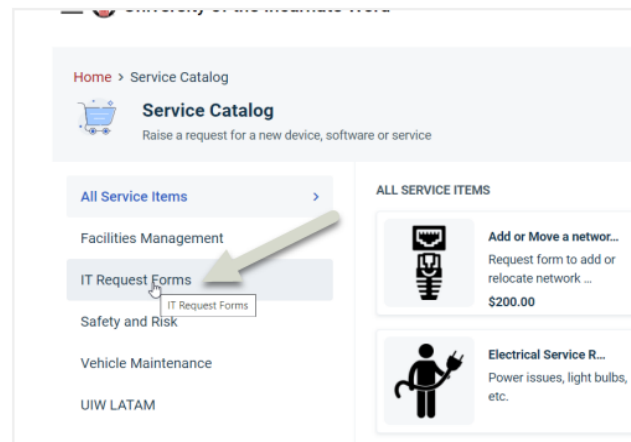


# UIW Computer Ordering

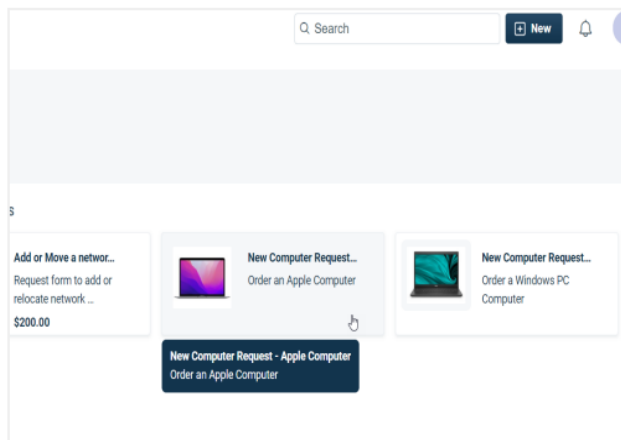


1 Start by opening your web browser and type "help.uiw.edu" in the address bar.

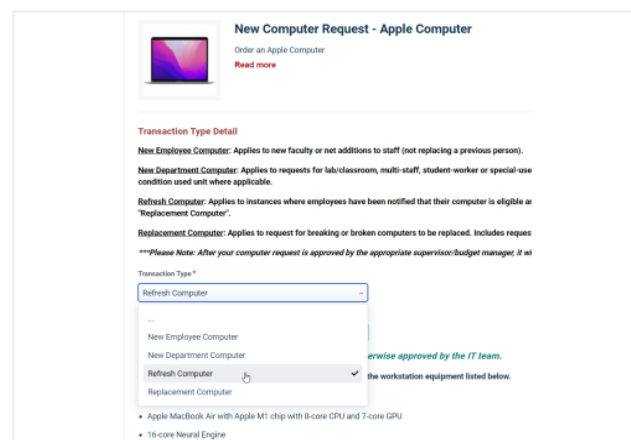
2 Once you are on the main Help Desk page, if "Request a service" does not appear, click on the "Login" icon in the upper-right portion of the page, then sign in with Cardinal Apps on the next screen. Once you can see "Request a service" on this page, click there.



3 Choose "IT Request Forms" from the left-hand menu.



4 Make a selection between Apple and PC based on your preference and open the corresponding form.



5 Once you are on the desired form, the first field is "Transaction Type". Select "New Employee Computer", "New Department Computer", "Refresh Computer" or "Replacement Computer", whichever is more applicable.

# UIW Computer Ordering, continued

Approving Supervisor (budget owner) \*

Please enter 2 or more characters

Requested For (if not self)

Please enter 2 or more characters

Classification (Fac/Stf/Adm) \*

...

School or Department \*

e.g. MSE, CHASS, SOM, etc.

Academic Area

e.g. Chemistry, English, CASE, etc.

Office Location \*

...

Unit Needed By

- 6 Continue filling out the form. Please note, the person selected in "Approving Supervisor" (required) will need to provide an approval of your order before it will be sent to the IT team.

**\*\* Please contact your department or School admin if you need direction on the individual to place in the "Approving Supervisor" field.**

Transaction Type \*

...

Approving Supervisor (budget owner) \*

Please enter 2 or more characters

Requested For (if not self)

Please enter 2 or more characters

User Classification (Fac/Stf/Adm) \*

...

- 7 If you are requesting the computer for someone other than yourself, their information is placed in the "Requested For (if not self)" box.

Unit Needed By

DD-MM-YYYY

Specific Software Needed

Do you need any specialty software tools for your position? Preinstalled applications are typically: Microsoft Office Suite / Adobe Creative Cloud Application Manager / Adobe Acrobat Pro.

Special Instructions or Notes

Anything else you need IT to know about this request?

*If needed, for additional context you may submit a screenshot or other document.*

Attach a file (File size < 40 MB)

- 8 If the person you are requesting a computer for does not have an active email (in new hire situations usually), you may still proceed, but will skip this field and instead type the name of the individual in the "Special Instructions..." field.

**\*\*Please note, the IT team will be unable to install the new computer until the user account has been set up.**

IT

Academic Area

e.g. Chemistry, English, CASE, etc.

Office Location \*

126

AI-FA&T Science Center/126

Cardinal Village Portables/126

GB-Gorman Business and Education Center/126

JB-Joyce Building/126

NB-Nursing Building/126

OT-Physical Therapy/126

Acrobat Pro.

Special Instructions or Notes

Anything else you need IT to know about this request?

- 9 In the "Office Location" field, begin typing your room# to see the pre-populated values to select from and choose the appropriate value.

If your office or room# does not appear, select the appropriate BUILDING, and then put your office or room# in the "Special Instructions or Notes" field.

# UIW Computer Ordering, continued

School or Department \*

IT

Academic Area

e.g. Chemistry, English, CASB, etc.

Office Location \*

Founders Hall/Ground Floor G205

Unit Requested By

DD-MM-YYYY

Specific Software Needed

Do you need any specialty software tools for your position?  
Preinstalled applications are typically: Microsoft Office Suite / Adobe Creative Cloud Application Manager / Adobe Acrobat Pro.

Special Instructions or Notes

Anything else you need IT to know about this request?

Attach a file (File size = 25 MB)

Place Request

- 10 If you have special notes or requests, please place them in the "Special Instructions..." field, and then scroll to the bottom of the page, and click "Place Request" in the bottom-right corner.

Items Requested

New Computer Request...

Requester \*

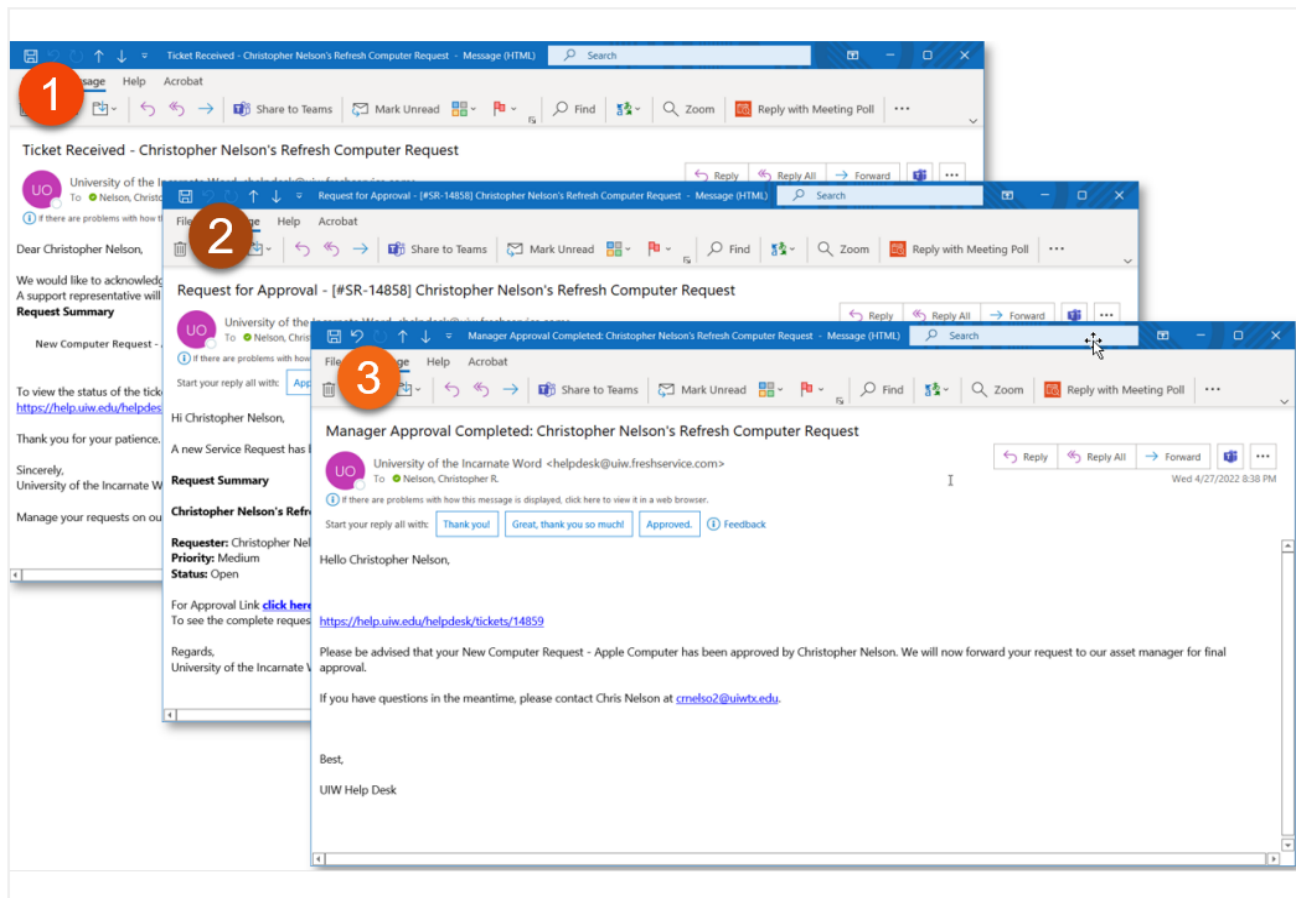
crnelso2@uiwtx.edu

Request for someone else

Confirm

- 11 Ignore the "Request for someone else" check box, and click "Confirm" at the bottom.

## UIW Computer Ordering, continued. E-mail notifications to expect

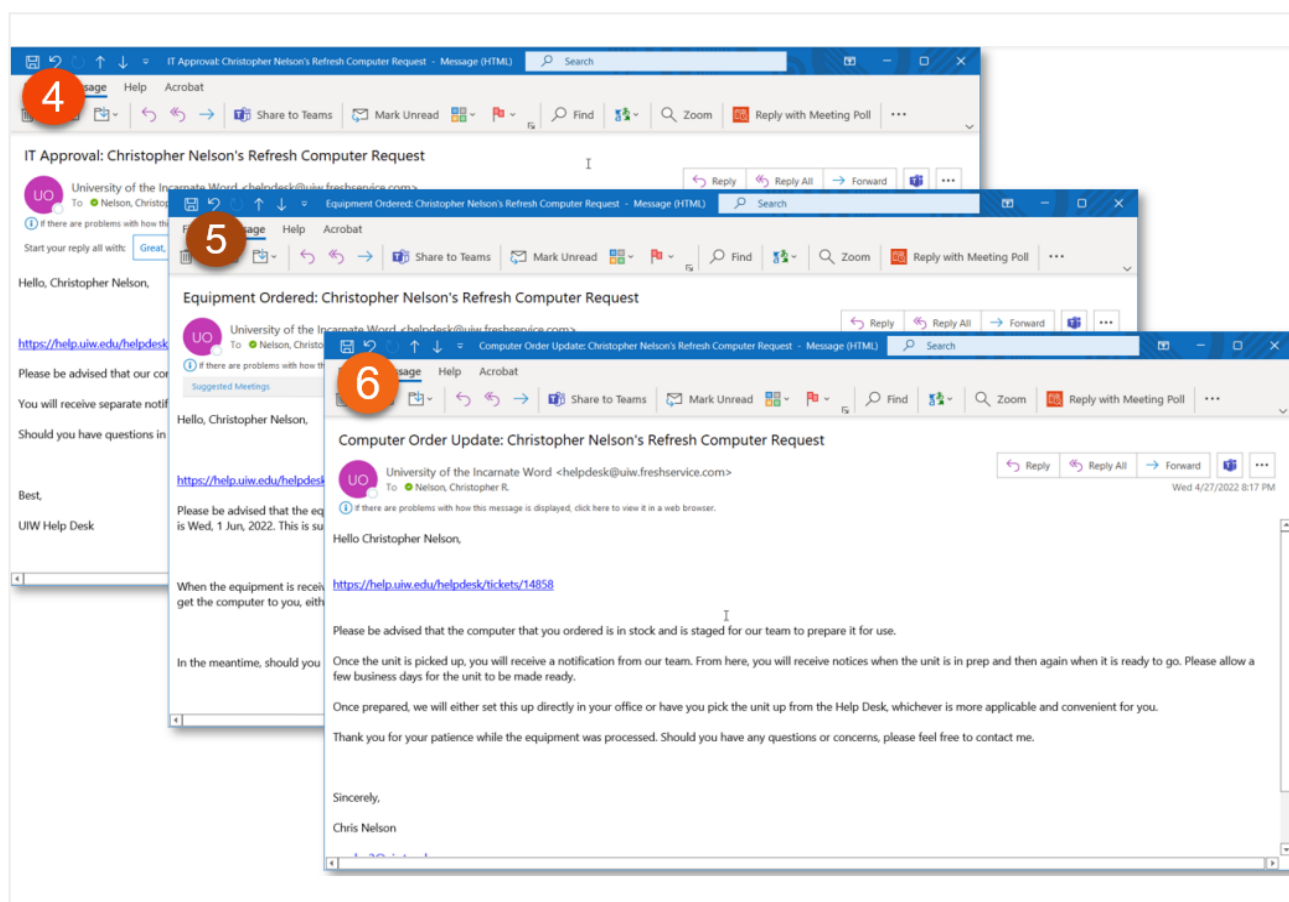


1 As soon as you complete the order form, the first email you will receive is a confirmation on the ticket being opened. At the same time you are receiving this email, the approval email is sent to the approver.

2 The second email shown above is what the "Approving Supervisor (budget owner)" will receive when the request is submitted. They will need to click on the "For Approval Link [click here](#)", and then will need to sign into the Help Desk system using the "Sign In with Cardinal Apps" option.

3 Once the supervisory approval has been completed, you will receive a notice from the system advising you that the request is moving along.

## UIW Computer Ordering, continued. E-mail notifications to expect

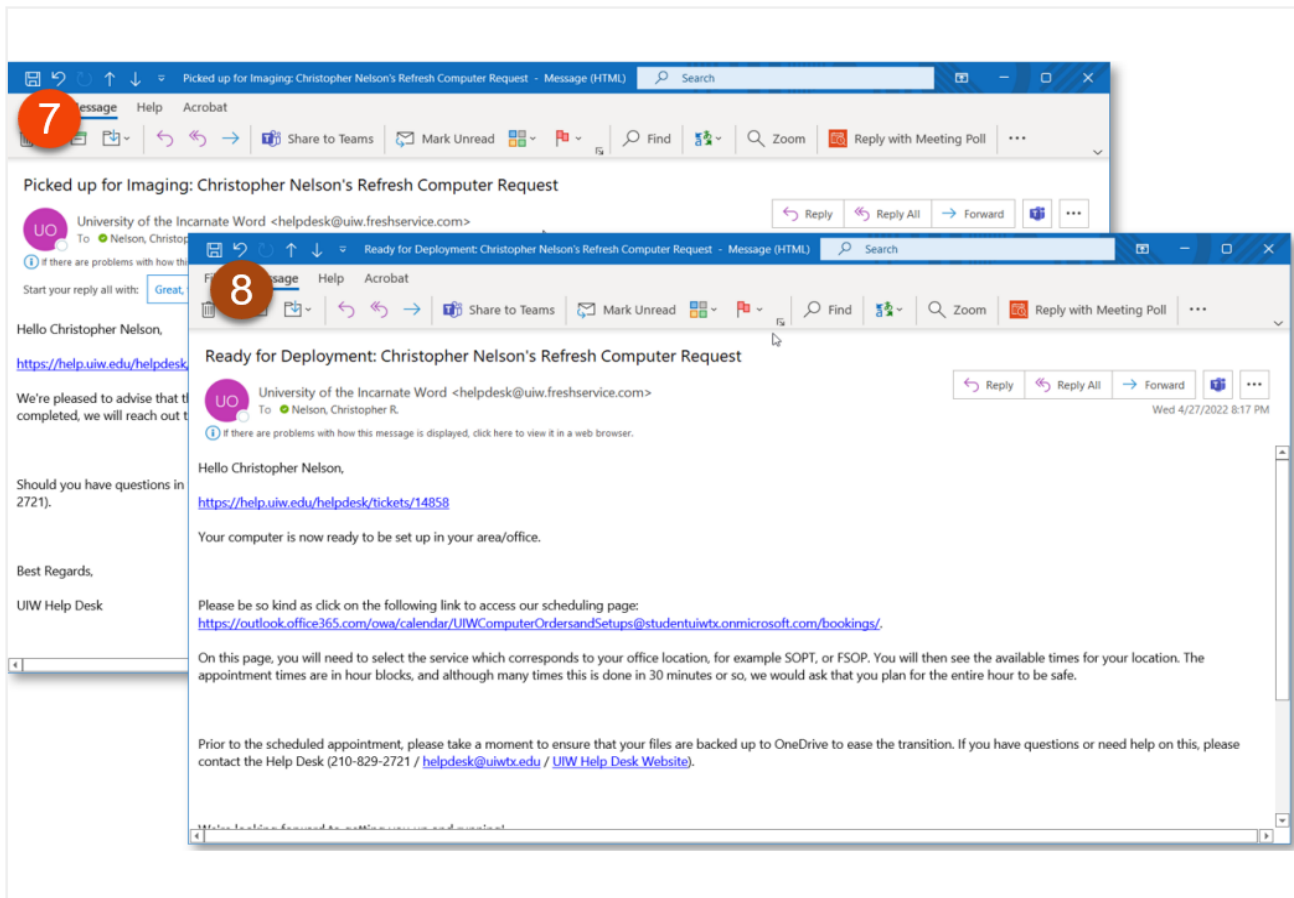


4 Once the IT team has reviewed your request, you will be notified that we are progressing with the order.

5 When the equipment has been ordered you will receive another notice confirming that the equipment is officially on order with the vendor.

6 Upon receipt of the equipment, it is staged in the IT warehouse for the team to prepare the unit for use. This notice lets you know we've received and have the item in queue for preparation.

## UIW Computer Ordering, continued. E-mail notifications to expect



**7** The next email notice provides confirmation that the computer has been picked up by our team for imaging. This is the step where the programs are loaded onto the unit and final preparations are made.

**8** The last email in the process advises you that the unit is now ready to be installed and gives initial instructions on the scheduling system.

You should click through on the provided hyperlink to be directed to the scheduling page. It is important that you choose the "service" that corresponds to your campus, so that you will be presented with the correct appointment times.