



**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 (This ticket option is no longer in use)**

- **Do not select;** Adobe Creative Cloud is automatically provided on University computers.

**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

**CICS/Mainframe Programs/Data – Doug Storer**

**will change to: Computing Services/Database Operations**

- Changes to Programs/Data maintained by Computing Services staff
- Assistance with Perceptive Content / ImageNow / WebNow

**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, see: [www.fhsu.edu/tigertech/email-change](http://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

**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](http://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](#).