

## **IT Forms that must be Completed and Submitted Online**

Many IT forms are now only available from, and need to be submitted via, the 'ask I.T. Online Requests' facility. These forms are:

1. PeopleSoft Financials Operator ID Application Form (Call Type - PS Fin Access)
2. PeopleSoft HR/Payroll Operator ID Application Form (Call Type - PS HR / Payroll Access)
3. PeopleSoft Purchasing Access (Call Type - PS Purch Access)
4. PeopleSoft Special Amendment Access Approval Form (Call Type - PS Super Access)
5. Request for New Software on Users PC (Call Type - Software - User)
6. Book IT Helper
7. Book IT Trainer

### **To access these forms:**

#### **PC Customers**

1. Click on the 'ask I.T. Online Requests' icon in your Novell Delivered Applications window
2. Once logged in, click on 'New I.T. Request' in the menu on the left
3. Choose 'New Staff login' from the drop down list
4. After filling out all the required fields, click 'Submit'. Clicking submit will log a job in the Help Desk system.

#### **Mac Customers**

1. Enter the following URL: <http://iheatsvr/heatselfservice> (via Internet Explorer only)
2. Contact the ask I.T. Help Desk on Ext. 8484 to obtain your login to Heat Self Service
3. Once logged in, click on 'New I.T. Request' in the menu on the left
4. Choose 'New Staff login' from the drop down list
5. After filling out all the required fields, click 'Submit'. Clicking submit will log a job in the Help Desk system.