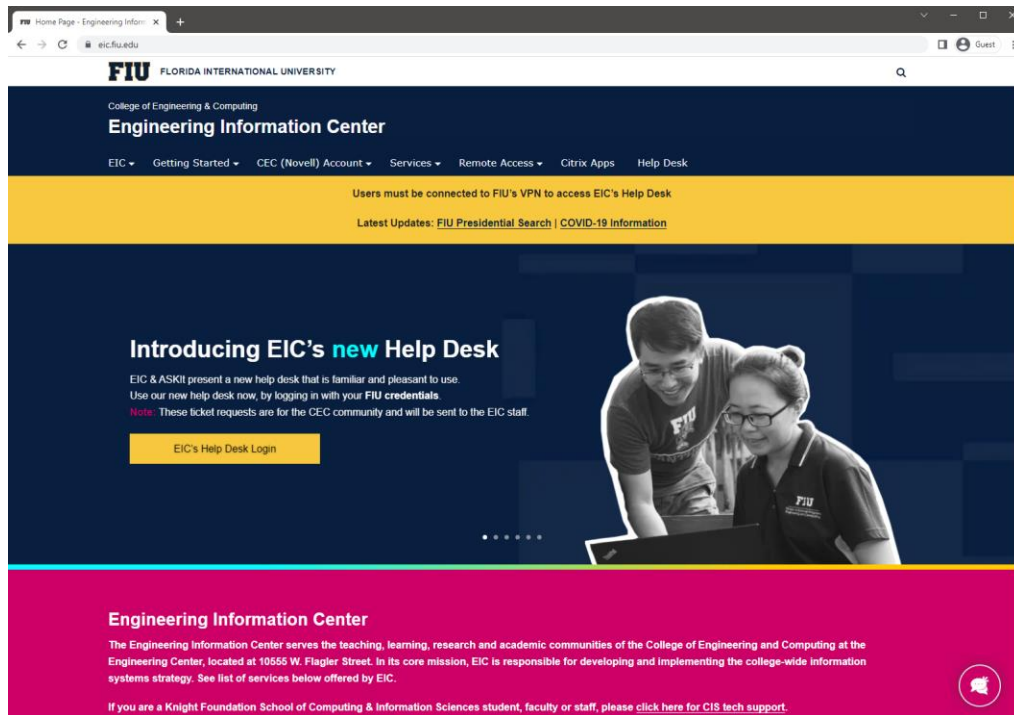
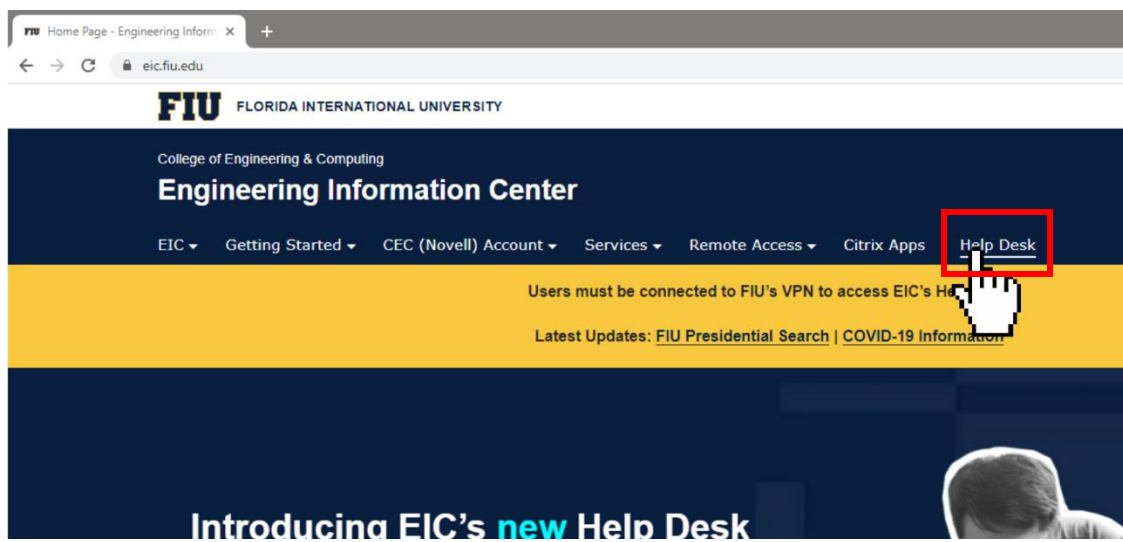


INSTRUCTIONS FOR SUBMITTING EIC HELP DESK TICKETS

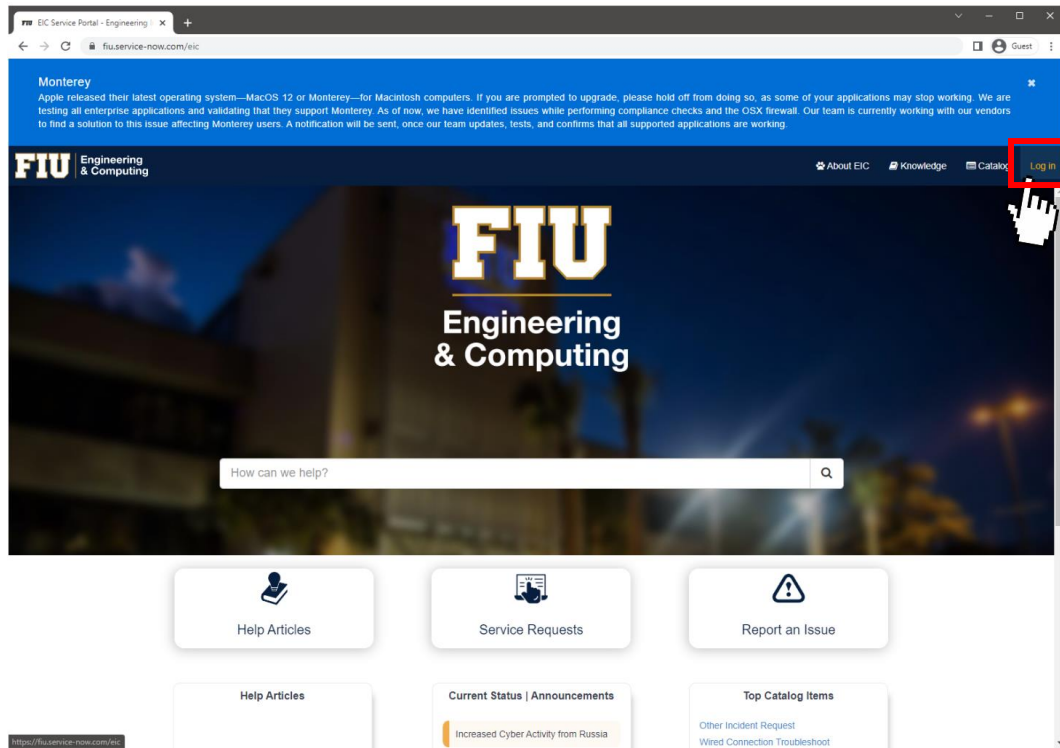
1. Open your browser and go to eic.fiu.edu.



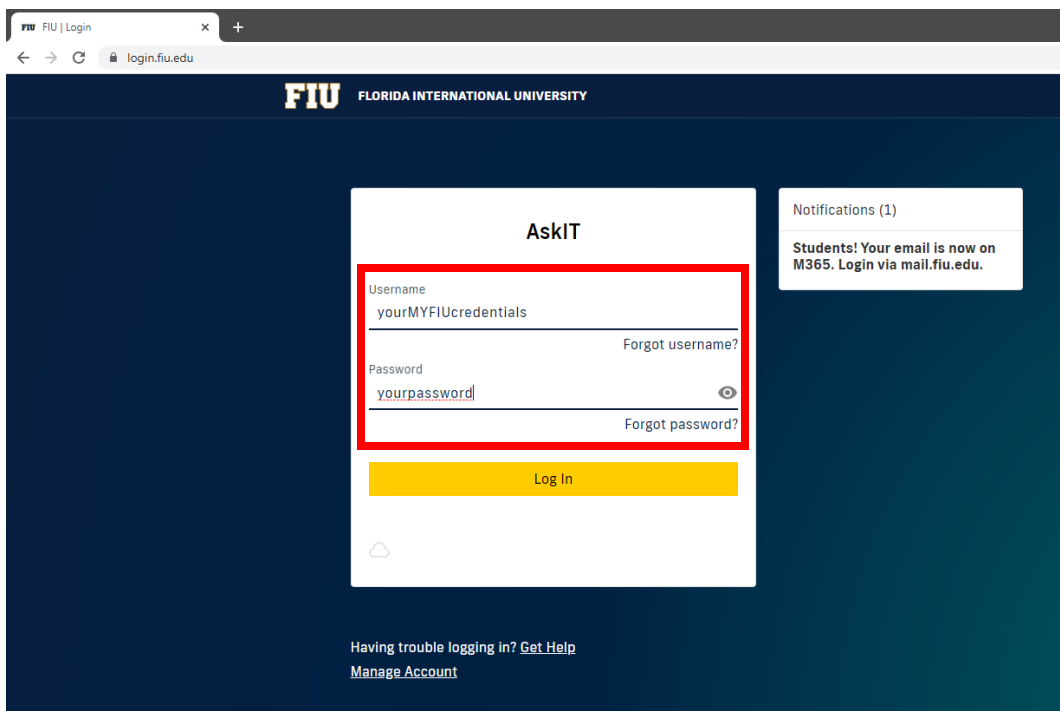
2. Click on Help Desk located last on the Navigation Bar.



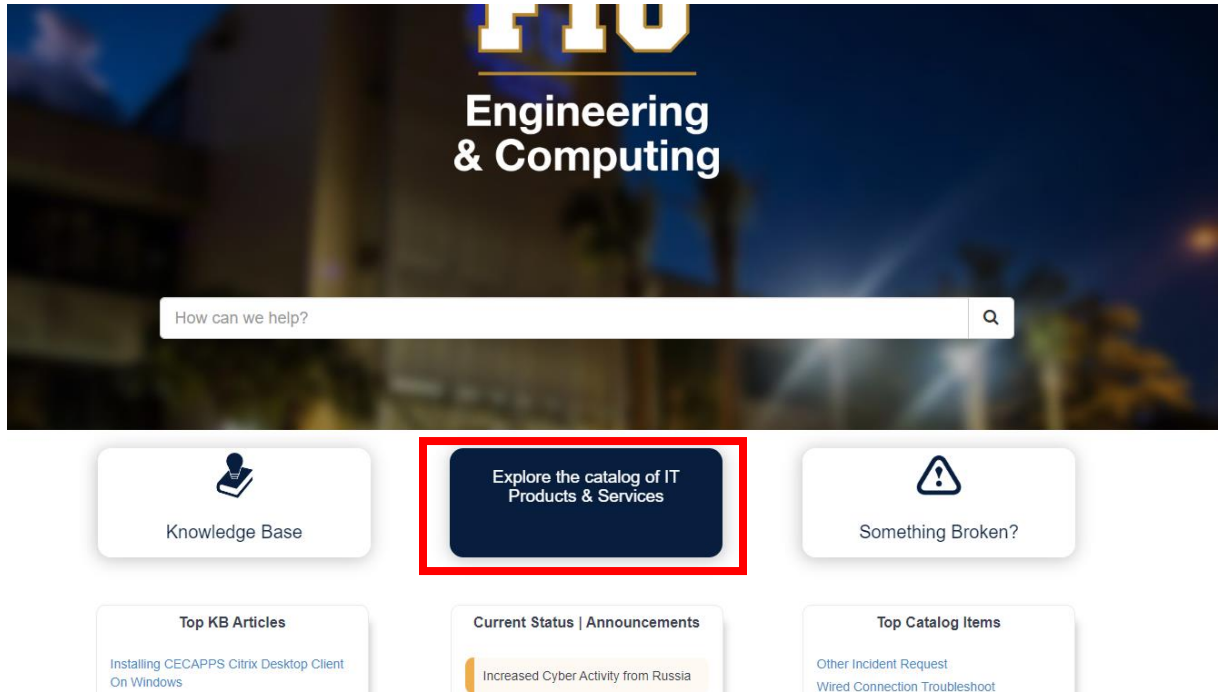
- This will open a new tab that will take you to the EIC Help Desk. Direct your mouse to the upper right section of the page to login. Click Log in to proceed.



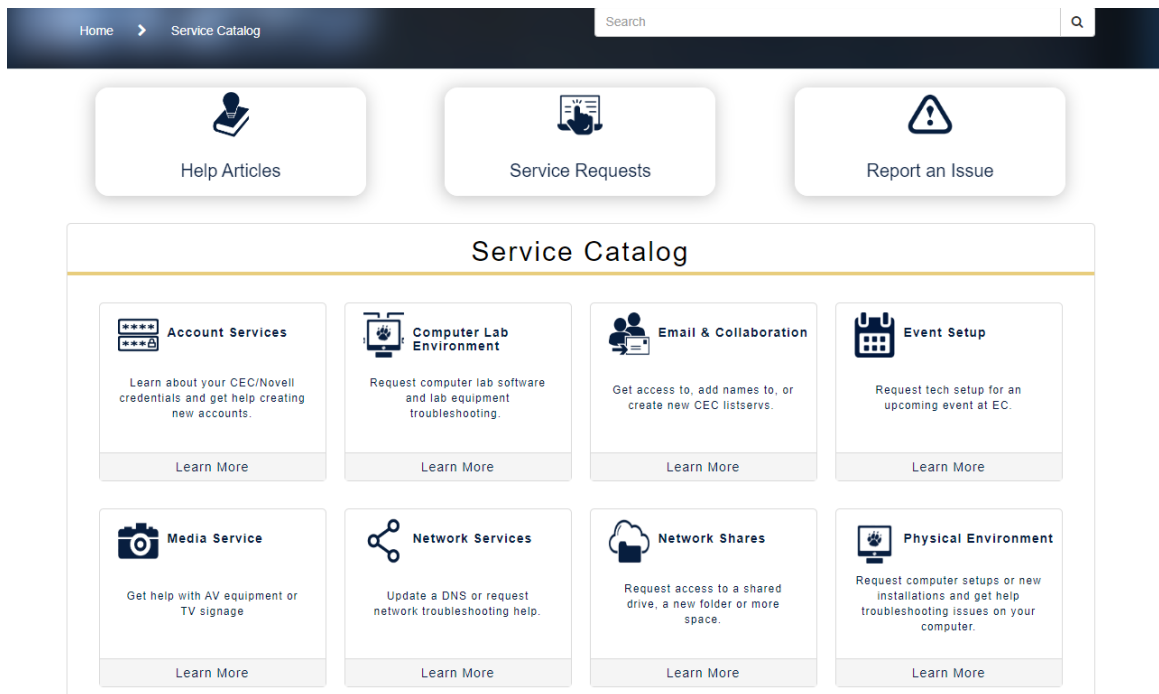
- Clicking will direct you to FIU's ASKIT Login Page. Enter your myFIU username and password here to login



5. After successfully logging you will be redirected to the homepage once again. Click on Service Catalog located between “Knowledge Base” & “Something Broken?”.



6. You will be directed to a page containing a catalog of all the services EIC provides.



7. Select the category that best describes your request / incident.

The screenshot shows a 'Service Catalog' page with a grid of service cards. The 'Computer Lab Environment' card is highlighted with a red border. The cards are as follows:

- Account Services**: Learn about your CEC/Novell credentials and get help creating new accounts. [Learn More](#)
- Computer Lab Environment**: Request computer lab software and lab equipment troubleshooting. [Learn More](#)
- Email & Collaboration**: Get access to, add names to, or create new CEC listservs. [Learn More](#)
- Media Service**: Get help with AV equipment or TV signage.
- Network Services**: Update a DNS or request network troubleshooting help.
- Network Shares**: Request access to a shared drive, a new folder or more space.

8. When directed to the following page once again select the topic that describes your request / incident.

The screenshot shows a 'Help Articles' page with a sidebar of 'SC Categories' and a main content area. The 'Computer Lab Environment' category is selected, and the 'Install Software' article is highlighted with a red border.

SC Categories

- Account Services (5)
- Email & Collaboration (7)
- Network Services (4)
- Network Shares (3)
- Printing Services (4)
- Security (2)
- Media Service (2)
- Physical Environment (6)

Computer Lab Environment

- Install Software**: Request to have software installed on a lab computer. [View Details](#)
- Locknetic Request**: Request access to locknetics lab computers. [View Details](#)

9. Fill out the form provided & include all the required information.

Catalog Home > Computer Lab Environment > Ticket Form Search

Install Software

Request to have software installed on a lab computer

Requestor
Carolina Martinez

Are you submitting this request on behalf of another user?
No

* Software Name

* Lab Location

* Availability Date

* Availability Time

10. When the form is completed proceed to click "Submit" on the right side of the form

Submit

Required information

- Software Name
- Lab Location
- Availability Date
- Availability Time

If you are having difficulty finding a category that describes your request / incident, go back to the landing page, and select the "Something Broken?" or "Report an Issue" button.