

Tech Center Guide for the Requester

1. To login, go to <https://techcenter.armstrong.edu/>. Enter your Port login information and select “Login”.



Example Port Username:

Students: la1234 (first name initial, last name initial, plus 4 – digit random number)

Employees: greenema (6 letters of last name plus two letters of first name)

2. There are three different ways to create a ticket.
 - 1) Select “New Issue” button.



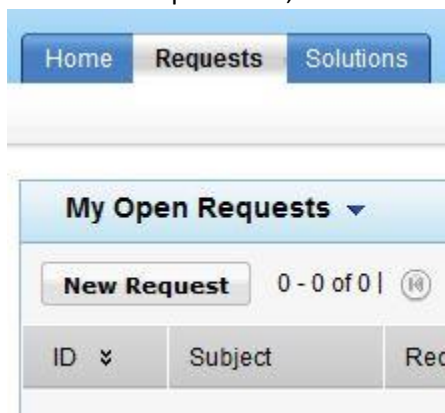
- 2) Select “Submit your request.”



Submit your request

Click above link to report an issue or to request a service.

- 3) Select the Requests tab, then select “New Request” button.



- To create a ticket, enter the subject and a detailed description of your request. Also include a good contact number for you to be reached at. If you know the category or subcategory of your request, you can select it or you may leave it blank.

The screenshot shows a 'New Request' form with the following fields and options:

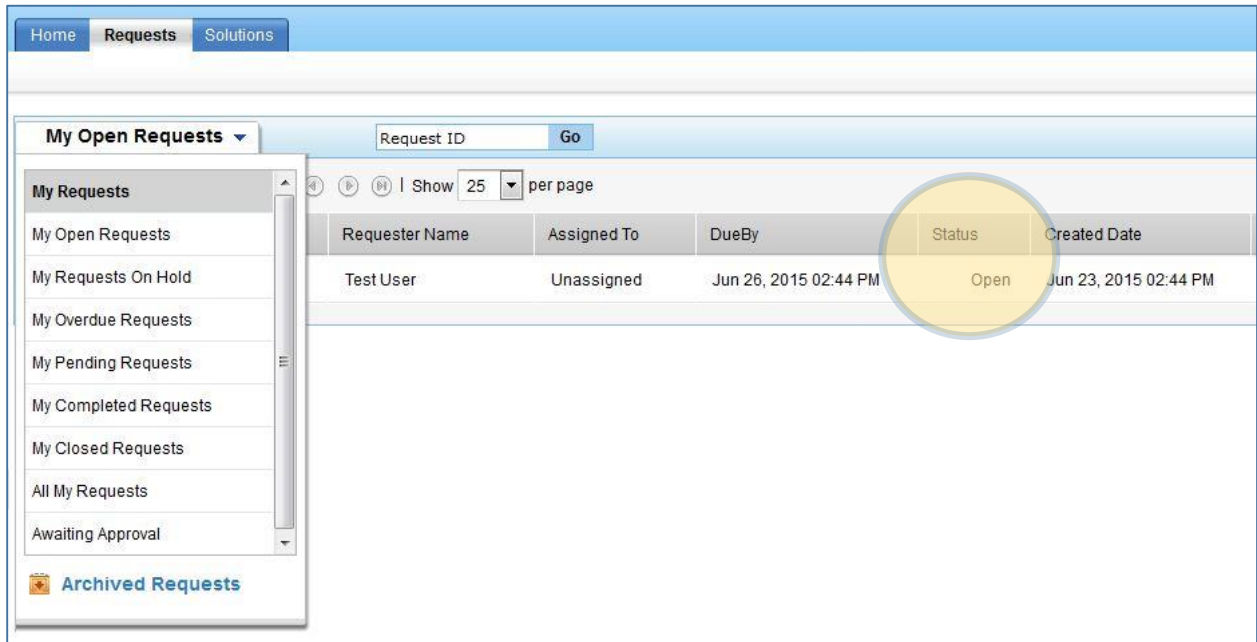
- Requester Details:**
 - Name: Test User
 - Contact number: [Text Field]
 - Job Title: [Text Field]
 - Category: -- Select Category --
 - Subcategory: -- Select Subcategory --
 - Preferred Number: [Text Field]
- Subject:** [Text Field]
- Description:** [Rich Text Editor with formatting tools]
- E-mail Id(s) To Notify:** [Text Field]
- Attachments:** Attach file
- Buttons:** Add request, Reset, Cancel

- Select "Add request".
- You will be prompted to this screen where you can select different tabs to view the request, resolution, and history.

The screenshot shows the 'Request Details' page for request ID 57019. The request is titled 'Software Installation' and was created by 'Test User' on Jun 23, 2015 02:44 PM. The description is 'Please install MS Office 2013 on my office computer.' Below the description is a 'Request Details' table with the following information:

| | | | |
|------------------|--------------|---------------|-----------------------|
| Status | Open | Mode | Web Form |
| Category | Computer | Site | Armstrong Main Campus |
| Subcategory | Software | Group | Help Desk |
| Building | Not Assigned | Technician | Not Assigned |
| Room Number | - | Computer Name | - |
| Preferred Number | - | Department | Not Assigned |
| Created By | Test User | Department | Not Assigned |

6. To view a list of requests, select the “Requests” tab at the top of the page. Then “Filter” by the request category



7. You can view the status of your request by looking under the “Status” area of the request.