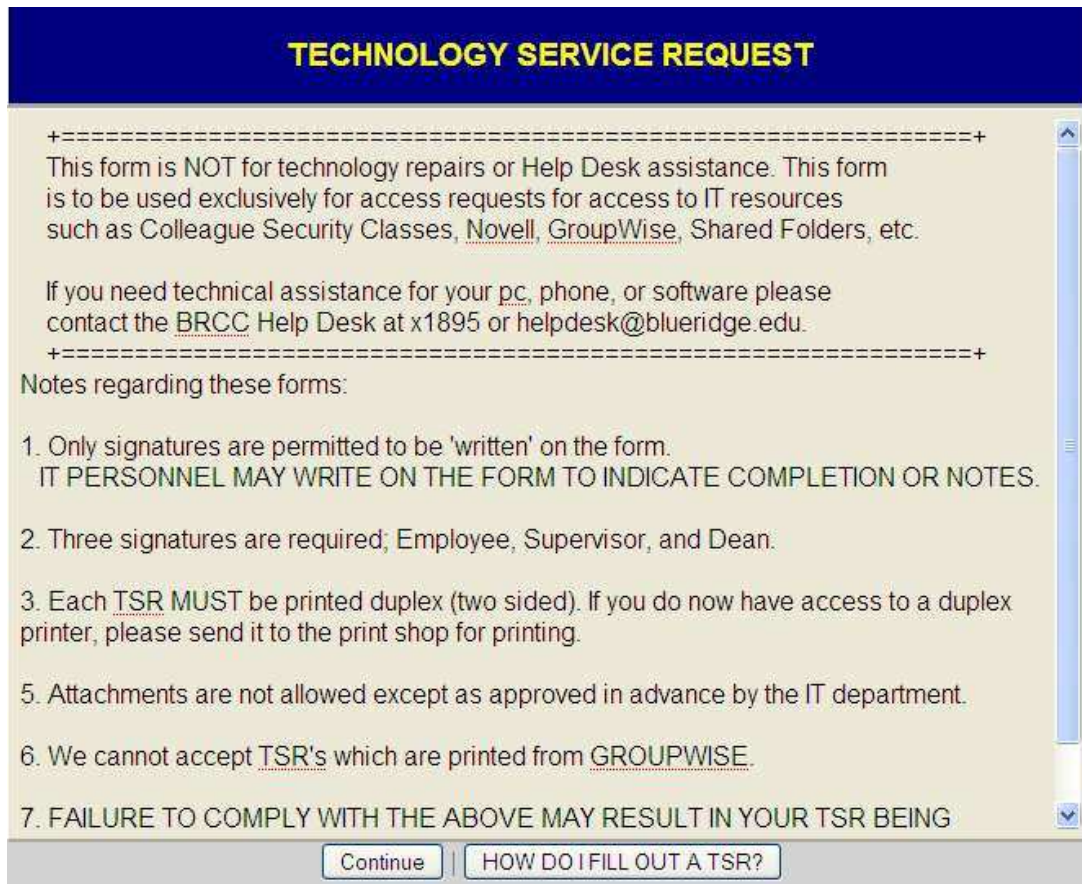


To create a TSR online, complete the following:

1. Go to <http://tsr.blueridge.edu>
2. Read the Information Dialog box carefully.



TECHNOLOGY SERVICE REQUEST

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This form is NOT for technology repairs or Help Desk assistance. This form is to be used exclusively for access requests for access to IT resources such as Colleague Security Classes, Novell, GroupWise, Shared Folders, etc.

If you need technical assistance for your pc, phone, or software please contact the BRCC Help Desk at x1895 or helpdesk@blueridge.edu.

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Notes regarding these forms:

1. Only signatures are permitted to be 'written' on the form.
IT PERSONNEL MAY WRITE ON THE FORM TO INDICATE COMPLETION OR NOTES.
2. Three signatures are required; Employee, Supervisor, and Dean.
3. Each TSR MUST be printed duplex (two sided). If you do not have access to a duplex printer, please send it to the print shop for printing.
5. Attachments are not allowed except as approved in advance by the IT department.
6. We cannot accept TSR's which are printed from GROUPWISE.
7. FAILURE TO COMPLY WITH THE ABOVE MAY RESULT IN YOUR TSR BEING

3. Click 'Continue' to fill out the form(s) or click 'How Do I Fill Out a TSR?' for the instructions on using these forms.
 - a. If you clicked 'Continue' go to Step 4. If you clicked 'How Do I...':
 - i. Read the instructions
 - ii. Click the back button on your browser
 - iii. Click 'Continue.'
 - b. To save the instructions (PDF) to your PC while the instructions are on your screen:
 - i. Go the 'File' menu
 - ii. Click 'Save.'

9. After clicking **Create TSRF**, you will have the option to populate the following nine (9) areas. If you have questions about completing the form, consult your supervisor or call the Help Desk at extension 1895. (Note: Items A-E are located in the left column and Items F-I are located in the right column. See the screen shot below.)
- Colleague (Datatel) Access
 - New or Existing Phone/Voicemail Account
 - Novell/Netware Account
 - New or Existing Email Account
 - Print Account
 - GroupWise Distribution Lists
 - NetWare File Storage WorkGroups
 - Telephone Pickup Group
 - Additional Requests Text Box

<p>Colleague Security Classes</p> <input type="checkbox"/> Student Services - Registration <input type="checkbox"/> Continuing Education - Registration <input type="checkbox"/> Basic Skills - LEIS <input type="checkbox"/> Small Business Center - SBC <input type="checkbox"/> Query Builder/Import/Export <input type="checkbox"/> Communications Management <input type="checkbox"/> WEB Access ONLY <input type="checkbox"/> CU Admissions <input type="checkbox"/> Receptionist <input type="checkbox"/> NAE <input type="checkbox"/> NAE (Inquiry Only) <input type="checkbox"/> Courses (COCO/CRSE)		<p>GroupWise Distribution Help</p> <ul style="list-style-type: none"> ----- ADJINST ADJCE ADJSTAFF AHFmail APTECHmail ARPmail ARTSCmail
<p style="text-align: center;">COMMUNICATIONS</p> <input type="checkbox"/> New Phone Ext. <input type="checkbox"/> Reuse Phone Ext. <input type="checkbox"/> Novell Account (Home Directory) <input type="checkbox"/> Email Account (new account) <input type="checkbox"/> Reuse Current Email Account		<p>File Storage WorkGroups Help</p> <ul style="list-style-type: none"> ----- AAM Adult High School Central Allied Health Central BRCC-EF Central Business & Industry Central Business Office Central CE Central
<p style="text-align: center;">Printing</p> <input type="checkbox"/> Printing (Pykota/CUPS)		<p>Telephone Pickup Group</p> <ul style="list-style-type: none"> ----- EHSI Cosmetology Killian DMI Cashier Business Office Educational Foundation Office of Instruction
<p style="text-align: center;">Additional or Unrelated Requests Help</p> <p>Additional Request <input style="width: 200px;" type="text"/></p>		

10. When you have finished populating the form, click the 'Submit' button at the bottom of the page.
11. After submitting, you can choose to open or to save the new TSR. The new form is now ready for printing. See note below on how to print the new TSR.

Miscellaneous Notes:

The **Create TSRF** is for requesting new/additional access to IT resources, i.e. Colleague access, network shares, phones, email accounts, Moodle accounts. This form is **not for requesting repair assistance from the Help Desk!** To get help with any sort of technology on campus, you will still contact the Help Desk at extension 1895 or email your question to helpdesk@blueridge.edu.

To choose more than one GroupWise Distribution List or NetWare File Storage WorkGroup, press and hold the **Ctrl** (Control) key while left-clicking with the mouse. You will see all the lists or workgroups you have chosen after clicking submit on the form.

The **Additional Requests** box is for any requests not covered on this form. There is a limit of 1,024 characters allowed in this box.

For security reasons, **the form must be printed front and back.** If you do not have access to a printer that will duplex (print front and back) then the print shop can do that for you. Simply email (or take on disk) the PDF to the print shop and tell the operator to print the form front and back. Any form that is printed on two pages will be returned.

No writing is allowed outside of the signature box. Any form that has writing outside of the signature box will be returned.

All forms require signatures. The **Create TSRF** and **Create Termination Checklist** need the signatures of the employee, his/her supervisor and his/her dean. The **Create Laptop Checkout Request** is signed only by the requester. Laptops are only signed out to full-time faculty and staff.

Please do not hesitate to contact the Help Desk with any questions or concerns you may have regarding these new online forms.

Thanks!