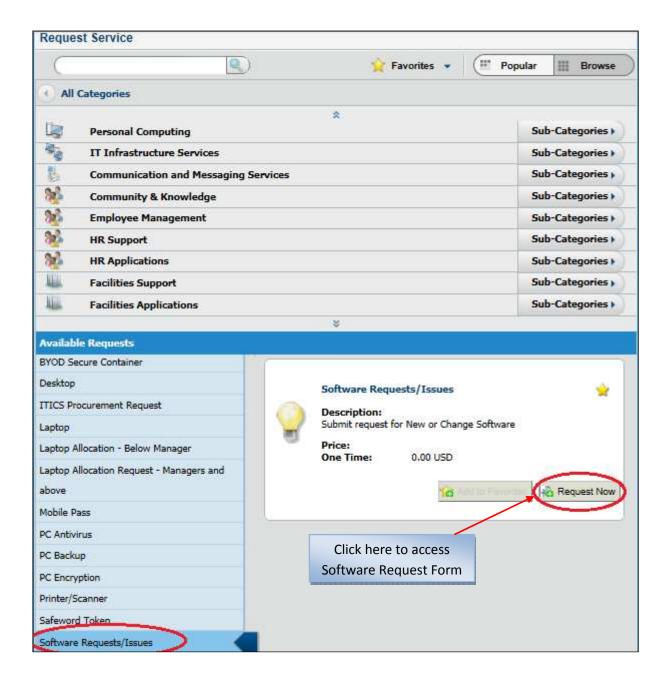
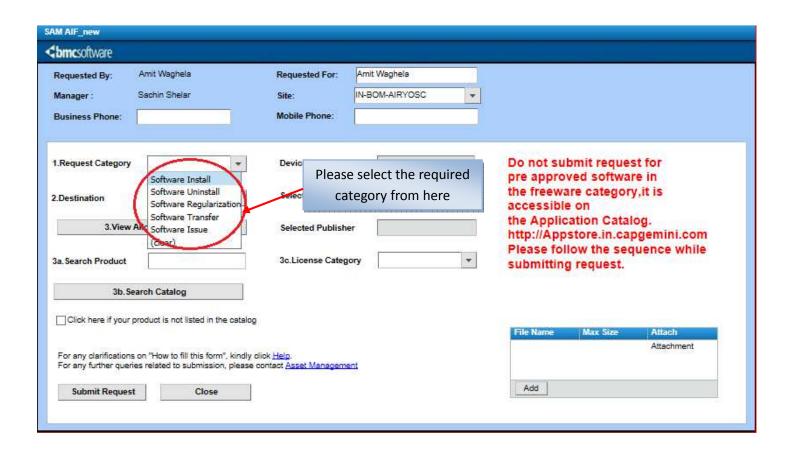
User Guide on "Software Request/Issues"

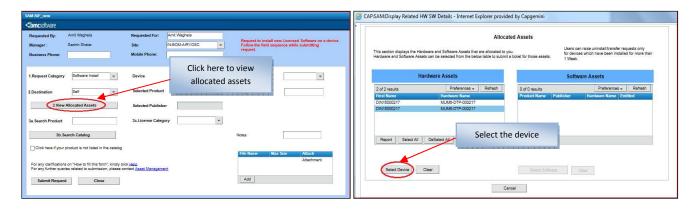
Earlier users had multiple India Service Desk request forms for services on Software Installation /
Uninstallation etc. This new Form is an Integrated Form for all such Requests. Access Path: India
Service Desk ==> Browse => Personal Computing => Software Requests/Issues



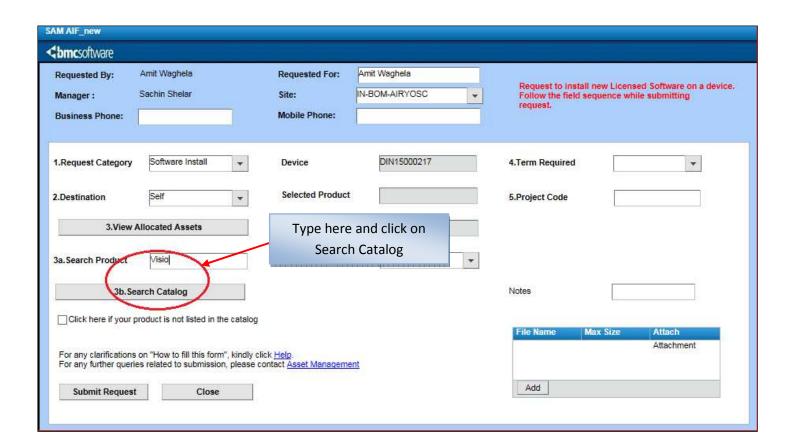
• It will allow end-user to raise Software Installation, Uninstallation, Regularization, Transfer, and Issue through India Service Desk Portal, select the request category and select Destination as Self.



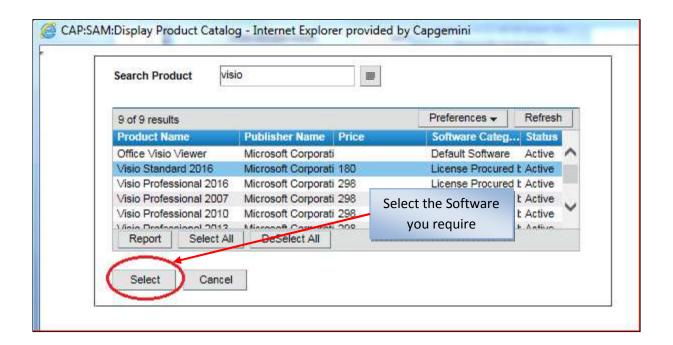
• It will allow end-user to select the assets tagged to his/her name. Select the device in which you wish to install the requested software. Please note software installation will be done on selected asset only.



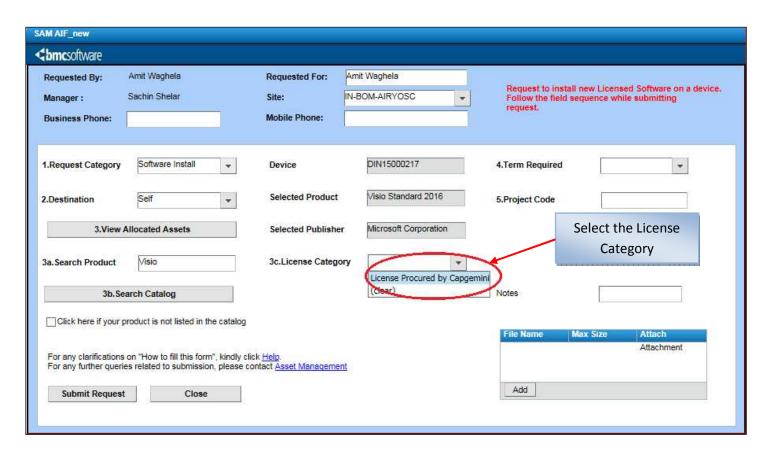
• To search for the product enter software name for the software, if you don't find it then contact Software Asset Management and it can be reviewed. Please don't use abbreviation such as MS Office or MPP or VS etc. Please use proper names of the software. e.g. Office or Project or Visio.



• Select the required Software from the Pop-up List.



• Select the Category from the drop down list in License Category option then complete the other options such as Project code, Term, Purchase Type*.



• For Licensed Procured by Capgemini kindly provide **Purchase Type*** (details) like PO or GPS number & other mandatory option.

