

GSD. Printer - How to order Local Printer Setup Service via IT Service Portal

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General Information:

Possible symptoms/errors:

How to request local printer setup service via Local IT Service Portal

Alternative names of the system:

n/a

IMPORTANT NOTICE:

The below process is for printer setup only. A different request should be raised if the user needs a new printer hardware. The ordering of new printer hardware must be done in the Instore. Advise the user to contact local purchasing department for more information.

Solution:

User can order a local printer setup from service catalogue: Printer Services > New Local Printer Setup.

2. User needs to fill out the form that includes the following information:

Order forPhone numberEmail addressBusiness segmentApproverCost centerCountryI ordered a new printer – advise choosing "Yes" if the user has procured a new printer.Manufacturer of the printerType/Model of the PrinterLocation details - complete floor number, building, room etc.LocationManaging Board option - Check the box if you are a member of the management board.Comment - Any additional comment that you want to provide.

3. Advise the user to click on Submit once done.

4. Once the form has been submitted, user can check the status of their request under My Requests

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

Request: New Local Printer Setup