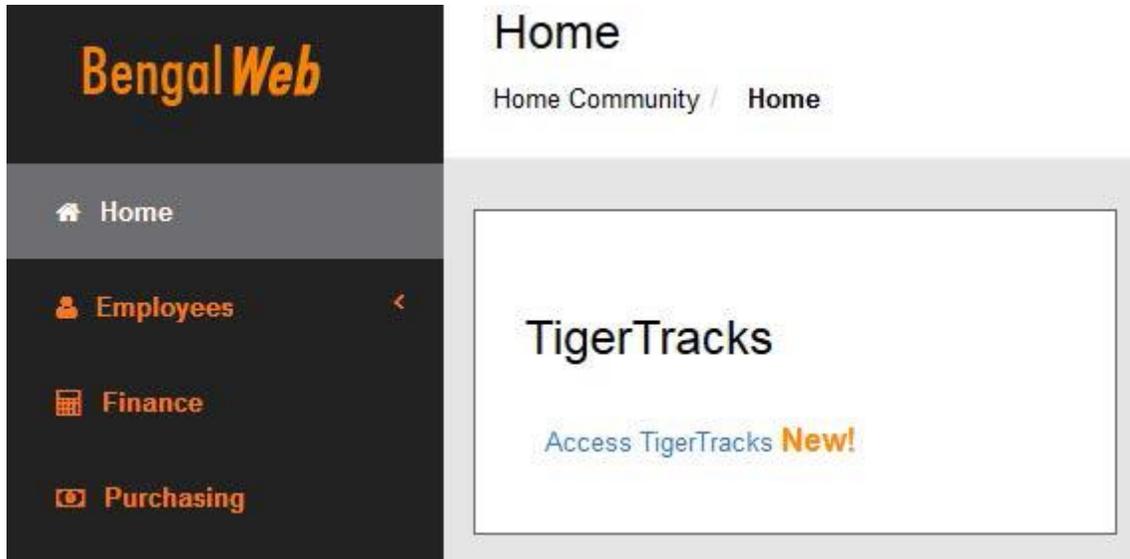


Adobe Software Quote Request Procedures

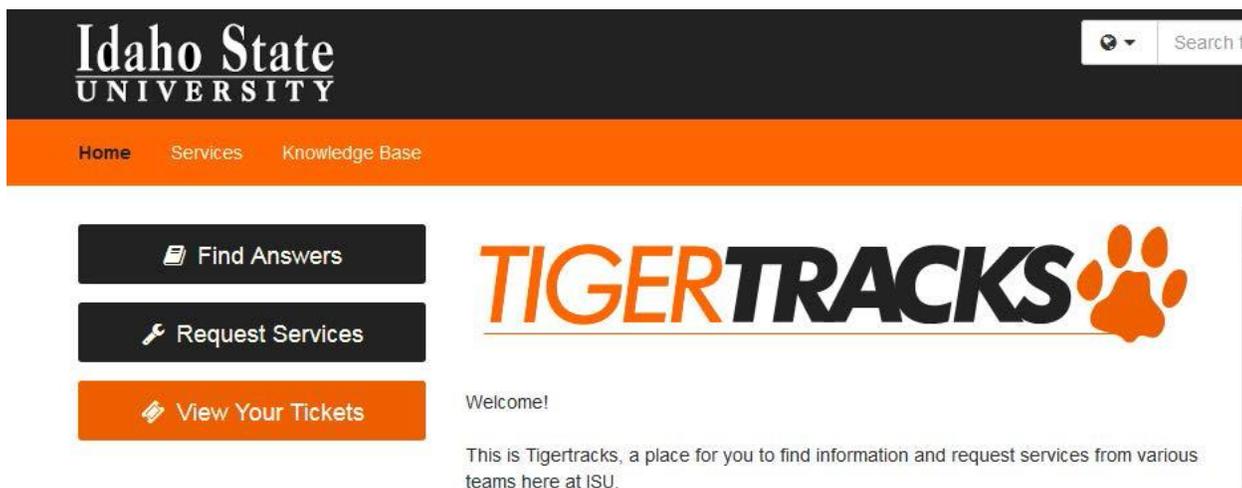
The new process, as of March 2019, for purchasing Adobe software products uses the new Tiger Tracks app on Bengal web and is as follows;

[Login to Bengal Web,](#)

>>> [click on Access Tiger Tracks New!](#)



>>> [click on Request Services](#)



>>> [click on Software and Applications](#)



Accounts and Access

Services pertaining to granting, removing or maintaining access to ISU systems and services.



Computers, Printers, Copiers, Etc

ISU Owned Computers, Printers, Scanners, and other computing equipment in the office.



Consulting and Training

Request consultation, integration of ISU provided software and applications or training.



Mail Center

Postal services.



Networking & Wireless

Wireless (WiFi) Troubleshooting, Network Access, Firewall Changes, etc



Software and Applications

Desktop and University Systems and Software

>>> [click on Desktop Software](#)

Software and Applications

Desktop and University Systems and Software

Categories (4)



Banner

Banner: INB is short for "Internet Native Banner" and refers to the back-end of Banner. Most administrative staff use INB to



Reporting

Request access, report a problem, or request or find an Argos report



Other Enterprise Software

Request access, report a problem, or request a software upgrade/install.



Desktop Software

Request Software for your office computer or laptop.

>>> [click on Desktop Software](#)

Desktop Software

Request Software for your office computer or laptop.

Services (2)

[JMP Software](#)

Request to be given a copy of JMP software and ISU license.

[Desktop Software](#)

Submit a request for new desktop software to be installed on your ISU owned equipment.

>>> [click on the Request Software](#)

Desktop Software

How to Request

Click the [Request Software](#) button and complete the request form.

You will be asked to login to TigerTracks using your 4 x4 and password. From that point on it is self-explanatory. Once you enter the information requested, you will see the following screen which will include the Ticket Request ID.

Request Created Successfully!

Ticket Request ID: 4968865

What do you want to do now?

[Create another request of this type](#)

[View the request you just created](#)

[View all of your ticket requests](#)

Once submitted, the Help Desk will process a purchase requisition on behalf of your department. An interdepartmental invoice will be submitted against the index code provided to cover the cost of the license.

The Purchasing Department will provide the Requestor a copy of the PO issued for the purchase of the license(s) referencing the Tiger Tracks ticket number for your records.

Renewal of existing licenses: the Help Desk will provide each department's UBO with a list of current licenses up for renewal, 30 days prior to the anniversary date of 7/1/20xx. The UBO will contact the license end-user to confirm license is still required. UBO will email the Help Desk the updated list authorizing the Help Desk to proceed with the purchase of the renewal. This will be a "bulk" purchase of all licenses made by the Help Desk requiring renewal. An interdepartmental invoice will be submitted against the index code provided to cover the cost of the license(s).