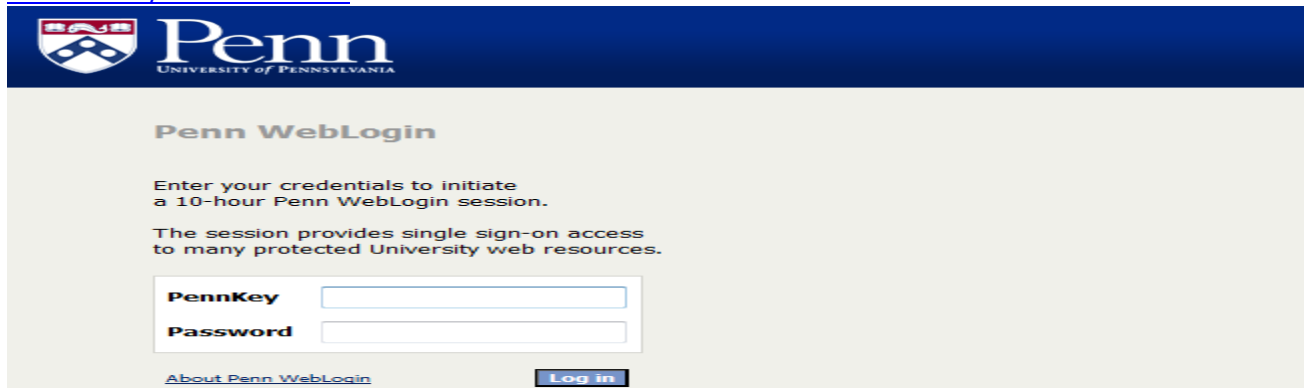


Ben Printer Request

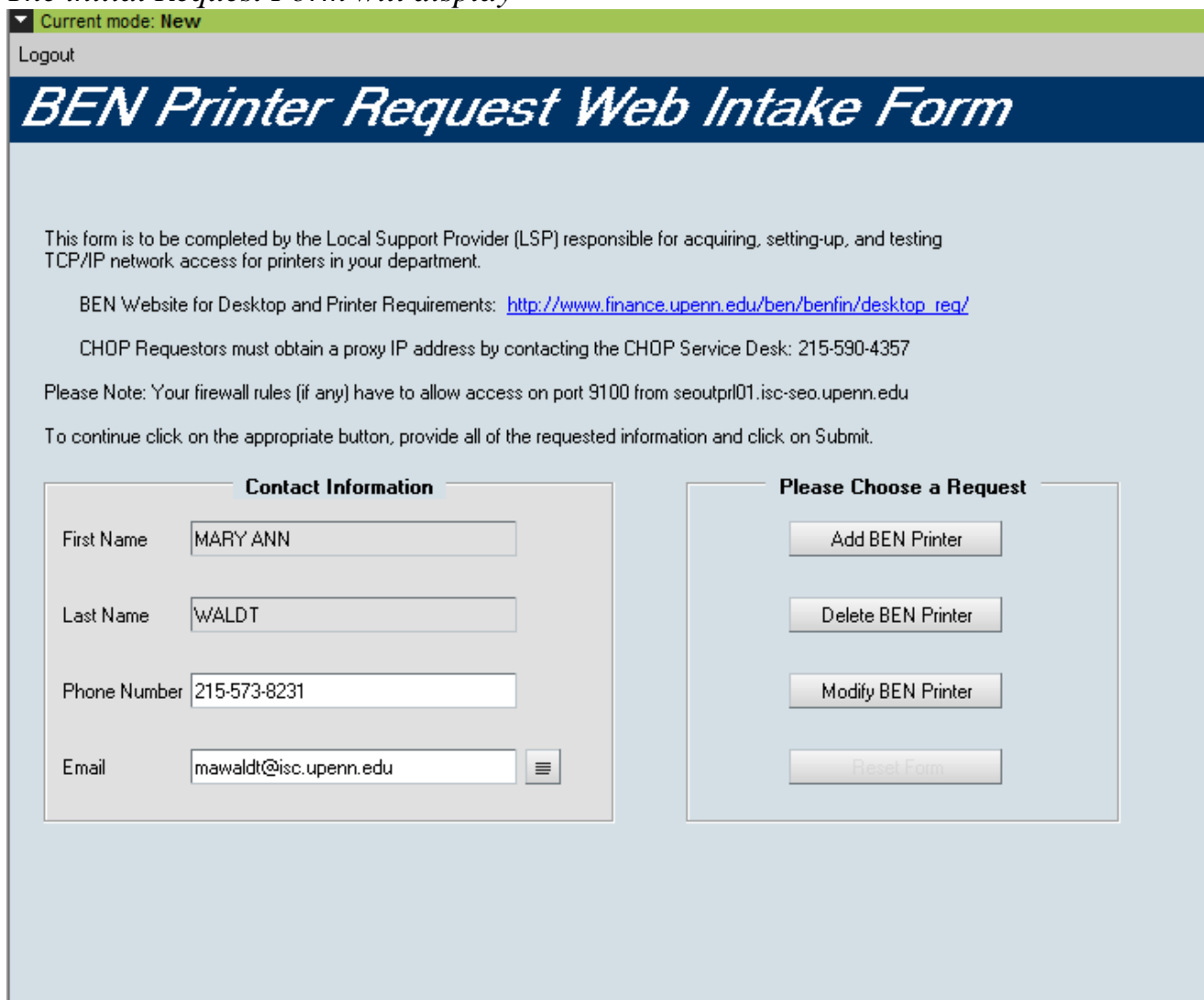
The link for the Remedy Web Intake is the following:

<https://remwsprl01.isc-seo.upenn.edu/arsys/forms/remapprl01.seo.int/UP:WII-SEO-BENPrinters/?mode=CREATE>



Login with your PennKey User Name and password.

The initial Request Form will display



Select Type of Request which will expand the Form.

Request to Add Ben Printer

BEN Printer Request Web Intake Form

This form is to be completed by the Local Support Provider (LSP) responsible for acquiring, setting-up, and testing TCP/IP network access for printers in your department.

BEN Website for Desktop and Printer Requirements: http://www.finance.upenn.edu/ben/benfin/desktop_req/

CHOP Requestors must obtain a proxy IP address by contacting the CHOP Service Desk: 215-590-4357

Please Note: Your firewall rules (if any) have to allow access on port 9100 from seoutpr01.isc-seo.upenn.edu

To continue click on the appropriate button, provide all of the requested information and click on Submit.

Contact Information	Please Choose a Request
First Name <input type="text" value="MARY ANN"/>	<input type="button" value="Add BEN Printer"/>
Last Name <input type="text" value="WALDT"/>	<input type="button" value="Delete BEN Printer"/>
Phone Number <input type="text" value="215-573-8231"/>	<input type="button" value="Modify BEN Printer"/>
Email <input type="text" value="mawaldt@isc.upenn.edu"/> <input type="button" value="⋮"/>	<input type="button" value="Reset Form"/>

ADD PRINTER

Required Fields (all must be filled out)

Host Name <input type="text"/> ?	ORG # <input type="text"/> ?
IP Address <input type="text"/> ?	Duplex <input type="text"/> ?
Building <input type="text"/> ?	Postscript Capable <input type="text"/> ?
Room / Area <input type="text"/> ?	Banner Page <input type="text"/> ?
Printer Make / Model <input type="text"/> ?	

Additional Notes
(optional, not required)

Enter any comments or instruction relevant to your Request. This information will appear in the Notes section of the Remedy ticket for the Command Center.

Complete all the required Fields and view the helper text for each Field to confirm it's accuracy. Provide any updates if necessary. Submit your Request. Request has been saved and you should receive an email notification with the Incident #.

Request to Delete Ben Printer

BEN Printer Request Web Intake Form

This form is to be completed by the Local Support Provider (LSP) responsible for acquiring, setting-up, and testing TCP/IP network access for printers in your department.

BEN Website for Desktop and Printer Requirements: http://www.finance.upenn.edu/ben/benfin/desktop_req/

CHOP Requestors must obtain a proxy IP address by contacting the CHOP Service Desk: 215-590-4357

Please Note: Your firewall rules (if any) have to allow access on port 9100 from seoutprl01.isc-seo.upenn.edu

To continue click on the appropriate button, provide all of the requested information and click on Submit.

Contact Information	Please Choose a Request
First Name <input type="text" value="MARY ANN"/>	<input type="button" value="Add BEN Printer"/>
Last Name <input type="text" value="WALDT"/>	<input type="button" value="Delete BEN Printer"/>
Phone Number <input type="text" value="215-573-8231"/>	<input type="button" value="Modify BEN Printer"/>
Email <input type="text" value="mawaldt@isc.upenn.edu"/> <input type="button" value="⋮"/>	<input type="button" value="Reset Form"/>

DELETE PRINTER

Please Note: a delete request may also result in the removal of the printer definition for Salary Management.

Required Fields (all must be filled out)

Host Name <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td>Printer ID <input type="text" value=""/> <input <="" td="" type="button" value="?"/></td>	Printer ID <input type="text" value=""/> <input <="" td="" type="button" value="?"/>
IP Address <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td></td>	
Building <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="button" value="▼"/></td>	<input type="button" value="▼"/>
Room / Area <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td></td>	
Printer Make / Model <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td></td>	

Additional Notes
(optional, not required)

Complete all the required Fields and view the helper text for each Field to confirm it's accuracy. Provide any additional Notes if necessary. Submit your Request. Request has been saved and you should receive an email notification with the Incident #.

Request to Modify Ben Printer

BEN Printer Request Web Intake Form

This form is to be completed by the Local Support Provider (LSP) responsible for acquiring, setting-up, and testing TCP/IP network access for printers in your department.

BEN Website for Desktop and Printer Requirements: http://www.finance.upenn.edu/ben/benfin/desktop_req/

CHOP Requestors must obtain a proxy IP address by contacting the CHOP Service Desk: 215-590-4357

Please Note: Your firewall rules (if any) have to allow access on port 9100 from seoutpri01.isc-seo.upenn.edu

To continue click on the appropriate button, provide all of the requested information and click on Submit.

Contact Information	Please Choose a Request
First Name <input type="text" value="MARY ANN"/>	<input type="button" value="Add BEN Printer"/>
Last Name <input type="text" value="WALDT"/>	<input type="button" value="Delete BEN Printer"/>
Phone Number <input type="text" value="215-573-8231"/>	<input type="button" value="Modify BEN Printer"/>
Email <input type="text" value="mawaldt@isc.upenn.edu"/> <input type="button" value="⋮"/>	<input type="button" value="Reset Form"/>

MODIFY PRINTER

Please enter all the attributes which require modification in Ben Financials

Host Name <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td> <td>Printer ID <input type="text" value=""/> <input <="" td="" type="button" value="?"/><td><input type="text"/></td></td>	<input type="text"/>	Printer ID <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td>	<input type="text"/>
IP Address <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td> <td>Duplex <input type="text" value=""/> <input <="" td="" type="button" value="?"/><td><input type="text"/></td></td>	<input type="text"/>	Duplex <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td>	<input type="text"/>
Building <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td> <td>Postscript Capable <input type="text" value=""/> <input <="" td="" type="button" value="?"/><td><input type="text"/></td></td>	<input type="text"/>	Postscript Capable <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td>	<input type="text"/>
Room / Area <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td> <td>Banner Page <input type="text" value=""/> <input <="" td="" type="button" value="?"/><td><input type="text"/></td></td>	<input type="text"/>	Banner Page <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td>	<input type="text"/>
Printer Make / Model <input type="text" value=""/> <input <="" td="" type="button" value="?"/> <td><input type="text"/></td> <td></td> <td></td>	<input type="text"/>		

Additional Notes
(optional, not required)

Enter the Printer ID and any other Fields which pertain to your Request.

View the helper text for each Field to confirm it's accuracy.

Provide any additional Notes if necessary. Submit your Request.

Request has been saved and you should receive an email notification with the Incident #.

Logout once you have submitted your Request

Any questions or problems please contact Mary Ann Waldt: mawaldt@isc.upenn.edu

215 573-8231