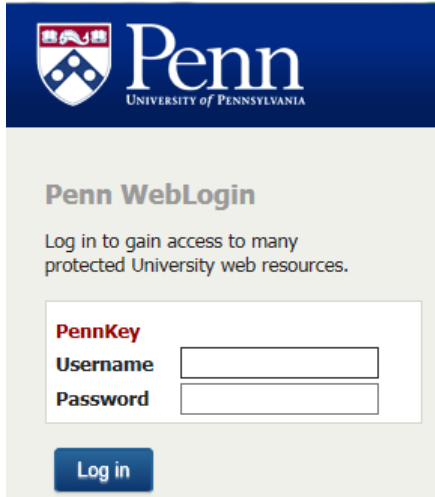


## *Ben Printer Request*

The link for the Remedy Web Intake is the following:

<https://remedy.isc-seo.upenn.edu/arsys/forms/remington.seo.int/UP%3AWebIntake-DisplyOnly-SEO-BENPrinters/BEN-Printers/?mode=Submit>



The image shows the Penn WebLogin interface. At the top is the University of Pennsylvania logo. Below it, the text reads "Penn WebLogin" and "Log in to gain access to many protected University web resources." There are two input fields: "Username" and "Password", both with the label "PennKey" above them. A blue "Log in" button is positioned below the fields.

*Login with your PennKey User Name and password.*

*The initial Request Form will display*



The image displays the "BEN Printer Request Web Intake Form". At the top left, it says "Current mode: New" and "Logout". The main title is "BEN Printer Request Web Intake Form". Below the title, there is a paragraph of instructions: "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." It then provides a link: "BEN Website for Desktop and Printer Requirements: [http://www.finance.upenn.edu/ben/benfin/desktop\\_req/](http://www.finance.upenn.edu/ben/benfin/desktop_req/)". Another instruction states: "CHOP Requestors must obtain a proxy IP address by contacting the CHOP Service Desk: 215-590-4357". A note follows: "Please Note: Your firewall rules (if any) have to allow access on port 9100 from seoutprl01.isc-seo.upenn.edu". The final instruction is: "To continue click on the appropriate button, provide all of the requested information and click on Submit." The form is divided into two main sections. The left section, titled "Contact Information", contains four input fields: "First Name" (filled with "MARY ANN"), "Last Name" (filled with "WALDT"), "Phone Number" (filled with "215-573-8231"), and "Email" (filled with "mawaldt@isc.upenn.edu"). The right section, titled "Please Choose a Request", contains four buttons: "Add BEN Printer", "Delete BEN Printer", "Modify BEN Printer", and "Reset Form".

*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/](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="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/](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="mawaltdt@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/](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="mawaltdt@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"/> <input <="" td="" type="button" value="?"/> <td>Printer ID <input type="text"/> <input <="" td="" type="button" value="?"/></td>	Printer ID <input type="text"/> <input <="" td="" type="button" value="?"/>
IP Address <input type="text"/> <input <="" td="" type="button" value="?"/> <td>Duplex <input type="text"/> <input <="" td="" type="button" value="?"/></td>	Duplex <input type="text"/> <input <="" td="" type="button" value="?"/>
Building <input type="text"/> <input <="" td="" type="button" value="?"/> <td>Postscript Capable <input type="text"/> <input <="" td="" type="button" value="?"/></td>	Postscript Capable <input type="text"/> <input <="" td="" type="button" value="?"/>
Room / Area <input type="text"/> <input <="" td="" type="button" value="?"/> <td>Banner Page <input type="text"/> <input <="" td="" type="button" value="?"/></td>	Banner Page <input type="text"/> <input <="" td="" type="button" value="?"/>
Printer Make / Model <input type="text"/> <input <="" td="" type="button" value="?"/> <td></td>	

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 [ISCCommandCTR@isc.upenn.edu](mailto:ISCCommandCTR@isc.upenn.edu)*