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 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/benlin/dept-topreq/

CHOP Requesters 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 sec镌印C1.isc-sec.upenn.edu

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

Contact Information

First Name: MAFY ANN
Last Name: WALDT
Phone Number: 215-573-8231
Email: mawydt@isc.upenn.edu

Please Choose a Request

- Add BEN Printer
- Delete BEN Printer
- Modify BEN Printer
- Reset Form

ADD PRINTER

Required Fields (all must be filled out)

- Host Name
- IP Address
- Building
- Room/Area
- Printer Make / Model
- ORG #
- Duplex
- Postscript Capable
- Banner Page
- Additional Notes

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.

Submit

Complete all the required Fields and view the helper text for each Field to confirm its 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://wwwfinance.upenn.edu/ser/benlin/desktop_req/](http://wwwfinance.upenn.edu/ser/benlin/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 sec uptake1, sec-sec.upenn.edu

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

**Contact Information**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>MARY ANN</td>
</tr>
<tr>
<td>Last Name</td>
<td>WALDT</td>
</tr>
<tr>
<td>Phone Number</td>
<td>215-573-6231</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:mawaldt@isc.upenn.edu">mawaldt@isc.upenn.edu</a></td>
</tr>
</tbody>
</table>

**Please Choose a Request**

- Add BEN Printer
- Delete BEN Printer
- Modify BEN Printer
- 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)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td></td>
</tr>
<tr>
<td>IP Address</td>
<td></td>
</tr>
<tr>
<td>Building</td>
<td></td>
</tr>
<tr>
<td>Room / Area</td>
<td></td>
</tr>
<tr>
<td>Printer Make / Model</td>
<td></td>
</tr>
</tbody>
</table>

**Additional Notes**

(optional, not required)

**Submit**

**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: 215-690-4357

Please Note: Your firewall rules (if any) have to allow access on port 9100 from secoutpr01.isc-sso.upenn.edu

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

Contact Information

First Name: MARY ANN
Last Name: WALDT
Phone Number: 215-573-8231
Email: mwaldt@isc.upenn.edu

Please Choose a Request

- Add BEN Printer
- Delete BEN Printer
- Modify BEN Printer
- Reset Form

MODIFY PRINTER

Please enter all the attributes which require modification in Ben Financials

- Host Name
- IP Address
- Building
- Room/Area
- Printer Make/Model
- Printer ID
- Duplex
- Postscript Capable
- Banner Page
- Additional Notes (optional, not required)

Submit

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