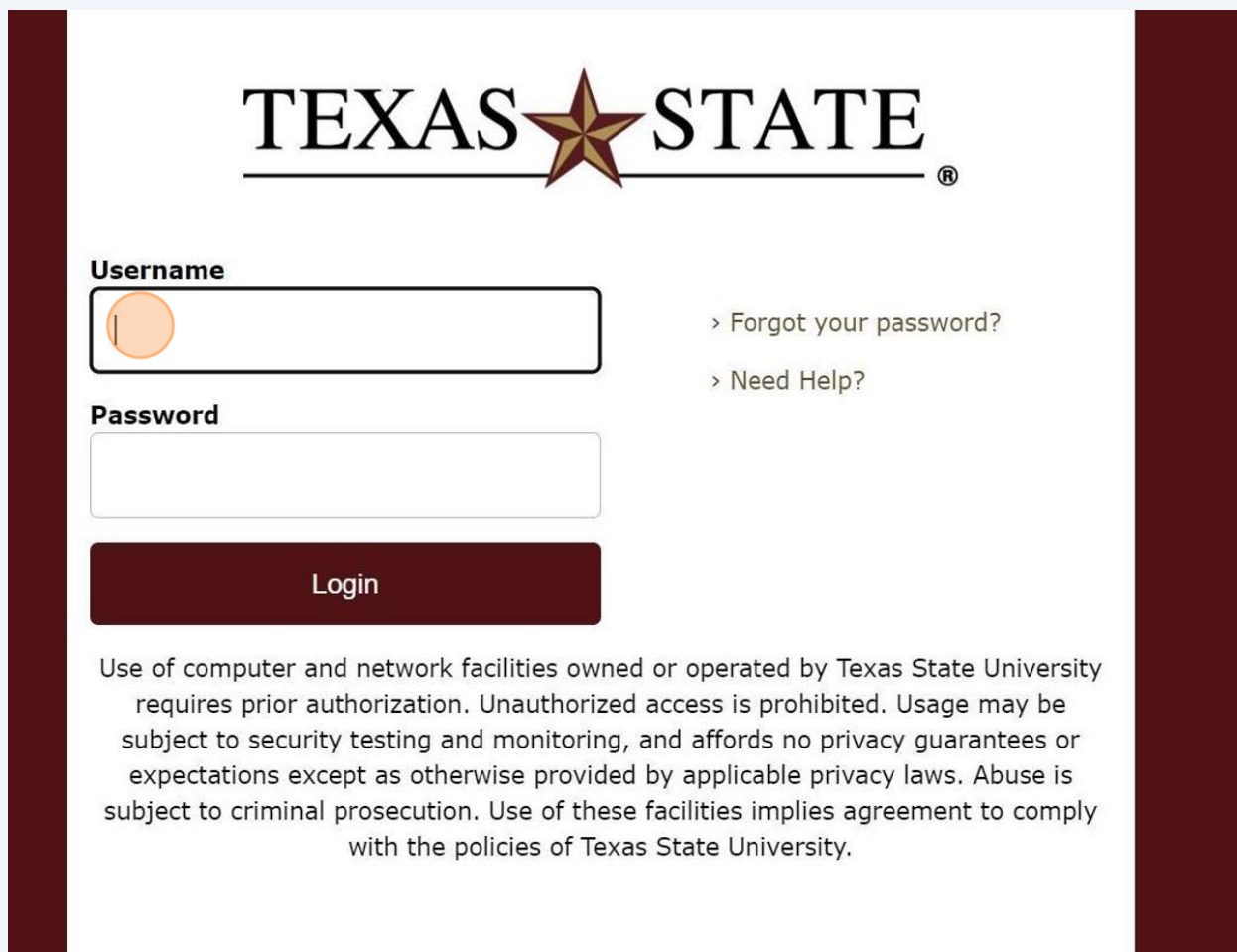


Request a Service (Data Connection)

This guide provides step-by-step instructions on how to request a data connection. By following these steps, users can easily navigate the process to submit a data drop request and provide the necessary information for a successful submission.

- 1 Navigate to <https://myitservices.doit.txst.edu/cc>

- 2 Authenticate using your NetID and password.



The screenshot shows the Texas State University login interface. At the top is the university's logo, which consists of the words "TEXAS" and "STATE" in a serif font, separated by a five-pointed star. Below the logo are two input fields: "Username" and "Password". The "Username" field has a small orange circular icon on the left. To the right of the "Username" field are two links: "> Forgot your password?" and "> Need Help?". Below the "Password" field is a dark red "Login" button. At the bottom of the page is a disclaimer text.

Username

Password

Login

Use of computer and network facilities owned or operated by Texas State University requires prior authorization. Unauthorized access is prohibited. Usage may be subject to security testing and monitoring, and affords no privacy guarantees or expectations except as otherwise provided by applicable privacy laws. Abuse is subject to criminal prosecution. Use of these facilities implies agreement to comply with the policies of Texas State University.

3 Click "Services" within the "Shopping" Menu

The screenshot shows the Texas State Customer Center website. At the top, there is a dark red header with the 'TEXAS STATE' logo. Below the logo, there are three main navigation links: 'Support', 'Shopping', and 'Billing'. The 'Shopping' link is highlighted with a dark red background, and a dropdown menu is visible below it, showing the 'Services' option highlighted with an orange circle. Below the navigation bar, the page content is divided into two main sections. On the left, there is a 'My Profile' section with a 'More Info' link. It contains fields for 'Username', 'User Role' (CustomerCenter, Guest), and 'Department' (Technology Resources). Below this is an 'Account Details' section with a table showing account status and payment options. On the right, there is a 'My Services/Equipment' section with a search bar and a table showing service details. The table currently displays 'No services or equipment found'.

TEXAS STATE

Support Shopping Billing

Services

Request Tracking

Welcome to the Customer Center

My Profile More Info

Username [Redacted]

User Role CustomerCenter, Guest,

Department Technology Resources

Account Details

Account	Credit	Current	30 Days	60 Days	90 Days	120+ Days	To Be

My Services/Equipment

Search

Type	Item ID ^
No services or equipment found	

4

Click "Request" below the Data Connection option.



2. Data Connection

\$250.00 / \$0.00

Qty

1

+ Request

5

Click "Create New Request"



2. Data Connection

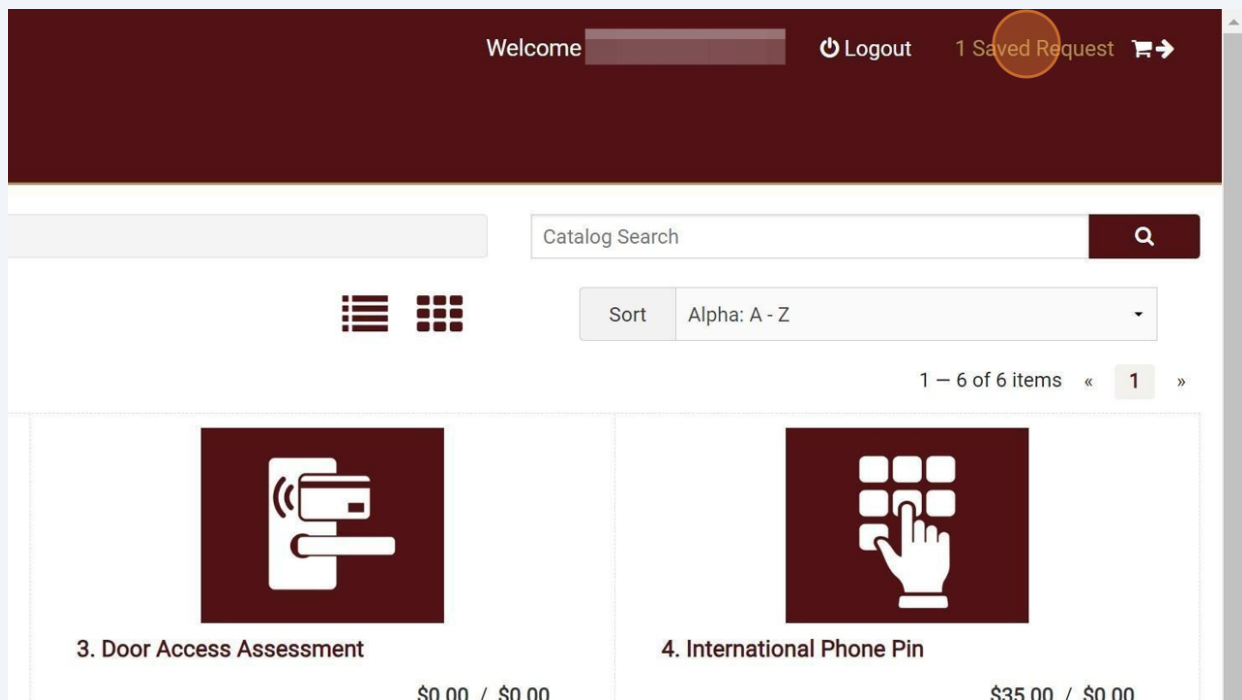
\$250.00 / \$0.00

Qty 1

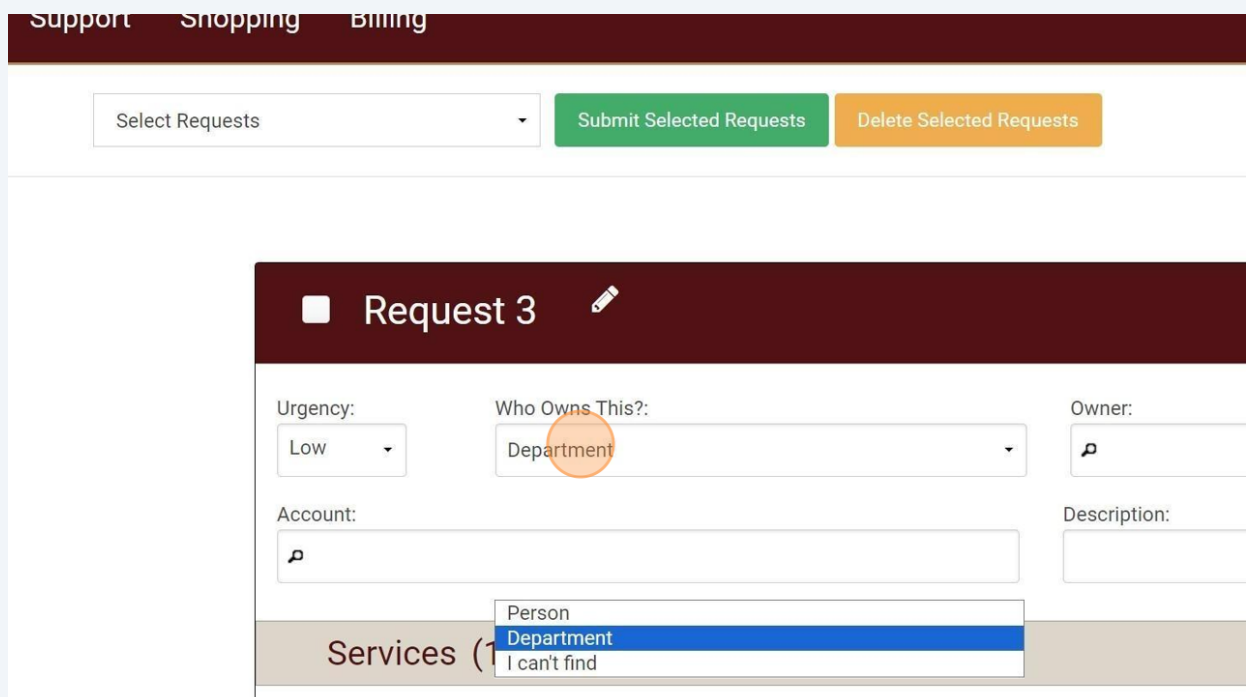
Create **New** Request

+ Request

- 6 Click "1 Saved Request" at the top right of the screen, which will open your cart.



- 7 Ensure "Department" is noted for Who Owns This?




8

Click on the magnifying glass in the "Owner" field to view the Departments associated with your account.

Submit Selected Requests Delete Selected Requests Search Requests

est 3

Who Owns This?:
Department

Owner: 

Description:

(1)

1: Add 2. Data Connection

9

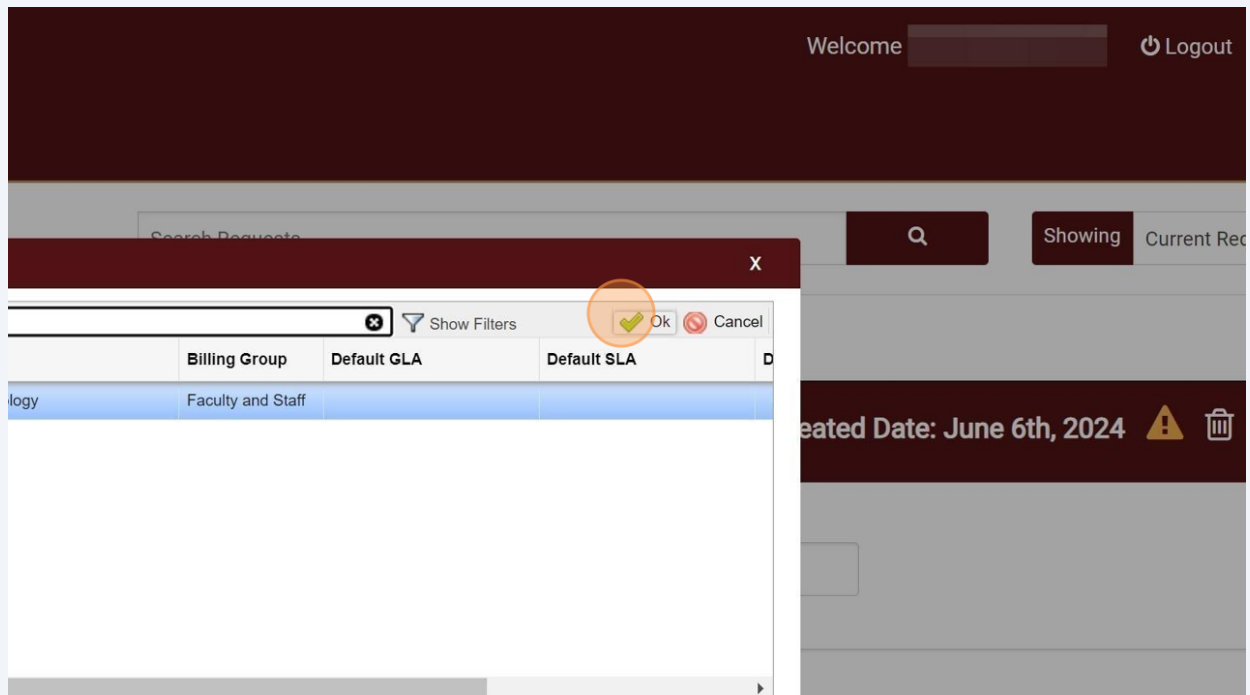
Select the Department associated with the request.

Select a Department

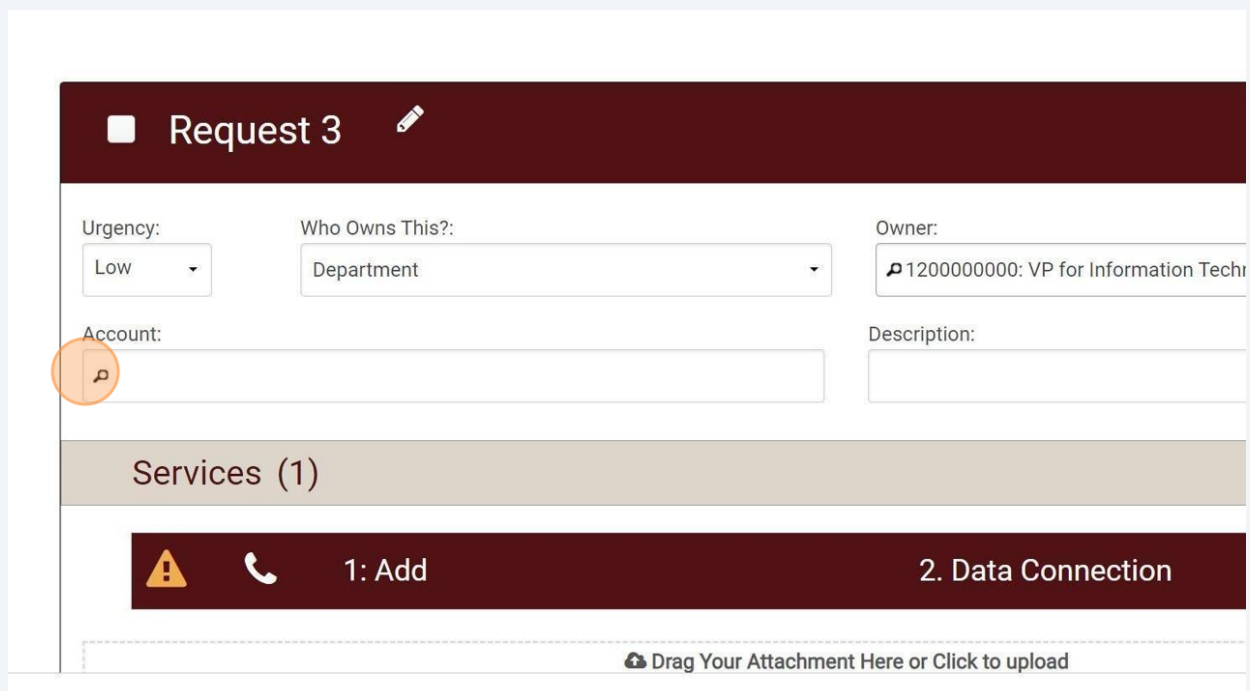
Search or Filter the Grid Data Show Filters

Code	Name	Billing Group	Default GLA
1200000000	VP for Information Technology	Faculty and Staff	

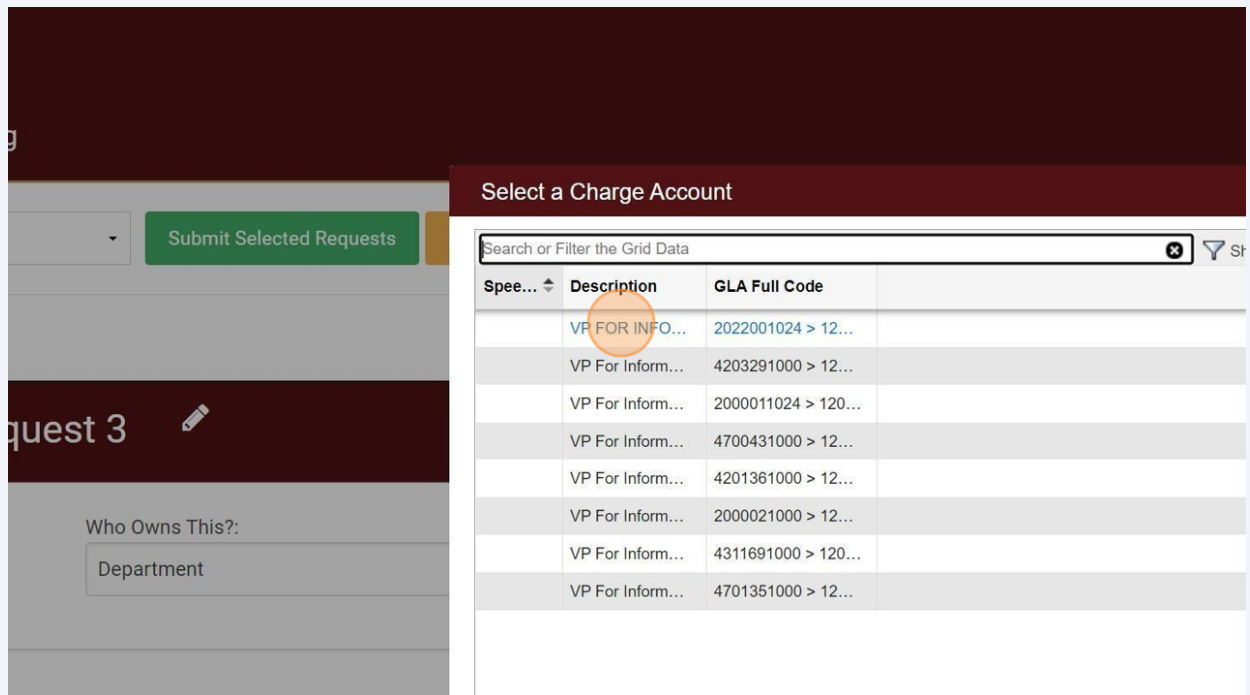
10 Click "Ok"



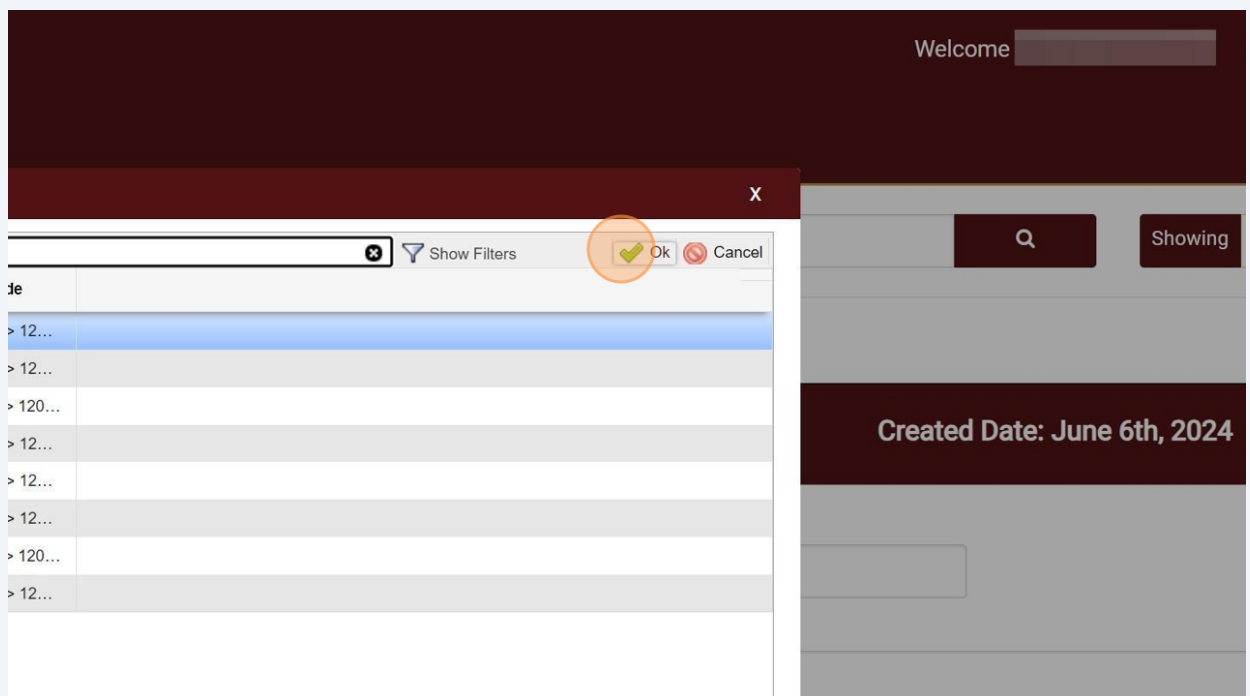
11 Click on the magnifying glass within the "Account" field to view the Accounts (Funds/Cost Centers) associated with your account.



- 12 Select the specific account you would like to use from the available listing.



- 13 Click "Ok"



14

Click the "Description:" field. Enter any additional information you would like to provide to the technician. This can include the specific location of the data drop (with building and room) and the name of the contact person.

15

If attachments are helpful to your request, you can click to upload them here. This may include a floor diagram or additional information. Skip this step if it is unnecessary.

16

The request can be renamed, which is helpful for tracking purposes. Click the pencil and then type over the current request name to edit.

The screenshot shows a web interface with a dark red header containing 'Support', 'Shopping', and 'Billing' links. Below the header is a white bar with a 'Select Requests' dropdown, a green 'Submit Selected Requests' button, and an orange 'Delete Selected Requests' button. The main content area displays a form titled 'Request 3' with a pencil icon. A tooltip labeled 'Edit Request Name' is visible over the pencil icon. The form fields include: 'Urgency' (Low), 'Who Owns This?:' (Department), 'Owner:' (1200000000: VF), 'Account:' (2022001024 > 1200000000 > 0000000000 > 0000000000), and 'Description:' (Data Drop Request). A 'Services (1)' section is partially visible at the bottom.

17

More than one request can be in your cart. When you are ready to submit a specific request, Click the checkbox next to the name of that request. If you would like to submit multiple requests from your cart, select the checkbox next to each request.

The screenshot shows the same web interface as above, but the form title is 'Data Drop for Sally Smith' and the pencil icon is now a checkbox. The form fields are identical: 'Urgency' (Low), 'Who Owns This?:' (Department), 'Owner:' (1200000000: VF), 'Account:' (2022001024 > 1200000000 > 0000000000 > 0000000000), and 'Description:' (Data Drop Request). The 'Services (1)' section is also visible at the bottom.

18 Click "Submit Selected Requests"

TEXAS STATE

Support Shopping Billing

Select Requests

Submit Selected Requests Delete Selected Requests

☒ Data Drop for Sally Smith-TEST

Urgency: Low

Who Owns This?: Department

Owner: 1200000000: VP for I

Account: 2022001024 > 1200000000 > 0000000000 > 0000000000

Description: Data Drop Request for R

19 Click "Ok"

Submit Requests

Are you sure you want to Submit the Selected Requests?

Ok Cancel

Your Order Has Been Placed

Submitted Requests

SR202400170

Owner: VP for Information Technology

Submitted: June 7th, 2024

Billing Account: 2022001024 > 12000000000 > 0000000000 > 0000000000

Status: Pending



Add

2. Data Connection

Owner: 1200000000: VP for Information Technology

Billing Account: 2022001024 > 12000000000 > 0000000000

Reference: *Not Specified*