

Did You Know? **New Commodity Approval Process for IT, AV, & Telemedia Purchases**

This is a friendly reminder to please reach out to the Office of Technology Services (OTS), for approval **before** making any purchases for technology, telemedia, or audio-visual equipment such as **keyboards, mice, headsets, and speakers**.

Recently there has been an increase in P-Card purchases that may already be available, or that fall outside of our standard procurement guidelines. To ensure we are using college funds responsibly, please get commodity approval from the Office of Technology Services prior to any purchase.

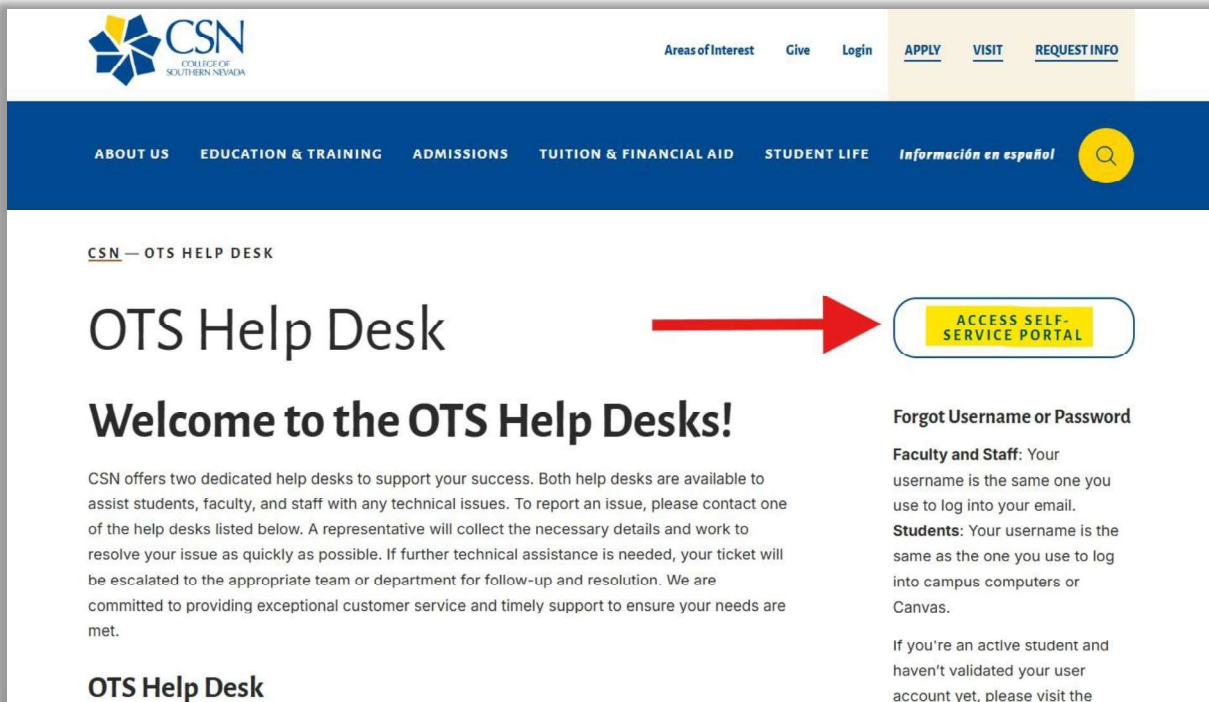
The OTS team can provide available equipment options, quotes if needed, and approval. You can reach them by:

- Emailing [help.desk@csn.edu](mailto:help.desk@csn.edu) and include what you are requesting
- Submitting a ticket online using the following steps:

1. Access the OTS Self Submit tile in GoCSN:



2. Click on “Access Self-Service Portal”:



**CSN** — OTS HELP DESK

# OTS Help Desk

**Welcome to the OTS Help Desks!**

CSN offers two dedicated help desks to support your success. Both help desks are available to assist students, faculty, and staff with any technical issues. To report an issue, please contact one of the help desks listed below. A representative will collect the necessary details and work to resolve your issue as quickly as possible. If further technical assistance is needed, your ticket will be escalated to the appropriate team or department for follow-up and resolution. We are committed to providing exceptional customer service and timely support to ensure your needs are met.

**OTS Help Desk**

**ACCESS SELF-SERVICE PORTAL**

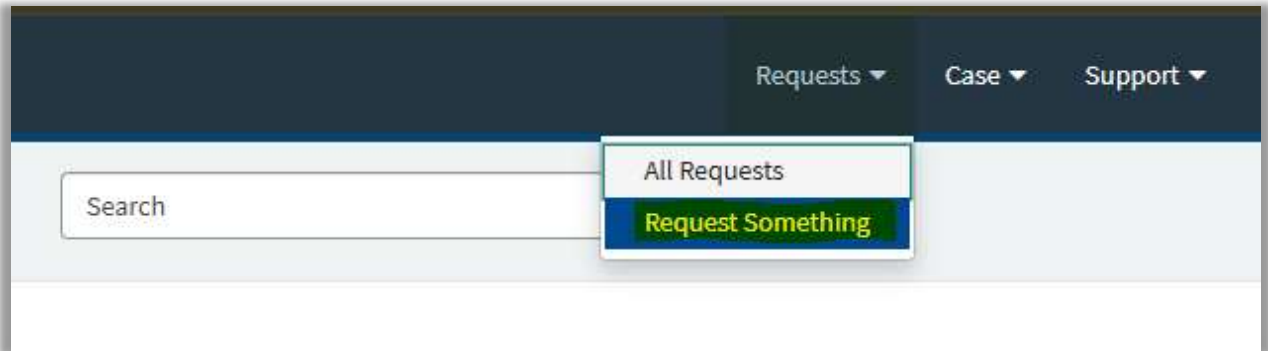
**Forgot Username or Password**

**Faculty and Staff:** Your username is the same one you use to log into your email.

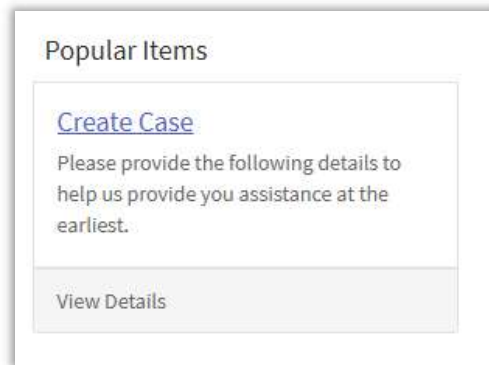
**Students:** Your username is the same as the one you use to log into campus computers or Canvas.

If you're an active student and haven't validated your user account yet, please visit the

3. Click “Requests” and then “Request Something” in the drop-down menu at the top right of the screen.



4. Click “Create Case”



5. Enter a subject, description of your request, and attachment if you have one. Once you receive prior commodity approval, you can move forward with your purchase (if a purchase is necessary).

**Once obtained, this approval is to be uploaded to Workday, and a copy is to be kept in your P-Card binder.**

If you need any specialized/ergonomic equipment, please **create a facilities work ticket** for an assessment by Environmental Health and Safety (EHS). They can provide approvals for ergonomic equipment if necessary.

Please reach out if you have any questions or concerns about these processes.