Purchasing Adobe Products

Adobe products may be requested following these instructions.

1. Contact OIS help desk either by logging in at
   https://support.atu.edu/ics/support/default.asp?deptID=16101 and submitting a ticket online
   or contacting the help desk at 479-968-0646 and telling the support tech that you would like to
   submit a ticket for an Adobe product purchase. It is important that you relay to the technician
   that you are requesting a ticket to be submitted so that they can handle your request properly.
   Submitting the ticket online is the preferred method. See screenshots below.
2. After the ticket is submitted, OIS will contact you and evaluate your Adobe software needs and
   recommend a product to you.
3. You will contact Procurement to request the quote for the recommended product.
4. Upon receipt of the quote you will enter a requisition to CDWG (T01000139) using the quote as
   a guide and matching your requisition to it line for line.
5. Procurement receives the requisition and after any applicable approvals converts it to a
   purchase order.
6. You will receive a departmental copy of the purchase order in your email to be approved with a
   signature and sent to Accounts Payable **after** your software is installed by OIS.
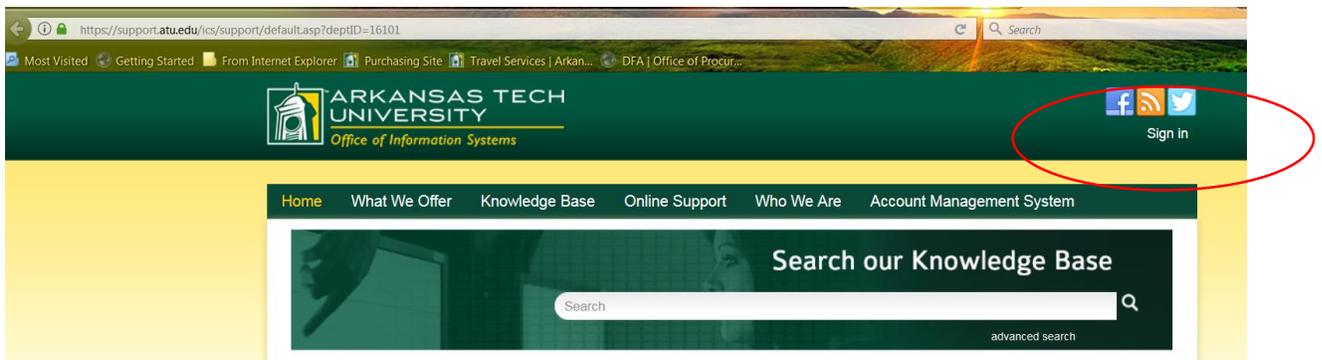
After logging in you will see the screen below. Select Online Support and Submit a Ticket.
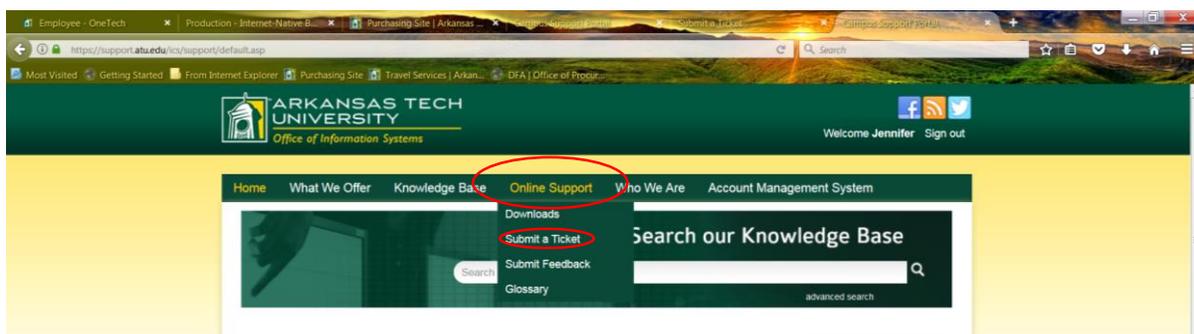
The following screen will appear. Complete all required fields and click on Finish.

Submit a Ticket

The Ticket System enables you to directly submit a support ticket to our staff. This online tool provides an alternative to telephone and email support and helps to expedite the resolution of your issue. You can track the status of your tickets in My Support.

contact info

* Full Name: Jennifer Warren

* Email: jwarren2@atu.edu

ticket description

* Location of Issue:

Not Applicable

Tech Green Tag:

* Summary:

* Details(maximum 64,000 characters):

options

attachment:

attach a file

Email Notification:

Use Contact Email Notification Preferences

Contact CC List:

PREVIEW   FINISH >>