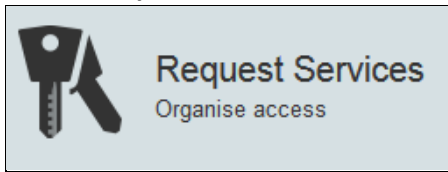


Place a request for New/Upgrade software in the Information Commons (IC)

Logon to the Service Desk using your HORUS username and password.

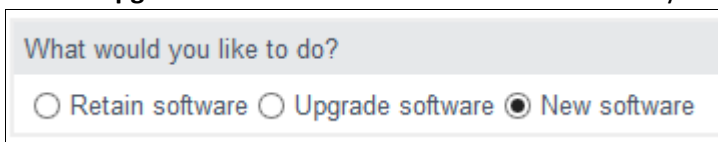
Select **“Request Services”**.



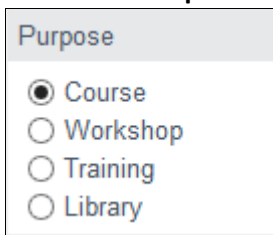
Select **“IC Software (ANU Teaching Spaces)”**.



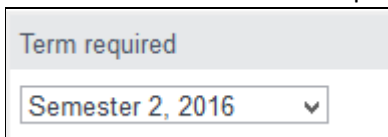
Select **“Upgrade software”** or **“New software”** to start your request.

A form with a light blue header containing the text "What would you like to do?". Below the header are three radio buttons: "Retain software", "Upgrade software", and "New software". The "New software" radio button is selected, indicated by a filled circle.

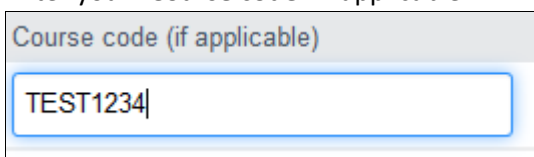
Select the **“Purpose”** that relates to your needs.

A form with a light blue header containing the text "Purpose". Below the header are four radio buttons: "Course", "Workshop", "Training", and "Library". The "Course" radio button is selected, indicated by a filled circle.

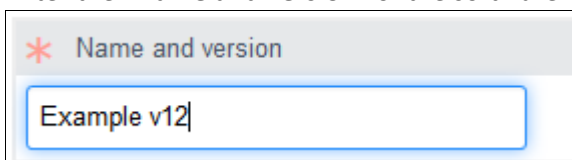
Select the **“Term”** via the drop down menu on the right.

A form with a light blue header containing the text "Term required". Below the header is a dropdown menu with "Semester 2, 2016" selected and a downward arrow icon.

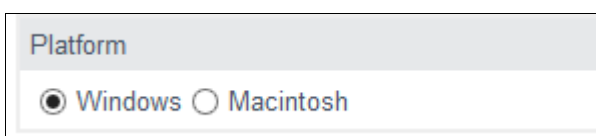
Enter your **“Course code”** if applicable.

A form with a light blue header containing the text "Course code (if applicable)". Below the header is a text input field with a blue border containing the text "TEST1234".

Enter the **“Name and version”** of the software required.

A form with a light blue header containing the text "* Name and version". Below the header is a text input field with a blue border containing the text "Example v12".

Select the Platform **“Window”** or **“Macintosh”**.

A form with a light blue header containing the text "Platform". Below the header are two radio buttons: "Windows" and "Macintosh". The "Windows" radio button is selected, indicated by a filled circle.

Enter “**Media source (i.e., download link, CD)**” details.

Media source (i.e., download link, CD)
http://www.example.org/downloads/

Enter “**Licence details (i.e., open source, network key)**”

Licence details (i.e., open source, network key)
Open Source https://www.example.org/download/releases/12/license/

Enter any “**Configuration or other information**” you want noted.

Configuration or other information
data imported via Excel files

Then select “**Submit**” once you have finished and a Service desk job will automatically be logged on your behalf and emailed to you.

Submit