

# 6 Steps to the Web Team

- 1) Navigate to the URL address (<http://it.la.psu.edu/>)
- 2) Click on the **Websites** box in the lower left hand corner

For more focused support, submit a ticket under one of our service categories:

<b>Accounts &amp; Authorization</b> New Liberal Arts account, access to Liberal Arts files, login and password issues, Duo/2FA	<b>Audio Visual Support</b> Classroom consultation, AV hardware procurement, AV training	<b>Custom Application Development</b> Application development, enhancement, maintenance, and updates
<b>Desktop Computing</b> Desktop/laptop issues, loaner laptops, antivirus, Spirion (IdentityFinder)	<b>Digital Signage</b> Digital Signage development and installation, content updates	<b>Email and Calendar Support</b> PSU email, PSU calendars
<b>File Storage Administration</b> Home (H:) Dept (S:) Research (R:) drives, Box.net, ICS storage, encryption, data compliance and retention	<b>Network Access</b> Wifi, network, activate a network jack	<b>Printer</b> Printer issues
<b>Print Media Design</b> Brochures, postcards, flyers, posters	<b>Research Technology Management</b> Technology-assisted research, bring research to PSU	<b>Server Administration</b> Research servers and support
<b>Software</b> Software questions, software installs	<b>Survey and Reporting</b> Qualtrics, LionPath reports	<b>Technology Procurement</b> Computer purchases, printer purchases, software purchases
<b>Training</b> Technology and software training	<b>Video Conferencing</b> Video conferencing support, Skype, Zoom, PolyCom	<b>Websites</b> Website development, website content updates
<b>Workflow and Processes</b> Streamline/improve workflows and processes		

- 3) Sign in with your PSU credentials
- 4) Half way down the page there is a heading named **Features**

**Features**

Service Requests | Intended Users | Requirements | Related Services

[Report an Issue](#) ← If your website is currently broken/malfunctioning click on Report an Issue

[Submit a General Request](#) ← All other reasons, click on Submit a General Request

- 5) If your website is currently broken/malfunctioning, click on **Report an Issue**. Any other reason, click on **Submit a General Request**
- 6) Fill out the form with the requisite information and click either **Submit** or **Order Now**.

Don't forget to include the URL addresses of the webpages that we will be working on. Not including the URL address of where the work is going to take place could affect our ability to help you in a timely fashion. In which case we will reply by asking you for the URL address and wait until your response, or pending our workload, attempt to find the webpage with which your request is being made.

Thanks!