

https://help.smu.edu, x

https://help.smu.edu/user

eProcurement ACCESS
Requests for access
must be submitted by
employee's supervisor
or FO.

The supervisor or FO
will log into
help.smu.edu/user
enter their regular SMU
User Name (SMU ID#)
& Password

Authentication Required

The server https://help.smu.edu requires a username and password.

User Name:

Password:

Log In

Cancel



Payroll / TimeAccess



Biweekly Approver

Monthly Delegate Approver

Review Monthly Employees

Concur



Non Travel Requests

Travel Requests

IT Forms



Open a General Request

Account Requests

Telephone Services

Printing Support and Toner

Network Services

Tech Purchases

Web Services

Online Support

My Requests

Welcome to the Online Support Center!

This site allows you to place a request for assistance from a variety of departments across campus.

You may notice a few changes! We're working on making this site easier to use. In the main part of the screen, you'll find a listing of all of your incidents. All the forms can be accessed using the left hand navigation. If you have a question, simply type it in the assist bar below and any pertinent knowledge base entries will be displayed. More changes are coming soon!

If you don't see the navigation on the left, click on the application icon in the top grey bar (on the left). Then it should appear



<<< Select Account Requests





Faculty, Staff and Student accounts are created automatically based on specific criteria in my.SMU.

Typically, the following services will be created:

- Authentication Account
- Network Account
- Email Address
- Lync (Employees only)
- my.SMU

To activate the account and set the initial password, go to smu.edu/activate

Account Requests

- Employee Accounts
- Student Worker Accounts
- Guests or Sponsored Account
- Departmental Account
- Engineering Account Information

< select Employee Accounts



✔ Account Requests

▶ Employee Accounts

Employee Accounts

- ▶ Account Create and Modify
- ▶ New AdminImages Permissions
- ▶ Psoft 2 Tier or One Account Request
- ▶ Test EMPLID Account Request
- ▶ Financial Accounts < **select Financial Accounts**



✔ Account Requests

✔ Employee Accounts

▶ Financial Accounts

select >
eProcurement
Requestor Access

Help Info

Financial Accounts

- ▶ Financial Q Drive Access
- ▶ New SMU Financials Request
- ▶ eProcurement Requestor Access
- ▶ eProcurement Change to Access



Instructions:

Please complete the form on the Required Fields tab below. If you have any questions about the form, please call the IT Help Desk at 8-4357 for immediate assistance.

Save



Customer: Cathy Heckman

Opened: 12/9/2015

Number: FC9E612A45

Details

Required Fields

Attachments

Description:



CLICK the Required Fields tab to go to the next screen

B *I* U

Assign permissions for Requestor access for eProcurement.



This text appears automatically.

Type additional instructions if needed.



Instructions:

Please complete the form on the Required Fields tab below. If you any questions about the form, please call the IT Help Desk at 8-4357 for immediate assistance.

Save ✕

Customer: Cathy Heckman ⓘ Opened: 12/9/2015 Number: FC9F212A79

[Details](#) [Required Fields](#) [Attachments](#)

Custom Fields

Types of purchases: Grant/Contract Purchases Departmental Purchases

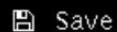


Check ONE or BOTH boxes. The Requestor Info screen will appear.

Grant Contract Purchases or Departmental Purchasing

This is the type of requisitions the requesters will be entering.

Please complete the form on the Required Fields tab below. If you any questions about the form, please call the IT Help Desk at 8-4357 for immediate assistance.



Save



Customer: Cathy Heckman

Opened: 7/5/2017 10:31:19 AM

Number: H75B422AA6

Details

Required Fields

Attachments

Custom Fields

Types of purchases:

Grant/Contract Purchases Departmental Purchases

Name of Requestor:

Input the REQUESTER'S INFO on this screen. CLICK SAVE

SMU ID of requestor:

Requestor Email Address:

Default Org:

Default Ship To Address:

Call the HELP DESK at 8-HELP if you run into problems entering the request.

Approver ID:

Approver Email: