


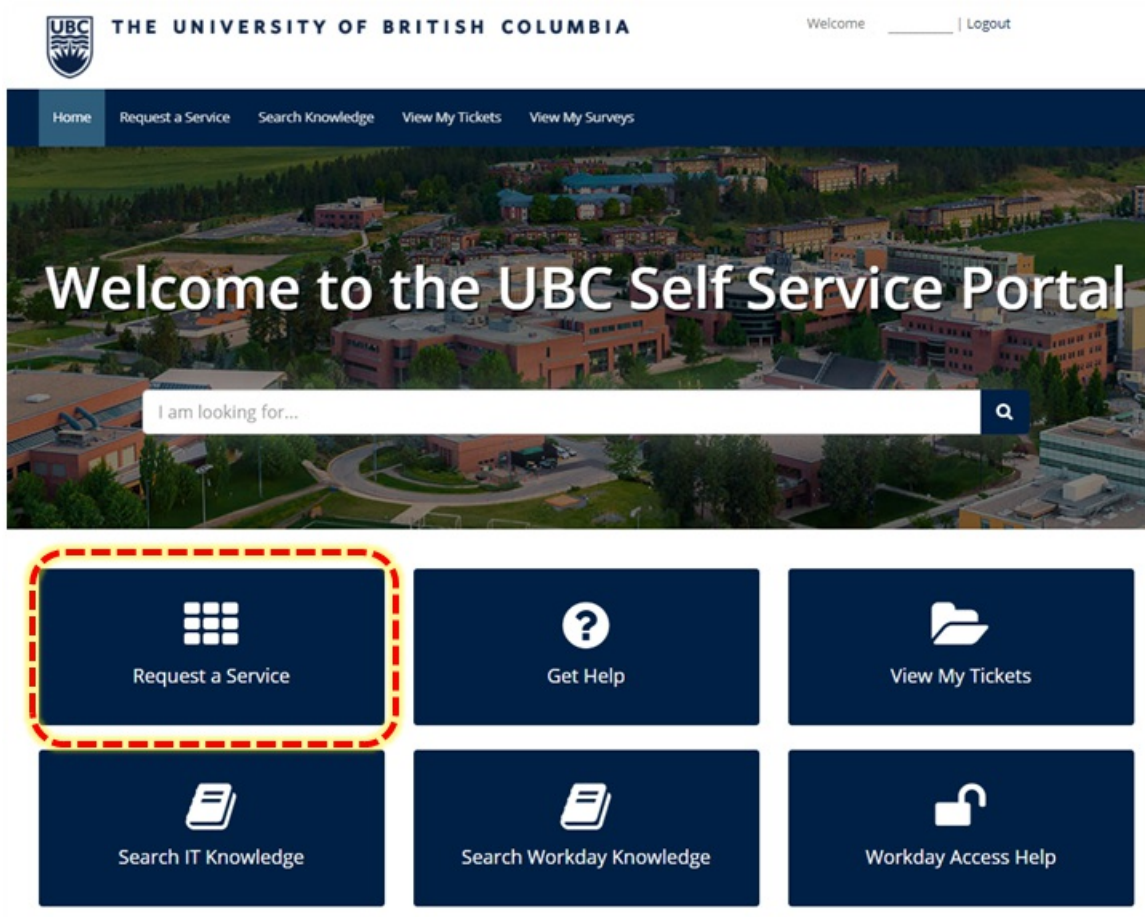
## How to Submit an IT Equipment Quote or Purchase Request using the UBC Self-Service Portal

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On **November 2, 2020**, UBC IT Okanagan moved to the [UBC Self-Service Portal](#) along with the Integrated Services Centre after the launch of Workday. This makes it easier for staff and faculty in the Okanagan, and across UBC, to access a variety of UBC support services from a single website: [ubc.service-now.com](http://ubc.service-now.com).

 Watch [this video](#) to learn how to submit a ticket using the Self-Service Portal

1. Log in to the UBC self-service portal using your [CWL ID](#) and password at - [www.ubc.service-now.com/selfservice](http://www.ubc.service-now.com/selfservice)
2. Click on "Request a Service".



3. From the left side menu bar, select "Hardware, Software & Desktop Support". The select either:
  1. "Order New Hardware" for IT equipment *Quote or Purchase Request* (or a consultation)
    1. Please **describe the equipment needed and the functions related to the equipment needs** in the "Detailed Description" section of the ticket form (e.g. laptop / desktop computer with ability to use CAD software).
  2. "Order New Software" for software *Quote or Purchase Request* (or a consultation)
    1. Please note that software requests that collect any *Personal Information [PI]* must complete a Privacy Impact Assessment [PIA] before they can be used [CLICK HERE](#) for more details on this process)

**Submit a Request**

- Get Help >
- Get Workday Help
- Academic System & Research Application Support >
- Accounts & Access
- Administrative Application Access & Support >
- Audio Visual & Event Support >
- Data Governance & Business Intelligence
- Email & Messaging Support >
- Hardware, Software & Desktop Support >**
- Teaching & Learning Applications
- Browse the Service Catalog

## Hardware, Software & Desktop Support

Request computing support or information on hardware and software products that are available to the UBC community.

**Order New Hardware**  
Need a new laptop or monitor? Let IT Support help

[View Details](#)

**Order New Software**  
Need to download or order software? Let us know how we can help.

[View Details](#)

**Request Desktop or AV Support**  
Request onsite Desktop or Audio Visual Support

[View Details](#)

For more details on using the Self-Service Portal please go [HERE](#).

Posted by: Erin Trifunov - Fri, Feb 5, 2021 at 2:12 PM. This article has been viewed 326 times.

Online URL: <https://knowit.ok.ubc.ca/article/how-to-submit-an-it-equipment-quote-or-purchase-request-using-the-ubc-self-service-portal-1098.html>