

Requesting a Computer through EduCycle

The OTS TechHelp form makes it easy to request reconditioned computers or replace older computers through the EduCycle program.

1. Select the appropriate spreadsheet form:
 - a. To add computer(s) open **Add Computers Request Form (EXCEL)**
 - b. To replace existing computer(s) open **Replace Computers Request Form (EXCEL)**
2. Fill it out
3. Attach it to your TechHelp request at <http://TechHelp.towson.edu>

Creating a TechHelp Request:

1. Open TechHelp in a separate browser tab, or just [click here](#)
2. Login with your NetID and password
3. Choose **Employee Role** for the Request Type
4. Choose **Computers, Laptops, Tablets, iPads**
5. Choose **EduCycle Reconditioning Program (formerly CompuCycle)**
6. To add computer(s) choose **Request (Add More Computers)**
OR
To replace existing computer(s) choose **Request (Replace Existing Computers)**
7. Use the **"Add File"** button to attach the Excel file
8. If you want to do both (Add and Replace), then please make two separate TechHelp Requests

Help Request

Details	
Client	Created By Julie Leary
Location	<input type="text"/>
Department	<input type="text"/>
Request Type	<input type="text" value="Employee Role (Faculty, Staff, Student Workers, etc.)"/> <input type="text" value="Computers, Laptops, Tablets, iPads"/> <input type="text" value="EduCycle Reconditioning Program (formerly CompuCycle)"/> <input checked="" type="text" value="Request (Replace Existing Computers)"/>
Assign To	<input checked="" type="radio"/> Tech Group: Computer Reconditioning Program <input type="radio"/> Myself
Request Detail	<p>B I U </p> <p>We would like to replace three student employee Dell Optiplex 755 computers with repurposed computers from EduCycle. See attached Excel Worksheet.</p> <p>We would like a monitor, keyboard, and mouse with each of them.</p> <p>Thank you</p>
Attachments	<input type="button" value="Add File"/>