Chairperson Procedures to Approve Faculty/Staff Adobe CC Software Requests
Division of Academic Affairs

Process
- Faculty or staff request the Adobe CC software from their chairperson and justifies why they need the software to perform their duties at the university.
- The chairperson approves justified requests by submitting a TechHelp Service Request on behalf of the faculty or staff member, following the procedures below.
- Submit one TechHelp request for each computer Adobe software is to be installed on.
- The TechHelp request initiates the Adobe installation process for the faculty or staff member.

TechHelp Procedures
1. Open a TechHelp Request at https://techhelp.towson.edu
2. Log in to TechHelp with your NetID and password

In the TechHelp Help Request, fill out only the sections below as follows:

3. In “Request Type,” select the following:
   Employee Role (Faculty, Staff, Student Workers, etc.) > Software and Apps > Adobe Creative Cloud Enterprise Licensing > Request Access and Installation>

4. In “Request Detail” field enter text for appropriate request option below:
   Select one of the request options below
   For faculty or staff:
   (The request must be for a Towson employee, not a student, department, or computer.)
   I approve this request for <faculty or staff name>
   For yourself:
   I’m requesting Adobe software for myself

5. In "Adobe Creative Cloud Intended Use" the following
   Select Office Computer (Academic Affairs)

6. Select Save to submit the request

This completes the chairperson’s work.

What happens after I submit the request?
After submitting the TechHelp software request, you will receive an email from TechHelp@towson confirming that your request has been submitted. The TechHelp Request will then be processed and transferred to the appropriate faculty or staff member to complete the software installation on their computer.

Assistance
Contact the Faculty/Staff Help Center at 410-704-5151, follow the menu options.