Supervisor Procedures to Approve Adobe CC Software Requests

These procedures are used by supervisors to in all university divisions except the Division of Academic Affairs.

Process
- Staff request the Adobe CC software from their supervisor and justifies why they need the software to perform their duties at the university.
- The supervisor approves justified requests by submitting a TechHelp Service Request on behalf of the 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 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 staff:
   (The request must be for a Towson employee, not a student, department, or computer.)
   I approve this request for <staff name>
   For yourself:
   I’m requesting Adobe software for myself
5. In "Adobe Creative Cloud Intended Use" select: one of the following
   The appropriate Office Computer for your division
   or
   All Other Offices if your division is not listed
   (Do not select Lab Computer)
6. Select Save to submit the request
   This completes the supervisor’s work.

What happens after I submit 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 staff member to complete the software installation on their computer.

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