Adobe Software Quote Request Procedures

The new process for purchasing Adobe software products uses the new Tiger Tracks app on Bengal web and is as follows;

Login to Bengal Web,

>>> click on Access Tiger Tracks New!

>>> click on Request Services

Welcome!
This is Tigertracks, a place for you to find information and request services from various teams here at ISU.
>>> click on Software and Applications

Categories (10)

- **Accounts and Access**
  Services pertaining to granting, removing or maintaining access to ISU systems and services.

- **Computers, Printers, Copiers, Etc**
  ISU Owned Computers, Printers, Scanners, and other computing equipment in the office.

- **Consulting and Training**
  Request consultation, integration of ISU provided software and applications or training.

- **Mail Center**
  Postal services.

- **Networking & Wireless**
  Wireless (WiFi) Troubleshooting, Network Access, Firewall Changes, etc.

- **Software and Applications**
  Desktop and University Systems and Software.

>>> click on Desktop Software

Software and Applications

- Desktop and University Systems and Software

Categories (4)

- **Banner**
  Banner: INB is short for "Internet Native Banner" and refers to the back-end of Banner. Most administrative staff use INB to

- **Reporting**
  Request access, report a problem, or request or find an Argos report.

- **Other Enterprise Software**
  Request access, report a problem, or request a software upgrade/install.

- **Desktop Software**
  Request Software for your office computer or laptop.
Desktop Software

Request Software for your office computer or laptop.

Services (2)

JMP Software
Request to be given a copy of JMP software and ISU license.

Desktop Software
Submit a request for new desktop software to be installed on your ISU owned equipment.

Desktop Software

How to Request

Click the Request Software button and complete the request form.

You will be asked to login to TigerTracks using your 4 x 4 and password. From that point on it is self-explanatory. Once you enter the information requested, you will see the following screen which will include the Ticket Request ID.

Request Created Successfully!

Ticket Request ID: 4968865

What do you want to do now?

Create another request of this type
View the request you just created
View all of your ticket requests

Once submitted, the Help Desk will provide you with a quote from Journey Ed, Adobe Reseller.

Reference the Ticket Request ID and quote number on the purchase requisition and submit to the Purchasing Department for processing.