Adobe Software Quote Request Procedures

The new process, as of March 2019, 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!

Home
Home Community / Home

TigerTracks
Access TigerTracks New!

>>> click on Request Services

Idaho State University

Home Services Knowledge Base

Find Answers Request Services View Your Tickets

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
>>> 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.

>>> click on Desktop Software
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.

>>>  click on the Request Software .............................................................

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 process a purchase requisition on behalf of your department. An interdepartmental invoice will be submitted against the index code provided to cover the cost of the license.

The Purchasing Department will provide the Requestor a copy of the PO issued for the purchase of the license(s) referencing the Tiger Tracks ticket number for your records.

Renewal of existing licenses: the Help Desk will provide each department's UBO with a list of current licenses up for renewal, 30 days prior to the anniversary date of 7/1/20xx. The UBO will contact the license end-user to confirm license is still required. UBO will email the Help Desk the updated list authorizing the Help Desk to proceed with the purchase of the renewal. This will be a "bulk" purchase of all licenses made by the Help Desk requiring renewal. An interdepartmental invoice will be submitted against the index code provided to cover the cost of the license(s).