

Requesting Additional Software

In an effort to provide a more secure and stable environment, Information Technology Services (ITS) has preconfigured your computer with the latest versions of Internet browsers, e-mail programs, multimedia plug-ins, and Microsoft Office. Additionally, the latest Windows security updates and Symantec Anti-Virus utilities have been installed and set to automatically update to help protect your privacy and the privacy of other network users.

If at any time you require additional software, please refer to the following procedures:

Requests for software purchased and licensed by your department or the college/district:

Contact the Technology Support Services by phone at 1-7217 or by email at tss@mcmail.maricopa.edu to request that a work order be created. Please carefully read the instructions below under the heading "Contacting the Helpdesk".

Requests for software not purchased or licensed by your department or the college/district:

Contact Desktop Support Services at 4-7704 before calling the Technology Helpdesk so that we can verify that acceptable licensing is available, check for known compatibility issues, and obtain a supervisor/dept. chair's approval, if needed. Please carefully read the information under the heading "Contacting Red Mountain Technology Support Services".

Other software:

At this time Desktop Support Services does not install peer-to-peer file sharing software, pre-release (beta) software, redundant security programs, personally owned software, or software that is deemed unsafe or inappropriate for MCC's computer network. Software which is not used for work-related purposes can be requested but will require a supervisor or department chair's approval in writing by email. If such software is installed it is with the understanding that DSS is not responsible for data stored by such programs and does not offer any support, other than re-installation, if a problem occurs. Furthermore, DSS will remove such software if changes in the licensing prohibit its use or it begins to interfere with normal system functionality. If you have any questions, please contact us using the information below.

IMPORTANT NOTE: Please have the installation disks and a copy of the license agreement on hand at the time your helpdesk work order is created. This makes them available immediately to the technician working on your call and is required prior to beginning your install.

Contacting the Technology Support Services (TSS)

Call Center: (480)461-7217 or 1-7217 from either MCC campus

Email: tss@mcmail.maricopa.edu

Hours: 7:00a.m. – 8:00p.m. Mon. – Thurs.
7:00a.m. – 6:00p.m. Friday

In general, when calling TSS please let them know that your request is for the Red Mountain campus and have the following information available:

- Maricopa Community Colleges Property Control Tag number
- Full name of the software desired
- A brief description of the problem
- Any additional/specific info needed to complete your request