Software Center Self-Service Tool

PC

Center for Teaching and Learning (CTL)
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Center for Teaching and Learning Website

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1. To open the Software Center, click **Start** in the lower left corner of your screen.
2. In the fly-out menu, select **All Programs > Microsoft System Center 2012 > Software Center.**

   ▪ If you do not see the Software Center on your computer, please contact the umTech Helpdesk at 901.678.8888.

3. Select the application(s) you wish to install and click **Install.**

   ▪ If you encounter any errors or difficulties, please contact umTech Helpdesk at 678.8888.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.

- If you do not receive a response from via the Service Desk Request Form after 24 hours, email The Center for Teaching and Learning, umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please provide your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation