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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**.

   ![Software Center](image)

   - 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**.

   ![Software Center](image)

   - 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) any day of the week! (Excluding Some Holidays)**

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

**Important Links**

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