

## Hardware & Software Purchasing Process – Information Technology Services Computers, Peripherals, Accessories, and Cables

Faculty and staff can purchase computer equipment (e.g., laptops, monitors, docking stations, and other items) from DELL and CDWG. All Faculty and Staff employees can see items in the store.

### **Before purchasing an Oregon Tech - Work Computer, please note:**

- Computers will have smart security features like auto screen locks, strong passwords, encryption, and others to help keep your data protected and your work uninterrupted.
- Mobile OS devices have standardized home screens and login settings to ensure a consistent, secure experience across all devices.
- Only organization-managed accounts will be usable, ensuring secure access, minimizing support issues, and maintaining a focused, protected work environment.
- To maintain a secure and streamlined experience, access to personal app stores is disabled—ensuring all software meets university standards and support is always available.
- Microsoft Office tools like Edge and Outlook come pre-installed to support productivity and security, replacing default system apps for browsing and email to ensure a consistent experience across all devices.
- Ecosystem features like AirDrop, Sidecar, and Quick Share are disabled to protect data and maintain a secure environment—but you can easily share files and collaborate using OneDrive and Teams.
- Admin rights are restricted to ensure system integrity and security.
- Oregon Tech support is focused on Windows devices, with more limited assistance available for other platforms.

### **Custom Requests:**

- For items not listed, submit a [Custom Quote Request ticket](#).

### **ITS has updated how to purchase Computer Equipment.**

- ✓ All Faculty and Staff employees can see items in the store.
- ✓ ITS will be making all the purchases, so Campus will no longer be purchasing these items using their department P-Cards.

### **ITS has updated how ITS Store orders are set up and delivered**

- ✓ Items purchased from the store will be shipped from Dell and delivered directly to the person they were ordered for. (Bypassing ITS)
  - Laptops are pre-imaged by Dell and ready for you to unbox and start using them as soon as they're dropped off at your office.
  - Monitors and Docks will also be delivered directly. You can unbox and hook up your devices without delay.
  - The Service Desk will be available on request for assistance setting up your new device(s). Just submit a FreshService ticket for assistance.
  - Please refer [here](#) for step-by-step instructions on setting up your Dell laptop
- ✓ Custom quote computer orders will still be delivered to the Service Desk to be set up, then delivered to you

### **Below is the process for purchasing from the **NEW** ITS Store:**

#### **1. Access the Portal**

Go to: <https://help.oit.edu/support/home>

## 2. Navigate to the ITS Store

Click on “**Purchase Computer Equipment (ITS Store)**”.

## 3. Browse Available Items

You'll see a catalog of items available for purchase.

- Click on an item, then select “**Read More**” to view specifications and to ensure it meets your needs.

## 4. If you're ordering a Laptop

- Select the laptop as your **first item**.
- Fill in the required information listed below.
- Add any **Additional Items** to your order.
- Click “**Place Request**”, verify the listed items, and then click “**Confirm**”.

## 5. Required Information for all Orders

- Index Code
- FE Account String (accounting for your Index)
- Project ID (more accounting for your Index)
- Budget Authority – who is approving for the Index you entered
- Grant Code – If applicable
- Activity Code 1 – If applicable
- Activity Code 2 – Location Code
- Shipping Location - Choose one:
  - ✓ Chemeketa
  - ✓ Klamath Falls
  - ✓ OMIC
  - ✓ Portland-Metro
  - ✓ Remote Employee or Boeing Employee
- Employee Start Date – per HR
  - ✓ If ordering for a new employee
- Person to deliver equipment to
- Additional Notes for the Order
- Campus will no longer be purchasing these items with their P CARD's

### Exempted Items:

- **Keyboards and mice** may be purchased from Amazon or Office Depot using a Procurement Card if alternatives to store options are preferred. Please note: Be aware that not all specialized keyboard and mouse software is supported.

### Printers – Requesting a printer:

- Submit an [ITS Custom Quote Request ticket](#) for any printer type (e.g., 3D, laser).
- Campus-wide **leased printer/copier units** are the primary printing devices.
- Individual printers require **justification, department approval, and ITS approval**.
- ITS does **not support individual printers or supplies** beyond initial setup.

### Moving Ricoh Printers/Copiers:

- Contact the **DRC** for relocation requests at: [servicenter@oit.edu](mailto:servicenter@oit.edu) or 541.885.1894
- **Oregon Tech staff may not move copiers.** Any damage incurred during unauthorized moves will be the responsibility of the department involved.

### Software Purchasing:

- Software, software license agreements, subscriptions, freeware, web-based software, web-based logins to software, all apps, and applications require ITS review and approval **PRIOR** to purchase. The [Approved Software List](#) is in TechWeb. You can find it by searching for “Approved Software List”.
  - If you wish to purchase or renew software that appears on this list, you should:
    - **Print the page** showing your software listed as approved.
      - **Attach it to your invoice or receipt.**
      - This printed page will serve as an alternative to submitting a ticket for software approval.
    - This Approved Software List will be updated monthly, and each page is dated for reference.
  - IF YOUR SOFTWARE DOES NOT APPEAR ON THIS APPROVED LIST:
    - Please submit a ticket in Freshservice for [software review](#).
- Please note: some **HARDWARE** purchases like lab equipment require software; be sure you submit a ticket **PRIOR** to purchase of this equipment if software is a component of the [hardware review](#).
- Software may not be purchased with personal funds by Faculty or Staff.

All purchases from the ITS Store must be for Oregon Tech **business purposes only**. For **personal purchases**, please visit [www.dell.com/oit](http://www.dell.com/oit) to take advantage of the Oregon Tech and Dell partnership discount.

For questions or assistance, please submit an ITS ticket or contact the ITS Service Desk at 541-885-1470.