

Steps to become a Requester

Complete FERPA training first

If needed complete Banner training

1. Request access through Tiger Tracks.
Log in to MY ISU.

Click on Access Tiger Tracks

The screenshot shows a grid of service tiles in the MyISU portal. The tiles include:

- Account Management:** Also known as a Bengal ID, this is your official Identification Number for Idaho State University. Access the ISU Password and Account Management Portal to manage your ISU account, password, and security questions. This account provides access to MyISU, Moodle, WiFi, and other ISU systems.
- Finance Dashboard (Finance Self Service):** Includes links for Travel and Expense, Purchase Card, and other financial services.
- Argos Reports:** Develop datablocks and reports. Access to both Argos options is by permission only.
- Talent Management System:** Access Talent Management System, Job Posting Request, Performance Evaluation Instructions, and other HR-related services.
- MyISU Resources:** Moodle ISU, ISU Gmail, ISU Calendar, TigerTracks, PawPrint, and ISU Directory.
- Time Entry & Employment Details:** Employee Dashboard, Personal Information Dashboard, and Time Entry Knowledgebase.

2. Click on Request Services.

The screenshot shows the TigerTracks portal interface. At the top, there is a navigation bar with "Home", "Services", and "Knowledge Base". Below this, there are several service tiles:

- Find Answers
- Request Services** (highlighted with a red box)
- View Your Tickets
- Known Service Disruptions
- Scheduled Maintenance

In the center, there is a large banner for "TIGERTRACKS" with the text: "BengalWeb Has Been Retired. MyISU includes the same tools and links as BengalWeb, with a customizable home page and smart phone app. Support materials, including an intro video, are available to ease the transition. For your convenience, we offer live Zoom tours. Visit the ITS Website for tour dates and times."

On the right side, there are several service tiles:

- Contact the IT Service Desk
- Click To Chat
- Popular Services
- Popular Articles
- Provide Feedback

At the bottom, there is a search bar with the text "Search the client portal" and a magnifying glass icon.

3. Select Staff

Service Catalog

Categories (4)

| | |
|--|--|
|  Students Services and request forms for students. If you have a situation or request not covered here, please contact our Service Desk at... |  Faculty Services and request forms for faculty members. If you have a situation or request not covered here, please contact our Service... |
|  Staff Services and request forms for employees. If you have a situation or request not covered here, please contact our Service Desk at... |  College, Departmental, and Campus Services This area contains services owned and managed by specific Colleges, Departments... |

Popular Services

- [JMP Software](#)
- [Employee Account, Request or Renew](#)
- [Request Additional Printing Funds](#)
- [General Contract](#)
- [General Assistance](#)

[View All Popular Services >](#)

My Recently Visited Services

- [Desktop Software](#)
- [Employee Account, Request or Renew](#)
- [Wireless Network Troubleshooting](#)
- [Special Course](#)

Services (1)

JMP Software
Request to be given a copy of JMP software and ISU license.

4. Select Access.

Categories (9)

| | |
|--|---|
|  Access Services and request forms to access computers, servers, and records, as well as to gain further permissions in online... |  Computer Labs Services and request forms for problems and permissions with ISU's computer labs. |
|  Courses Services and request forms for problems and permissions for coursework and classes. |  Electronics Repair Services and request forms for problems with computers and other electronics. |
|  Internet Services and request forms for problems and permissions with websites, internet, and networks. |  Parking Services and request forms for problems and permissions for parking. |
|  Print Services and request forms for problems and permissions with printers and copiers. |  Software Services and request forms for problems and permissions for software which you currently have access to. |
|  Telephone and Mail Services and request forms for problems and permissions with telephones and mail. | |

5. Select Employee Account, Request or Renew

Categories (1)



Software

Services and request forms to gain further permissions in online applications.

Services (7)

Employee Account, Request or Renew

Request account services for a student employee, affiliate/adjunct faculty, temporary, or retired employee.

Access Video Classroom Recording

Faculty can have access to the recordings from their Distance Learning Classrooms and Post them into their Moodle ISU Course.

Can't Log into Account

6. Click Request access and complete the form.

How to Request

Click the **Request Access** button and complete the request form.

Service Description

A supervisor can request account services for an affiliate/adjunct faculty, temporary, student, or retired employee they are responsible for.

INFO: Retired employee's do not have a responsible party and may request access for themselves. Retired employee's are only eligible for email, wireless, and labs without approval.

Standard Features

Account services included in this form:

- Box
- Email
- VPN
- Wireless / Labs (for contracts or temps who do not get it by default)
- Banner / Argos

Services that are not listed above can be requested using the **Request Other Access** form.

Roles and Responsibilities

User Responsibilities:

Provide details related to the request including:

- Who needs access
- What access is needed
- What access will be used for

Service Provider Responsibilities:

