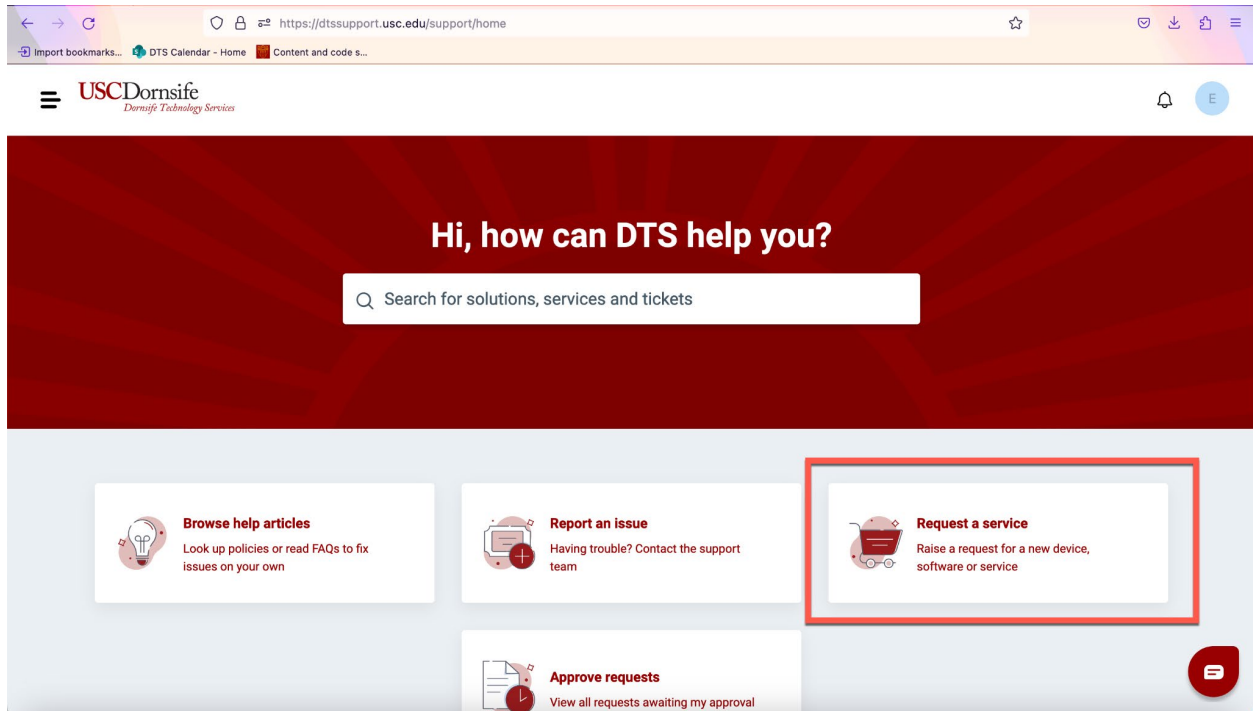


How to submit a Position Request through Freshservice.

1. Go to <https://dtssupport.usc.edu> and click **Request a service**.



2. You may be prompted to sign in via the USC Shibboleth page: type your USC NetID and passphrase, and authenticate with Duo when prompted.
3. Click on 'Dornsife Human Resources' at the bottom of the menu on the left (under All Service Items):

Home > Service Catalog



Service Catalog

Browse the list of services offered and raise

All Service Items >

Computer and Tablet Purchasing

Other Hardware Purchasing

Application Access

Equipment Reservation

Mobile Phone

Employee On/Off-boarding

Phones and Data

Dornsife Accounts and Network St...

E-Mail

Slack

iVIP

Upgrades and Maintenance

Internal Service Requests

Media Services

Training and Documentation

Office Relocation

Dornsife Payroll and Welcome Cen...

Digital Signage

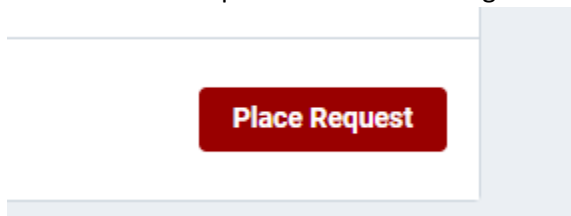
Dornsife Web Redesign Project

Dornsife Human Resources

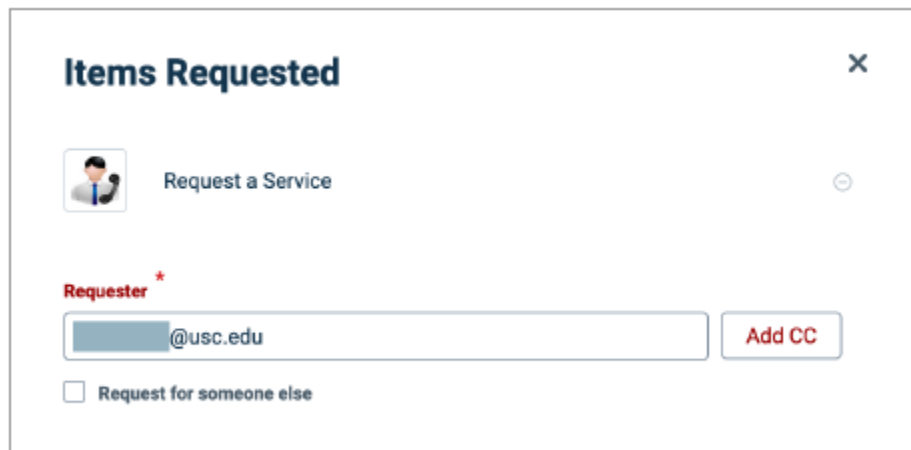
4. Click on the “Staff Position Request” item:



5. Follow the instructions at the top of the page and complete all mandatory fields (marked with *).
6. Upload all the required attachments at the bottom of the page. You can visit our [website](#) to obtain the required forms.
7. Click on ‘Place Request’ at the bottom right corner of the page:



8. To place a service request for yourself: this is default. Optionally, you can click **Add CC** if you want someone else to receive updates on this request.
To place a service request for someone else: Select the checkbox **Request for someone else** and type their email address into the Requester field. You can click **Add CC** and type your email address to ensure that you also receive updates.

A form titled "Items Requested" with a close button (X) in the top right corner. Below the title, there is a profile icon of a person and the text "Request a Service" with a minus sign icon to its right. Below that, the label "Requester" is followed by a red asterisk. A text input field contains "@usc.edu". To the right of the input field is a red button labeled "Add CC". At the bottom, there is a checkbox labeled "Request for someone else".

9. Click **Confirm**.
10. The confirmation page loads and a confirmation email will be sent to you. Please respond to this email if you want to follow up on your request.