Ordering a New Computer

1. Go to it.wustl.edu and select the Request Services icon.
2. Log in with your WUSTL Key.
3. Select Information Technology.
5. Select New Hardware Request to access the form to order a new computer.
6. **Tip:** Answer the two questions at the bottom of the order guide before selecting the type of computer or Operating System.

7. Complete the form.
   a. After selecting the Operating System, a drop-down list will appear below with Bundle options.
   b. Select a bundle and a pop-up box will open with more details about the computer. (You may need to enable pop-ups for it to work.)

8. Once the form is completed, select the **Item Details** button in the top right corner or bottom right corner of the Order Guide.
9. The next page is the Item Details page.

10. Answer the two questions at the bottom of the page.

11. Change the quantity if needed.
12. If you answered yes to the standard external monitor question and/or hardware accessories question on the bottom of the Order Guide, you will see additional tabs on the Item Details page.

13. Select a tab or select one of the blue **Next Tab** buttons located in the top right corner or lower right corner.

14. On the Standard External Monitor tab you can change the quantity of monitors.

15. Select the **Next Tab** button if you have another tab or select the tab itself.
16. On the Hardware Accessories tab, select any items from the left list under Available and use the right arrow to add them to the right list under Selected.
   a. To remove an item, select the item in the Selected list and use the left arrow.

17. Once completed, select one of the **Checkout** buttons in the top right corner or lower right corner.

18. On the Checkout page, review your order by using the right arrows next to the items to see the details.
   a. Select **Continue Shopping** to add additional items.
19. If something is incorrect, select the **Edit** button.
   a. The form will load for you to make edits.
   b. Make any needed changes, then select **Update Cart**.
20. If you do not need an item, select the **Delete** button.
21. Select **Submit Order** if everything is correct.
22. On the next page you will see a message indicating your request has been submitted.
23. Your order numbers are the RITM numbers. If you call the Help Desk to check on your order, provide the RITM numbers.
24. Check the status of an order by going to it.wustl.edu and selecting the **My Tickets** icon.

25. Log in with your WUSTL Key.

26. Select an order under Open Requests to view the status.

27. Contact the Help Desk at 314-933-3333 if you have any questions.